



**2024-2026 MY EV9 VEHICLES
WINDSHIELD WIPER SOFTWARE UPGRADE
PRODUCT IMPROVEMENT CAMPAIGN (PI2502)
Q & A
November 13, 2025**

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Product Improvement Campaign on all 2024-2025 MY and certain 2026 MY EV9 vehicles, to install enhanced windshield wiper software that provides drivers with additional warnings related to the use of the windshield wipers during winter conditions.*

Q2. What vehicles are affected by the Product Improvement Campaign?

A2. *All 2024-2025 MY and certain 2026 MY EV9 vehicles, manufactured from September 25, 2023 through November 28, 2025*

Q3. How many customer vehicles are affected by this campaign?

A3. *Approximately 42,595 vehicles*

Q4. Why is Kia conducting a Product Improvement Campaign?

A4. *In addition to driver removal of accumulated snow/ice before driving, Kia has developed enhanced software to detect obstructed windshield wipers and provide advance messages to remind the driver to check for any obstructions such as snow/ice in the windshield wiper area.*

Q5. Can you describe the Product Improvement Campaign?

A5. *Dealers will update the windshield wiper software to provide warning messages in the instrument cluster display in the event the windshield wipers become temporarily disabled when 1) the wipers do not return to the original starting position due to an obstruction (e.g., snow) or 2) when there is a heavy accumulation of snow/ice while driving. Additionally, Kia is providing vehicle owners with a label with updated information regarding these warning messages to be placed over the existing information found in Section 5; "Wipers and Washers" of the vehicle's owner's manual.*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send a letter notifying owners of the affected vehicles by first-class mail beginning on **November 14, 2025**.*

Q7. Where were the vehicles produced?

A7. *The affected vehicles were produced at a Kia assembly plant in South Korea.*

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the campaign free of charge at no cost to the customer.*

Q9. How long will the update take?

A9. *The estimated time required to perform the product improvement in the vehicle is approximately one (1) hour. However, the vehicle may be needed longer depending on the dealer's schedule. It is recommended to schedule a service appointment to minimize vehicle owner inconvenience.*

Q10. Are there any restrictions on an owner's eligibility?

A10. *No.*

Q11. If a customer has an immediate question, where can they get further information?

A11. *The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via <https://customercare.kiausa.com>.*