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

VOLUNTARY SERVICE CAMPAIGN

September 4, 2026

Dear Kia EV6 Vehicle Owner:

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. Our records indicate that you own or lease one of the potentially affected vehicles.

Why is Kia Conducting This Service Campaign?

The 3-way coolant valve in your vehicle 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.

What Will Kia Do?

Kia 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 you**.

What Should You Do?

- Please 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 below 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 Voluntary Service 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, 5AM to 6PM, 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.***