



**2024-2026 MY EV9 VEHICLES  
ELECTRICAL CONNECTOR DISCONNECTION  
VOLUNTARY SERVICE CAMPAIGN (SC360)  
Q & A  
February 4, 2026**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2024-2026 MY EV9 vehicles reposition the EF31 electrical connector in the driver's footwell to prevent accidental disconnection by the driver's foot.*

**Q2. What vehicles are affected by the service campaign?**

A2. *Certain 2024-2026 MY EV9 vehicles manufactured from September 25, 2023 through April 29, 2025*

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

A3. *Approximately 27,616 EV9 vehicles*

**Q4. What is the concern with the EF31 electrical connector?**

A4. *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.*

**Q5. Can you describe the service campaign fix?**

A5. *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.*

**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 February 6, 2026.*

**Q7. What should vehicle owners do when they receive the notification?**

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.*

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

A9. *No.*

**Q10. If a customer has an immediate question, where can they get further information?**

A10. *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>.*