



February 4, 2026

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2024-2026 MY EV9 vehicles manufactured from September 25, 2023 through April 29, 2025 to reposition an electrical connector in the driver's footwell to prevent accidental disconnection by the driver's foot.

The EF31 electrical connector, located near the top of the driver's footrest, may become disconnected due to interference from the driver's foot. If this electrical connector becomes disconnected, the 12V battery may discharge, which can cause the Service warning light and/or "Check electric vehicle system" message to illuminate. If the vehicle continues to be driven in this condition, the Power Limited (Turtle) warning light may illuminate, and the vehicle may enter Limp Home Mode with speed temporarily limited.

Dealers will reposition the EF31 electrical connector by replacing the bracket with an improved one to prevent accidental disconnection by the driver's foot. This campaign will be performed free of charge at no cost to the customer.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com during the week of **February 4, 2026**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners beginning on **February 6, 2026**.

Please make personnel in your dealership familiar with the details of this Voluntary Service Campaign so they may respond to customer inquiries and requests appropriately. This Voluntary Service Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this voluntary service campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department
Enclosures