



GROUP	MODEL
Noncompliance Safety Recall Campaign	2024-2025MY EV9 (MV1)
NUMBER	DATE
SC326	October 2024

NONCOMPLIANCE SAFETY RECALL CAMPAIGN

SUBJECT: **CLUSTER DISPLAY LOGIC IMPROVEMENT (SC326)**

This bulletin provides the procedure to update the software logic of the Cluster 'CLU' system on certain 2024MY EV9 (MV1) vehicles produced from September 25, 2023 through May 27, 2024 and one (1) 2025MY EV9 (MV1) in a US Territory produced 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 the 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. 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. Follow the procedure outlined in this publication to apply the improved logic to the 'CLU' system using the KDS ECU Upgrade function in Manual Mode only as described in this bulletin. For confirmation that the latest reflash has been applied to a vehicle you are working on, verify the ROM ID using the table on page 3 of this bulletin. This software upgrade may also be available via an Over-the-Air (OTA) update on vehicles with active Kia Connect accounts.



NOTICE

There is no charge to the vehicle owner for this repair. Under applicable law, you may not sell or otherwise deliver any affected vehicle until it has been repaired pursuant to the procedures set forth in this bulletin.

Repair status for a VIN is provided on KDealer+ (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected vehicles.

A printed copy is for reference only; publication information can be updated at any time. Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

ECU Upgrade Procedure:

To correct this condition, the ECU should be reprogrammed using the KDS download, as described in this bulletin.

ⓘ IMPORTANT

The 'CLU' system **MUST** be reprogrammed in **Manual Mode ONLY** using the KDS download as outlined in this bulletin. Refer to [TSB SST081](#) for instructions to upgrade the 'CLU' system

Both 'CLU' system Events #788 and #789 are required to be installed.

Upgrade Event Name
788.MV CLU (12 inch) Operation Logic Improvement (AP)
789.MV CLU (12 inch) Operation Logic Improvement (MPU)

Note: Ensure the KDS is connected to the internet prior to connecting to the vehicle. Once KDS is connected to the vehicle and 'ECU upgrade has been selected on the home screen, an update will automatically start downloading event files #788 and #789. Event #788 may take over twenty (20) minutes to download. An audible 'beep' may be heard indicating the VCI and ECI have connected/disconnected before the software update begins. This is normal.

📄 NOTICE

- Confirm a fully charged battery (12.3 volts or higher is necessary) is used or utilize a fully charged jump starter box connected to the battery.
- **Ensure the KDS GDS is sufficiently charged at 60% or higher prior to reflash.**
- All ECU upgrades must be performed with the ignition set to the 'ON' position unless otherwise stated.
- **Damaged VCI II units should not be used and promptly replaced.**
- Be careful not to disconnect the VCI-II connected to the vehicle during the ECU upgrade procedure.
- **DO NOT start the engine during ECU upgrade.**
- DO NOT turn the ignition key 'OFF' or interrupt the power supply during ECU upgrade.
- **When the ECU upgrade is completed, turn the ignition 'OFF' and wait 10 seconds before starting the engine.**
- ONLY use approved ECU upgrade software designated for the correct application.

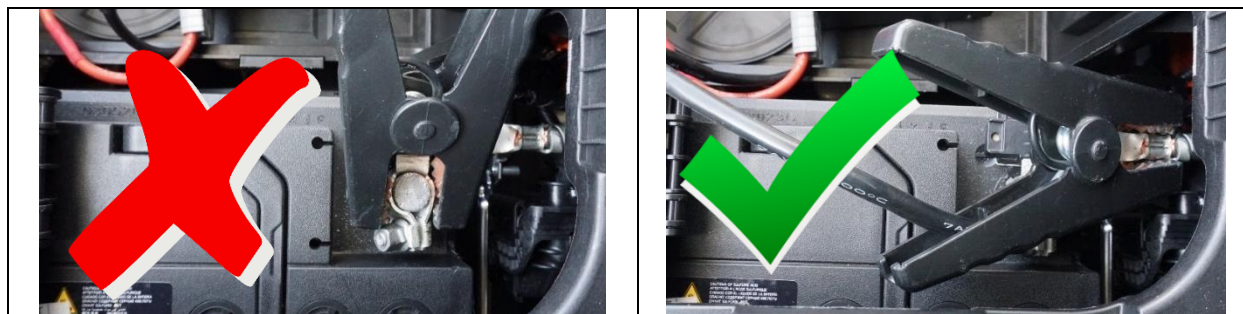
ⓘ IMPORTANT

It is recommended to ALWAYS check the Electronic Parts Catalog (EPC) to locate the ECU Part Number respective to Auto/Manual Mode ROM IDs. DO NOT reference the parts label affixed to the ECU.


SUBJECT:

CLUSTER DISPLAY LOGIC IMPROVEMENT (SC326)

Connect the negative (-) terminal to the battery as shown below.



NOTICE

Before attempting an ECU upgrade on any Kia model, make sure to first determine whether the applicable model is equipped with an immobilizer  security system. Failure to follow proper procedures may cause the PCM to become inoperative after the upgrade and any claims associated with this repair may be subject to chargeback.

ROM ID INFORMATION TABLE:

Upgrade Event #788

System	ECU P/No.	ROM ID	
		Previous	New
CLU (AP)	940C3 DO010	CP12_M.AP.KMC.ALL.0000.V014.089.240521 CP12_M.AP.KMC.ALL.0000.V014.089.240820	CP12_M.AP.KMC.ALL.0000.V014.089.240905

Upgrade Event #789

System	ECU P/No.	ROM ID	
		Previous	New
CLU (MCU)	940C3 DO050	CP12_M.MCU.KMC.ALL.0000.V004.050.240201 CP12_M.MCU.KMC.ALL.0000.V004.050.240508	CP12_M.MCU.KMC.ALL.0000.V004.050.240905

To verify the vehicle is affected, be sure to check the Calibration Identification of the vehicle's ECM ROM ID and reference the Information Table as necessary.

Manual Mode ECU Upgrade:

Event No.	Menu	Password
788	MV1 CLU (AP): 940C3-DO010/50	9403
789	MV1 CLU (MCU): 940C3-DO010/50	4090

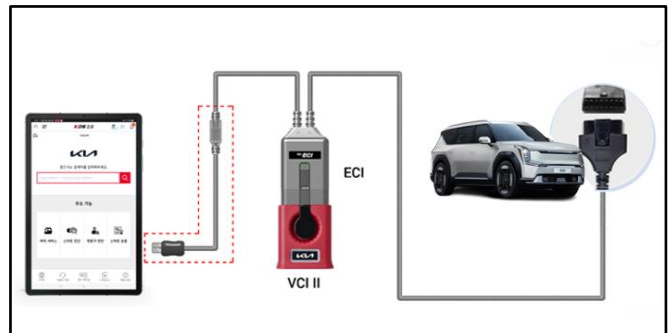
Refer to [TSB SST081](#) for instructions to upgrade the 'CLU' system:

❗ IMPORTANT

The 'CLU' system **MUST** be reprogrammed in **Manual Mode ONLY** using the KDS download as outlined in this bulletin. **Both** system Events #788 **and** #789 are required to be installed.

An **Over-The-Air (OTA)** Software Update for this procedure is planned for release but may not be available at the time of TSB publication. Dealers can confirm OTA availability by checking for OTA release notes on the [Owners Portal](#) of [kia.com](#): [OTA Software Update Release Notes](#)

- 1a. Connect the ECI DLC connector to the OBD-II connector, located under the driver's side of the instrument panel.
- 1b. Connect the ECI USB -C connector to the KDS tablet.
- 1c. Connect the VCI II to the ECI OBD-II connector



Note: An audible 'beep' may be heard indicating the VCI and ECI have connected before the software update begins. This is normal.

2. **UPGRADE BOTH EVENTS:**

- 788.MV CLU (12 inch) Operation Logic Improvement (AP)
- 789.MV CLU (12 inch) Operation Logic Improvement (MPU)

Note: After SW Event #788 has completed installation, an audible 'beep' may be heard until SW Event #789 begins to be installed.

The audible 'beep' is normal.





SUBJECT:

CLUSTER DISPLAY LOGIC IMPROVEMENT (SC326)**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
EV9 (MV1)	September 25, 2023 to August 6, 2024

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
KDS	N/A		Kia Diagnostic System
ECL Adapter	GIT1XDDMN057		Located in Toolbox #1 Drawer #8

WARRANTY INFORMATION:**N Code: N99 C Code: C99**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
R	940C3 DO010	0	(SC326) Cluster System Software Upgrade	241179R0	0.6 M/H	N/A	0

Note: Refer to [Warranty Bulletin 2024-61](#) for claim submission procedures.**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference [SC326](#) when accessing the KDealer+ system.