



SOFTWARE UPDATE FOR ENHANCED FRONT WIPER LOGIC & ADVANCE MESSAGES

2024-2026 MY EV9 VEHICLES

PRODUCT IMPROVEMENT CAMPAIGN (PI2601B)

Q & A

August 19, 2026

Q1. What type of campaign is Kia conducting?

A1. 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 weather conditions.

Q2. What vehicles are affected by this campaign?

A2. All 2024-2025 MY and certain 2026 MY EV9 vehicles, manufactured from September 25, 2023 through July 16, 2026

Q3. Why is Kia conducting a Product Improvement Campaign?

A3. 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 ambient-temperature-dependent pop-up instrument cluster messages that provide a:

- 1) Reminder to clear all snow/ice from the windshield, cowl area (the area below the windshield wipers), and roof prior to driving; and*
- 2) Reminder to place wipers into Service Mode within 20 seconds of turning off the vehicle to assist in snow/ice removal the next time before the vehicle is driven.*

Q4. Can you describe the Product Improvement Campaign?

A4. The windshield wiper software logic will be updated with improved software by dealers or via an Over-the-Air (OTA) update when available. This Product Improvement Campaign will be performed free of charge at no cost to owners. Additionally, Kia is providing vehicle owners with an Owner's Manual leaflet with updated information regarding these advance messages.

For customers who are enrolled in Kia Connect, the software will be available as an Over-The-Air (OTA) update. For customers who are not enrolled in Kia Connect, dealers will be able to install the software free of charge at no cost to owners.

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) hour**. Your vehicle may be needed longer, depending upon the dealer's work schedule, therefore scheduling 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 on **August 31, 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).