



**2025 MY EV9 VEHICLES EQUIPPED WITH DUAL-MOTOR E-AWD - REAR GEAR DRIVE UNIT  
SAFETY RECALL CAMPAIGN (SC337)**

**Q & A**

**February 24, 2025**

**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 rear gear drive unit (GDU).*

**Q2. What vehicles are affected by the recall?**

*A2. Certain 2025 MY EV9 vehicles equipped with dual-motor e-AWD (All Wheel Drive), manufactured from October 11, 2024 through December 19, 2024 at a Kia assembly plant in the U.S.*

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

*A3. Approximately 342 vehicles.*

**Q4. What is the concern with the rear GDU?**

*A4. The subject vehicles are equipped with a front and rear gear drive unit (GDU), each containing a drive motor that powers its respective axle. Due to a supplier welding error, the motor shaft inside the rear GDU may become damaged, resulting in reduced acceleration and drive power. Loss of drive power increases the risk of a crash. Vehicle owners may experience abnormal driveline noise and illumination of the "Check AWD/4WD" warning message.*

**Q5. Can you describe the recall campaign and fix?**

*A5. Dealers will replace the rear GDU with a new one.*

**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 March 7, 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 the U.S.*

**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>.*