



Kia America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## PRODUCT IMPROVEMENT CAMPAIGN

April 30, 2026

Dear Kia EV9 Vehicle Owner:

Kia America, Inc. is conducting a Product Improvement Campaign on 2024-2026 MY EV9 vehicles to replace the passenger-side wiper arm on your vehicle with an improved wiper arm of a different shape and angle to increase the clearance between the wiper and windshield cowl. Our records indicate that you own or lease one of the potentially affected vehicles.

### Why is Kia Conducting This Product Improvement Campaign?

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.

### What Will Kia Do?

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

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 you drive your 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 you**.

### Tips Before Operating Your Vehicle In Winter Conditions:

- 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.
- The wiper and washer system may become damaged if the system is used before removing the snow and/or ice
- Do not use the washer in freezing temperatures without first warming the windshield with the defroster

### What Should You Do?

- Contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the campaign can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.

- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the “Find Dealer” button in the upper right corner (“Dealers” on a mobile device). You can also use the QR code with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



### Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid “Change of Address/Ownership” card and mail it to us.

### What If You Have Other Questions?

Should you have any questions regarding this Product Improvement Campaign, or your dealer does not respond to your service request in a timely manner, we suggest that you call Kia’s Customer Care Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or visit <https://customercare.kiausa.com>.

Please accept our apologies for any inconvenience this situation may cause you.

Sincerely,  
Customer Care Department

#### **QR Code Use:**

- *A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or QR Code Reader App. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.*
- *With a mobile device, **download a QR Code Reader App.** With many devices, you can do this through an app store or marketplace.*
- ***Open the QR Code Reader App on your mobile device. The app will utilize your device’s camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the QR Reader Code App instructions.***