

**2024-2025MY EV9
Instrument Cluster Screen
Basis of Safety Defect Determination 573.6(c)(6)**

August 22, 2024	Kia North America (Kia NA) Safety Office identifies potential trend of customer complaints describing portions of the instrument cluster screen intermittently becoming blank.
August 29, 2024	Kia NA Safety Office escalates issue to SEL for further investigation.
August 30, 2024— September 17, 2024	Kia NA and supplier attempt to duplicate instrument cluster screen blank condition but could not duplicate the condition.
September 25, 2024	<p>Kia Corporation (Kia HQ) informs Kia NA Safety Office of its preliminary findings. An Over-the-Air (OTA) software update that was released in August 2024 to address a quality issue with an erroneous system check pop-up message in the 2024MY EV9 vehicles may have inadvertently caused portions of the instrument cluster screen to intermittently become blank on vehicle start-up. Kia HQ advises further investigation to be conducted to confirm the condition.</p> <p>Kia NA Safety Office presents issue during regular meeting with ODI.</p>
October 1, 2024	Kia HQ informs Kia NA Safety Office that it confirmed the OTA software update was the cause of the instrument cluster screen to intermittently become blank on vehicle start-up.
October 2, 2024	Kia NA Safety Office field data analysis confirms issue occurred after August 2024 OTA update.
October 3, 2024	<p>Kia NA completes regulatory review and identifies that the driver’s inability to see certain telltales and indicators, such as odometer, speedometer and turn signal indicator is considered a non-compliance with the requirements of sections S5.1.2 and S5.3.1(b) of FMVSS 101.</p> <p>Kia NA Safety Office decides to conduct a non-compliance recall of certain 2024MY EV9 vehicles and one (1) 2025MY EV9 vehicle. No crashes, injuries or fatalities.</p>