



**2024 MY EV9 LIGHT VEHICLES
HEADLINER ASSEMBLY
NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC317)
Q & A
June 10, 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 headliner assembly.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2024 MY EV9 Light vehicles manufactured from September 25, 2023 through March 21, 2024. This campaign is not applicable to any other trim levels in the EV9 model lineup.*

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

A3. *Approximately 2,401 vehicles.*

Q4. What is the concern with the headliner assembly?

A4. *In the event of a crash where an occupant's head contacts the headliner, the headliner in the subject vehicles may not absorb an adequate amount of the impact. As a result, these vehicles fail to comply with the performance requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 201 ("Occupant Protection in Interior Impact"). A headliner that does not absorb an adequate amount of impact increases the risk of injury in a crash.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will replace the impact-absorbing plates mounted on the headliner with improved ones.*

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 July 31, 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).