



**2024-2026 MY EV6 VEHICLES
3-WAY COOLANT VALVE REPLACEMENT
VOLUNTARY SERVICE CAMPAIGN (SC373)**

Q & A

August 19, 2026

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2024-2026 MY EV6 vehicles to replace the 3-way coolant valve assembly with a new one. In addition, dealers will inspect the 3-way coolant valve harness connector for corrosion and, if necessary, replace the harness connector.*

Q2. What vehicles are affected by the service campaign?

A2. *Certain 2024-2026 MY EV6 vehicles, manufactured from August 7, 2023 through June 18, 2026*

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

A3. *Approximately 28,097 EV6 vehicles*

Q4. What is the concern with the 3-way coolant valve?

A4. *The 3-way coolant valve in the subject vehicles may become damaged and result in a coolant leak. As a result, corrosion may also be present in the 3-way coolant valve harness connector. An inoperative 3-way coolant valve or corrosion within the harness connector may result in reduced Heating, Ventilation, and Air Conditioning (HVAC) performance and/or in the illumination of the "Check electric vehicle system" or "Refill Coolant" warning message in the instrument cluster.*

Q5. Can you describe the service campaign fix?

A5. *Dealers will replace the 3-way coolant valve assembly with a new one. In addition, dealers will inspect the 3-way coolant valve harness connector for corrosion and, if necessary, replace the harness connector. 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 **August 20, 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>.*