



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 16, 2024

Mr. J.S. (Jurassic) Park
VP/Chief Safety Officer
Kia America, Inc.
111 Peters Canyon Road
Irvine, CA 92606

NEF-107ES
24V-757

Subject: Blank Instrument Panel Screen/FMVSS 101

Dear Mr. Park:

This letter serves to acknowledge Kia America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

KIA/EV9/2024-2025

Mfr's Report Date: October 10, 2024

NHTSA Campaign Number: 24V-757

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL
ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 14,163

Problem Description:

Kia America, Inc. (Kia) is recalling certain 2024-2025 EV9 vehicles. Due to a software error, the instrument panel screen may fail. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 101, "Controls and Displays."

Consequence:

An instrument panel screen that fails to display critical safety information, such as the speedometer or warning lights, can increase the risk of a crash.

Remedy:

The instrument cluster software will be updated by a dealer or through an over-the-air (OTA) update, free of charge. Owner notification letters are expected to be mailed October 31, 2024. Owners may contact Kia Customer Service at 1-800-333-4542. Kia's number for this recall is SC326.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to [nhtsa.gov](https://www.nhtsa.gov).



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Kia America, Inc.'s contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement