



**2024-2025 MY EV9 VEHICLES - SEAT MOUNTING BOLTS
SAFETY RECALL CAMPAIGN (SC329)
Q & A
December 20, 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 involving the seat mounting bolts.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2024-2025 MY EV9 vehicles manufactured at a Kia assembly plant in South Korea from September 25, 2023 through October 15, 2024.*

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

A3. *Approximately 22,883 vehicles.*

Q4. What is the concern with the seat mounting bolts?

A4. *Due to an error by a plant assembly worker, some of the seat mounting bolts may be missing in the subject vehicles. Seats with missing seat mounting bolts may not properly restrain an occupant during certain collisions, thereby increasing the risk of injury. Customers may experience seat rattle noise and/or looseness of the seats.*

Q5. Can you describe the recall campaign and fix?

A5. *Dealers will inspect and install any missing seat mounting bolts. As an additional precautionary measure, dealers will verify the seat mounting bolts on all seats are properly fastened.*

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 January 24, 2025.***

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>.