



**2024 MY EV9 VEHICLES
FRONT PASSENGER SEATBELT RETRACTOR
NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC312)**

**Q & A
May 17, 2024**

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Noncompliance Safety Recall Campaign to address a condition involving the front passenger seatbelt assembly.

Q2. What vehicles are affected by the recall?

A2. Certain 2024 MY EV9 vehicles manufactured on October 17, 2023.

Q3. How many customer vehicles are affected by this recall?

A3. 4 vehicles.

Q4. What is the concern with the front passenger seatbelt assembly?

A4. The retractor cover for the front passenger seatbelt assembly in the subject vehicles was not properly secured by the supplier. An improperly secured retractor cover can cause the front passenger seatbelt automatic locking retractor (ALR) and/or emergency locking retractor (ELR) to not operate as intended. As a result, the subject vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 208 ("Occupant Crash Protection") and FMVSS No. 209 ("Seat Belt Assemblies"). An ALR and/or ELR that does not operate as intended increases the risk of injury in a crash. Customers may experience grinding noise during use of the front passenger seatbelt due to this condition.

Q5. Can you describe the recall campaign and fix?

A5. Dealers will replace the front passenger seatbelt assembly with a new one.

Q6. How will owners of the affected vehicles be notified?

*A6. All owners of the subject vehicles will be notified by first class mail with instructions to contact their authorized Kia dealer to have the recall campaign performed **beginning on June 5, 2024**.*

Q7. What should vehicle owners do when they receive the notification?

A7. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall campaign performed on their vehicle free of charge at no cost to them.

Q8. Where were these vehicles produced?

A8. The affected vehicles were produced at a Kia assembly plant in South Korea.

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair free of charge at no cost to the customer.

Q10. Are there any restrictions on an owner's eligibility?

A10. No.

Q11. If a customer has an immediate question, where can they get further information?

A11. 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).