



BATTERY MANAGEMENT SYSTEM (BMS) SOFTWARE UPDATE
2025-2026 MY EV6 VEHICLES
PRODUCT IMPROVEMENT CAMPAIGN (PI2605)
Q & A
August 27, 2026

Q1. What type of campaign is Kia conducting?

A1. 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.

Q2. What vehicles are affected by this campaign?

A2. Certain 2025-2026 MY EV6 vehicles, manufactured from December 17, 2024 through May 29, 2026

Q3. Why is Kia conducting a Product Improvement Campaign?

A3. 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.

Q4. Can you describe the Product Improvement Campaign?

A4. The BMS software logic will be updated with improved software by dealers or via an Over-the-Air (OTA) update when available.

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 28, 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).