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

# PRODUCT IMPROVEMENT CAMPAIGN

September 3, 2026

Dear Kia EV6 Vehicle Owner:

Kia America, Inc. is conducting a Product Improvement Campaign on certain 2025 MY EV6 vehicles to upgrade the 12-volt battery ("12V battery") 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?

Your vehicle is equipped with a 12V battery which requires periodic inspection and maintenance. To provide enhanced monitoring of your vehicle's 12V battery performance, Kia has developed new software logic that will periodically conduct 12V battery performance tests and provide drivers with advance notice of sub-optimal 12V battery performance.

## What Will Kia Do?

Kia dealers will install new software logic to monitor the performance of the 12V battery. 2025 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 battery diagnostic 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.

## Once This Improved Software Update Is Installed:

- When your vehicle is off, the newly installed software logic will periodically conduct a sequence of tests to diagnose the health of the 12V battery. You may experience a slight noise coming from the radiator fan during these tests. This is normal and does not indicate any issue with the vehicle.

- If the diagnosis determines the 12V battery health is not at its optimal level, the vehicle will provide advance warning in the form of a "12V battery" warning in the instrument cluster and pop-up message in the infotainment screen instructing you to bring your vehicle to an authorized Kia dealer.

## 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.***