



**2024 MY EV9 GT-LINE & LAND VEHICLES - REMOTE SMART PARKING ASSIST (RSPA)
SAFETY RECALL CAMPAIGN (SC324)**

Q & A

September 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 Safety Recall Campaign to address a condition regarding the Remote Smart Parking Assist (RSPA) feature in certain 2024 EV9 vehicles.

Q2. What vehicles are affected by the recall?

A2. Certain 2024 MY EV9 GT-Line and Land vehicles manufactured from September 25, 2023 through May 28, 2024.

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

A3. Approximately 12,400 vehicles.

Q4. What is the concern with the Remote Smart Parking Assist (RSPA) feature?

A4. The subject vehicles are equipped with a feature called Remote Smart Parking Assist (RSPA). RSPA allows a driver to remotely move the vehicle forward or reverse by pressing and holding a button on the key fob. Due to an error with the Integrated Electronic Brake (IEB) software, repeated RSPA stops at or less than approximately 2 mph may result in the application of insufficient brake pressure. Insufficient brake pressure can result in extended stopping distances, thereby increasing the risk of injury to a pedestrian.

Q5. Can you describe the recall campaign and fix?

A5. Dealers will be instructed to update the IEB software with improved logic to apply high brake pressure in all RSPA braking conditions.

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 October 4, 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 <https://customercare.kiausa.com>.