



PI2601A - PASSENGER-SIDE WIPER ARM REPLACEMENT
2024-2026 MY EV9 VEHICLES
PRODUCT IMPROVEMENT CAMPAIGN
Q & A
April 28, 2026

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Product Improvement Campaign 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.*

Q2. What vehicles are affected by this campaign?

A2. *2024-2026 MY Kia EV9 vehicles manufactured from September 25, 2023 through April 9, 2026.*

Q3. Why is Kia conducting a Product Improvement Campaign?

A3. *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.*

Q4. Can you describe the Product Improvement Campaign?

A4. *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.*

Q5. Will this cost vehicle owners any money?

A5. *No. Kia will perform the Product Improvement Campaign free of charge at no cost to the customer.*

Q6. How long will the Product Improvement take?

A6. *The estimated time required to perform the product improvement in your vehicle is approximately **one (1) to two (2)** hours, depending upon the dealer's work schedule, therefore, an appointment is recommended.*

Q7. How will owners of the affected vehicles be notified?

A7. *Kia will be notifying owners of the affected vehicles by first-class mail starting on **April 30, 2026.***

Q8. Where were the vehicles produced?

A8. The affected vehicles were produced at a Kia assembly plant in South Korea and the U.S.

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 the internet at www.kia.com (Owner's Section).