

	GROUP	MODEL
	General	2015MY~ All EV Models
	NUMBER	DATE
	PS748	June 2023



TECHNICAL OPERATIONS

SHARING KIA CONNECT CREDENTIALS WITH THIRD-PARTY

SUBJECT: APPS AND POTENTIAL IMPACT TO 12V BATTERY IN EVS

Kia is aware of reports of unexpected drainage of the 12-volt battery in some Kia electric vehicles (EVs). While Kia's investigation is ongoing, a possible cause of the issue may be third-party applications used by the customer that are causing excessive Kia Connect connections to the customer's EV.

Kia is researching the issue, including possible technical mitigation measures. In the meantime, if a customer:

- 1) Brings their EV into the dealership,
- 2) With a complaint that the battery is drained, and
- 3) They use Kia Connect, then,

Kia recommends that dealers create a Tech Line case and do the following:

- Ask the customer if they utilize any third-party (i.e., non-Kia) apps to which they have provided their Kia Connect username/password. These apps could be of any type, including, for example, those that check EV status, or perhaps provide potential discounts to their electric bill from their power company (e.g., off-peak charging).
 - If the answer to the above is 'yes', ask the customer which third party-apps they use. Dealers should document which apps customers use and report these back to Kia by including the information in the Tech Line case.
- Advise the customer that they should disassociate their Kia Connect service with any of the third-party apps they use.
- Additionally, communicate to the customers that they should change their Kia Connect username/password just in case they cannot remember what services they may have accidentally given access to.