

**2024-2025MY Sportage X-line & 2023-2025MY Sportage Plug-in Hybrid X-line
Instrument Cluster Screen
Basis of Noncompliance Determination 573.6(c)(6)**

April 14, 2025—April 21, 2025	Kia North America (Kia NA) identifies an instrument cluster rebooting issue in 2024-2025MY Sportage vehicles. Kia NA begins to repurchase vehicles for further evaluation.
July 7, 2025—July 11, 2025	Kia NA, Kia HQ, and instrument cluster supplier conduct joint investigation of a repurchased 2025MY Sportage X-line vehicle. Cluster reboot observed after a CAN message with abnormal data length was sent from the tow hitch harness. Kia HQ begins further analysis of vehicle data collected during the investigation.
July 28, 2025	Kia HQ informs Kia NA Safety Office that due to a CPU clock speed synchronization error, the tow hitch harness may intermittently send an abnormal CAN message. Kia NA Safety Office reviews field data and identifies 46 complaints of instrument cluster rebooting.
July 29, 2025—September 22, 2025	Kia HQ continues to work with supplier to conduct duplication bench testing on vehicles and cluster configurations to assess effect of the abnormal CAN message. Kia HQ informs Kia NA Safety Office of preliminary duplication testing, which identifies that certain instrument clusters with 4.2" display contain software that detects abnormal CAN messages. These instrument clusters were found to reboot when abnormal messages were artificially introduced into the CAN system. Cluster reboot occurred at an average interval of 54 hours of simulated vehicle-on time.
September 23, 2025—December 9, 2025	Kia HQ continues to evaluate impact of abnormal CAN message on additional vehicle and cluster configurations. Kia HQ confirms loss of cluster information for approximately 5 seconds if rebooting occurs. Issue only affects certain 2024-2025MY Sportage X-line and certain 2023-2025MY Sportage Plug-in Hybrid X-line vehicles equipped with certain 4.2" instrument clusters and with a Genuine Kia tow hitch harness accessory.
December 10, 2025	<p>Kia NA completes regulatory review and identifies that the loss of information such as speedometer or telltales for approximately 5 seconds does not comply with the visibility and illumination requirements of FMVSS 101, sections S5.1.2 and S5.3.1(b).</p> <p>Kia NA Safety Office decides to conduct a noncompliance recall of certain 2024-2025MY Sportage X-line and certain 2023-2025MY Sportage Plug-in Hybrid X-line vehicles equipped with</p>

	certain 4.2" instrument cluster screens and a Genuine Kia tow hitch harness accessory. No accidents or injuries.
--	--