



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

IMPORTANT SAFETY RECALL

NHTSA Recall Number: 24V757
This notice applies to your vehicle: **Insert VIN**

October 25, 2024

Dear Kia EV9 Vehicle Owner:

Kia has identified a defect in your vehicle which relates to a noncompliance with Federal Motor Vehicle Safety Standard (FMVSS).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that certain 2024-2025 MY EV9 vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 101, "Controls and Displays." The instrument cluster may become intermittently blank at vehicle start up, resulting in the driver's inability to see certain telltales and indicators, increasing the risk of a crash. Our records indicate that you own or lease one of the affected vehicles.

What Is The Problem?

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) No. 101, "Controls and Displays", such as the odometer, speedometer, and turn signal indicator. An instrument panel screen that fails to display critical safety information, such as the speedometer or warning lights, can increase the risk of a crash.

Kia Will Update the Instrument Cluster Software Free Of Charge At No Cost To You.

2024-2025 MY EV9 vehicles contain Over-The-Air (OTA) software update technology that allows you to wirelessly update software system(s) in your vehicle. To utilize this feature, you must have an active Kia Connect account and be enrolled in one of the available Kia Connect plans. If you are enrolled, you will see a message on your infotainment screen prompting you to install the update when you turn off the vehicle. Tap the "Update Now" button to begin installing the update. This update is **free of charge at no cost to you**. Additional information regarding OTA updates, including software installation pre-conditions, can be found in your Owner's Manual beginning on page 5-157 for the 2024 MY and page 5-153 for the 2025 MY.

If your Kia Connect account is not active, or OTA is not your preferred installation method, Kia dealers can update the instrument cluster software for you. This recall will be performed **free of charge at no cost to you**. The time required to perform this recall will be approximately one (1) to two (2) hours. However, your vehicle may be needed longer depending on shop scheduling. We recommend scheduling a service appointment to minimize your inconvenience.

What Should You Do?

- **WARNING:** You may experience an intermittently blank instrument cluster screen at vehicle start up. If this occurs, stop driving your vehicle and contact Kia Roadside Assistance at 1-800-333-4542 or online at kia.rsahelp.com to request to have your vehicle towed to the nearest authorized Kia dealership as soon as possible.
- In the interest of the safety of your passengers, as well as your own safety, install the OTA software update by following the instructions on your infotainment screen or contact your authorized Kia dealer to arrange for the recall to be performed on your vehicle at your earliest convenience.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*).



What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via <https://customercare.kiausa.com> or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

Kia Customer Care
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Kia Customer Care Center phone number listed below.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542. This number has TTY capability. If your dealer fails or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Customer Care Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device**. The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the **QR Reader Code App instructions**.

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

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Campaign Customer Reimbursement section found at this link: <https://customercare.kiausa.com>.

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it to the following address for review and consideration, along with backup documentation:

Kia Customer Care Center
Kia America, Inc.
P. O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Please allow at least sixty (60) days for review and response.

Customer First Name:	<input type="text"/>	Customer Last Name:	<input type="text"/>																			
Customer Address:	<input type="text"/>																					
Customer City:	<input type="text"/>	State:	<input type="text"/>																			
		Zip:	<input type="text"/>																			
Phone #:	<input type="text"/>	Email:	<input type="text"/>																			
Vehicle Identification Number:	<table border="1" style="width: 100%; text-align: center;"><tr><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td><td style="width: 25px;"> </td></tr></table>																					
Mileage at Time of Repair:	<input type="text"/>	Date of Repair:	<input type="text"/>																			
Amount of Reimbursement Requested	\$ <input type="text"/>																					

Attach the following:

- **Repair Order showing:**
 - Name & address of person paying for the repair
 - Vehicle Identification Number (VIN) of vehicle repaired
 - **Description of the problem repaired**
 - Date of repair, mileage at the time of repair and total cost of claimed repair expense
- **Evidence of Payment of Repair showing:**
 - Date of Payment
 - Amount Paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this campaign.

CLAIMANT'S SIGNATURE:

Signature ----- Print Name