



**2024-2025 MY EV9 VEHICLES - INSTRUMENT CLUSTER SCREEN
SAFETY RECALL CAMPAIGN (SC326)**

Q & A

October 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 regarding the instrument cluster screen in certain 2024-2025 EV9 vehicles.

Q2. What vehicles are affected by the recall?

A2. Certain 2024 MY EV9 vehicles (in the US) manufactured from September 25, 2023 through May 27, 2024, and one (1) 2025 MY EV9 vehicle (in a US territory) manufactured on August 6, 2024.

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

A3. Approximately 14,163 EV9 vehicles (14,162 in the US + 1 in a US territory)

Q4. What is the concern with the Instrument Cluster Screen?

A4. 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, §§ 5.1.2 and 5.3.1(b). 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. The underlying system functionality of these telltales/indicators is not affected.

Q5. Can you describe the recall campaign and fix?

A5. The instrument cluster will be updated with improved software by dealers or via an Over-the-Air (OTA) update.

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 or perform the recall via an OTA update **beginning on October 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. Customers can also perform the software update via an OTA update if they have an active Kia Connect account.

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>.