



April 28, 2026

## ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Product Improvement Campaign on 2024-2026 MY EV9 vehicles, manufactured from September 25, 2023 through April 9, 2026, to replace the passenger-side wiper arm with an improved wiper arm of a different shape and angle to increase the clearance between the wiper and windshield cowl.

During winter conditions, the windshield wipers may become temporarily inoperable due to accumulated snow on the windshield or cowl area. To help reduce the likelihood of this condition, Kia has developed a newly designed passenger-side wiper arm of a different shape and angle to increase the clearance between the wiper and windshield cowl.

Kia dealers will replace the passenger-side wiper arm on the vehicle with a newly designed wiper arm. This Product Improvement Campaign will be performed free of charge at no cost to owners.

In addition, Kia is currently developing enhanced software logic to add two new ambient-temperature-dependent pop-up instrument cluster messages that will: **1)** provide a reminder to clear all snow/ice from the windshield, cowl, and roof prior to driving and **2)** provide a reminder to activate wiper service mode when turning off the vehicle to assist in snow/ice removal the next time owners drive their vehicle. For customers who are enrolled in Kia Connect, the software will soon be available as an Over-The-Air (OTA) update. For customers who are not enrolled in Kia Connect, Kia will mail owners a separate letter once the software update becomes available, and dealers will be able to install the software free of charge at no cost to owners.

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](http://www.kiatechinfo.com) during the week of **April 28, 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 **April 30, 2026**. **We appreciate your support in encouraging customers to have this Product Improvement Campaign completed as quickly as possible.**

Please make personnel in your dealership familiar with the details of this Product Improvement Campaign so they may respond to customer inquiries and requests appropriately. This Product Improvement 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 product improvement 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