



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

PRODUCT IMPROVEMENT CAMPAIGN

August 31, 2026

Dear Kia EV9 Vehicle Owner:

Kia America, Inc. is conducting a Product Improvement Campaign on all 2024-2025 MY and certain 2026 MY EV9 vehicles to install enhanced windshield wiper software that provides drivers with additional reminders related to the use of the windshield wipers during winter conditions. Our records indicate that you own or lease one of the potentially affected vehicles.

Why is Kia Conducting This Product Improvement Campaign?

Kia has developed enhanced software logic that detects obstructed windshield wipers and provides advance messages to remind the driver to check for any obstructions such as snow/ice in the windshield wiper area. This enhancement will add **two (2) new instrument cluster pop-up messages** dependent on ambient temperature:

- A. Reminder to clear all snow/ice from the windshield, cowl area (the area below the windshield wipers), and roof prior to driving; and
- B. Reminder to place wipers into Service Mode within 20 seconds of turning off the vehicle to assist in snow/ice removal the next time you drive your vehicle. **To place wipers in Service Mode:**
 1. Turn off the vehicle.
 2. Move the wiper switch to the single wiping (MIST) position within 20 seconds; and
 3. Hold the wiper switch for more than 2 seconds.

What Will Kia Do?

Kia will update the windshield wiper software logic to provide two (2) additional pop-up message reminders that alert drivers in advance to check and clear any snow/ice in the windshield wiper area during winter conditions. 2024-2026 MY EV9 vehicles contain Over-The-Air (OTA) software update technology that allows you to wirelessly update software system(s) in your vehicle. To utilize this feature, you must have an active Kia Connect account and be enrolled in one of the available Kia Connect plans. **When the OTA update becomes available AND your Kia Connect account is active, you will see a message on your infotainment screen prompting you to install the update when you turn off the vehicle.** Tap the "Update Now" button to begin installing the update. The OTA software update installation may take approximately ten (10) to fifteen (15) minutes. This update is **free of charge at no cost to you**. Additional information regarding OTA updates, including software installation pre-conditions, can be found in the **Infotainment System** section of your Owner's Manual. **Additionally, Kia is providing an Owner's Manual leaflet with the updated information regarding these advance messages.**

If your Kia Connect account is not active, or OTA is not your preferred installation method, Kia will update the windshield wiper software logic via a scheduled appointment at an authorized Kia dealership. This software update will be performed **free of charge at no cost to you**. The time required to perform this update will be approximately one (1) hour. However, your vehicle may be needed longer depending on the dealer's schedule. We recommend scheduling a service appointment to minimize your inconvenience.

Tips Before Operating Your Vehicle In Winter Conditions:

- Open the hood and clear snow/ice from the windshield wiper area.
- Clear snow/ice from the vehicle's roof.

- 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?

- If you are **not** enrolled in **Kia Connect**, 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 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, 5:00AM to 6:00PM, 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.**