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Removal of Snow/Ice Before Driving Your EV9 in Winter Conditions

IMPORTANT REMINDER

January 14, 2026

Dear Kia EV9 Vehicle Owner:

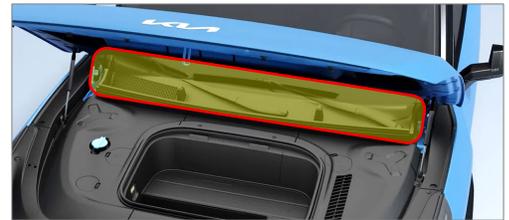
As part of Kia’s ongoing commitment to providing you with a superior ownership experience, **Kia would like to remind you about the importance of proper SNOW/ICE REMOVAL BEFORE DRIVING, as well as the related windshield wiper system warning feature.** Your Kia EV9 may display warning messages to inform drivers to check for any obstructions such as snow/ice in the windshield wiper area when operating in winter conditions.

Please take a moment to review the information below to help you and your passengers use this feature with confidence.

IMPORTANT REMINDER:

Before operating your vehicle in winter conditions, do the following:

- Open the hood and clear snow/ice from the windshield wiper area.
 - This includes the area in the windshield cowl below and in front of the windshield wipers which may contain hidden accumulated snow/ice.
- Clear snow/ice from the vehicle’s roof.
 - Accumulated snow/ice may slide forward while driving and impede the windshield wiper function.



Note: Under certain operating conditions with heavy snow, ice or other obstructions, the windshield wipers of your vehicle may temporarily stop. This can occur at start up or while driving and is a normal safety feature designed to prevent damage to the wiper motor. If this occurs, safely pull over and remove accumulated snow.

Enhanced Windshield Wiper Software Warning Messages

Your Kia EV9 is equipped with enhanced software that detects obstructed windshield wipers and will provide advance messages to remind the driver to check for any obstructions such as snow/ice in the windshield wiper area.

Depending on the circumstance, the enhanced windshield wiper software will provide one of the following warning messages in the instrument cluster display due to an obstruction on the windshield:

<p>“Wipers may be disabled. Turn off vehicle, open hood, and clear snow from wiper area & roof.”</p>	<p>Wipers may be disabled. Turn off vehicle, open hood, and clear snow from wiper area & roof.</p>
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<p>“Wipers disabled. Stop safely, turn off vehicle, open hood, clear snow from wiper area & roof.”</p>	<p>Wipers disabled. Stop safely, turn off vehicle, open hood, clear snow from wiper area & roof.</p>
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Additional Tips Before Driving In Winter Conditions:

- If there is an accumulation of snow or ice on the windshield, defrost the windshield until the snow and/or ice is cleared
- For stubborn ice, apply a deicer or spray a solution of two parts isopropyl alcohol (70%) to one part water
- Do not use the washer in freezing temperatures without first warming the windshield with the defroster
- The wiper and washer system may become damaged if the system is used before removing the snow and/or ice

A more detailed description of the operation of the windshield wipers has been provided to you in Section 5 under '**Wipers and washers**' of your owner's manual. Kia recommends that you read your EV9 owner's manual to ensure you understand the functionality of the windshield wipers as well as proper removal of snow/ice before operating your vehicle in winter conditions.

If you have any questions, please feel free to contact us online via the link <http://customercare.kiausa.com> or by phone at 1-800-333-4542.

Sincerely yours,

Customer Care Department