



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

PRODUCT IMPROVEMENT CAMPAIGN

August 28, 2026

Dear Kia EV6 Vehicle Owner:

Kia America, Inc. is conducting a Product Improvement Campaign on certain 2025-2026 MY EV6 vehicles to upgrade the Battery Management System (BMS) diagnostic software logic. Our records indicate that you own or lease one of the potentially affected vehicles.

Why is Kia Conducting This Product Improvement Campaign?

To improve the diagnostic monitoring of the high-voltage battery in your vehicle, Kia has developed enhanced BMS software to improve the detection logic and system response in cases of moisture intrusion into the high-voltage battery.

What Will Kia Do?

Kia dealers will upgrade the BMS software logic to improve the battery diagnostic system response accuracy in cases of moisture intrusion into the high-voltage battery. 2025-2026 MY EV6 vehicles also contain Over-The-Air (OTA) software update technology that allows you to wirelessly update software system(s) in your vehicle, giving you the option to perform this update yourself. 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 OTA software update will be performed **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.

If your Kia Connect account is not active, or OTA is not your preferred installation method, Kia will update the BMS software logic via a scheduled appointment at an authorized Kia dealership. This Product Improvement Campaign performed at the dealership will also be **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.

Important Reminders Regarding Your EV6:

- To avoid water damage, do not drive through flooded areas unless you are sure the water is no higher than the bottom of the wheel hub.
- Refer to the **Driving your vehicle** and **Maintenance** sections in the Owner's Manual for additional information.

CAUTION

Electrical components

Never allow water or other liquids to contact electrical/electronic components inside the vehicle as this may damage them.

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**.