



October 10, 2024

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Noncompliance Safety Recall Campaign regarding the instrument cluster on the below vehicles:

- certain 2024 MY EV9 vehicles (in the US) manufactured from September 25, 2023 through May 27, 2024 (14,162 units), and
- one (1) 2025 MY EV9 vehicle (in a US territory) manufactured on August 6, 2024.

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, §§ S5.1.2 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.

All owners of the subject vehicles will be notified of the remedy program by first class mail. The instrument cluster will be updated with improved software by dealers or via an Over-the-Air (OTA) update.

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 during the week of **October 10, 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 31, 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