



September 17, 2024

## ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign regarding the Remote Smart Parking Assist (RSPA) feature on certain 2024 MY EV9 GT-Line and Land vehicles manufactured from September 25, 2023 through May 28, 2024.

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.

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

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) during the week of **September 17, 2024**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owner who has already paid for related repairs can submit a request for reimbursement online via <https://customercare.kiausa.com>. Kia will mail notices to the affected vehicle owners beginning on **October 4, 2024**.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall Campaign represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

**NHTSA ADVISORY:** It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

**LEGAL PRIVACY LIABILITY NOTICE:** Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this safety recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department  
Enclosures