



August 27, 2026

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Product Improvement Campaign on certain 2025-2026 MY EV6 vehicles, manufactured from December 17, 2024 through May 29, 2026, to upgrade the Battery Management System (BMS) diagnostic software logic.

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

The BMS 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.

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.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com on or around **August 27, 2026**.

Enclosed you will find a copy of the owner notification letter and Q&A Guide, both which describe the issue. Kia will mail notices to the affected vehicle owners on **August 28, 2026**.

Please make personnel in your dealership familiar with the details of this Product Improvement Campaign so they may respond to customer inquiries and requests appropriately. This Product Improvement Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this product improvement campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department

Enclosures