

Part 573 Safety Recall Report

24V-757

Manufacturer Name : Kia America, Inc.**Submission Date :** OCT 10, 2024**NHTSA Recall No. :** 24V-757**Manufacturer Recall No. :** SC326**Manufacturer Information :**

Manufacturer Name : Kia America, Inc.

Address : 111 Peters Canyon Road
Irvine CA 92606

Company phone : 800-333-4542

Population :

Number of potentially involved : 14,163

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Kia EV9

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : HYBRID ELECTRIC

Descriptive Information : Certain 2024 model year EV9 vehicles manufactured from September 25, 2023 through May 27, 2024. (14,162 units)

The recall population was determined by a review of vehicle production and Over-the-Air (OTA) update records. The vehicles subject to this recall were not produced in VIN order. Customers seeking information about their specific vehicle will be referred to Kia's Consumer Assistance Center or their Kia dealer.

Production Dates : SEP 25, 2023 - MAY 27, 2024

VIN Range 1 : Begin : NR

End : NR

 Not sequential

Vehicle 2 : 2025-2025 Kia EV9

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : HYBRID ELECTRIC

Descriptive Information : One (1) 2025 model year EV9 vehicle manufactured on August 6, 2024.

The recall population was determined by a review of vehicle production and Over-the-Air (OTA) update records. The vehicles subject to this recall were not produced in VIN order. Customers seeking information about their specific vehicle will be referred to Kia's Consumer Assistance Center or their Kia dealer.

Production Dates : AUG 06, 2024 - AUG 06, 2024

VIN Range 1 : Begin : NR

End : NR

 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Due to a software logic error, the instrument cluster screen may become intermittently blank at vehicle start up resulting in the driver's inability to see certain telltales and indicators required by Federal Motor Vehicle Safety Standard (FMVSS) 101 such as the odometer, speedometer and turn signal indicator. As a result, the subject vehicles do not comply with the visibility and illumination requirements of FMVSS 101, §§ S5.1.2 and 5.3.1(b). The underlying system functionality of these telltales/indicators is not affected.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : A blank instrument cluster screen cannot show certain information such as the speedometer or other telltales and indicators, thereby increasing the risk of a crash.

Description of the Cause : A communication error within the instrument cluster at vehicle start up due to a software logic error.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : UNIT ASSY-CLUSTER

Component Description : Cluster Unit Assembly

Component Part Number : 940C3-DO010

Supplier Identification :**Component Manufacturer**

Name : Hyundai Mobis

Address : 95, Sayang 2-gil, Munbaek-myeon
Chungcheongbuk-do Jincheon-gun Foreign States 27862

Country : Korea, Republic of

Chronology :

See attached document titled "2024-2025MY EV9 Instrument Cluster Screen Chronology".

Description of Remedy :

Description of Remedy Program : All owners of the subject vehicles will be notified of the remedy program by first class mail. The instrument cluster will be updated with improved software by dealers or via an Over-the-Air (OTA) update. Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed May 1, 2024.

How Remedy Component Differs from Recalled Component : The instrument cluster's software has been improved to prevent the screen from becoming intermittently blank.

Identify How/When Recall Condition was Corrected in Production : The condition was caused by an OTA update and thus not corrected during the 2024MY EV9 vehicle production. On 9/2/24, the OTA update was discontinued. No 2025MY EV9 vehicles with the same software logic error as the recalled vehicles have been distributed for sale in the U.S. with the exception of one (1) 2025MY EV9 vehicle sold in a U.S. Territory.

Recall Schedule :

Description of Recall Schedule : The planned dealer notification begin and end date is October 10, 2024. The planned owner notification begin and end date is October 31, 2024.

Planned Dealer Notification Date : OCT 10, 2024 - OCT 10, 2024

Planned Owner Notification Date : OCT 31, 2024 - OCT 31, 2024

* NR - Not Reported