



February 11, 2026

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Noncompliance Safety Recall Campaign to address a software issue in the tow hitch harness control module that may result in a blank instrument cluster while driving in the following vehicles equipped with a 4.2" instrument cluster screen and a Genuine Kia tow hitch harness accessory:

- Certain 2024-2025 MY Sportage X-Line vehicles, manufactured from July 11, 2023 through April 28, 2025
- Certain 2023-2025 MY Sportage Plug-in Hybrid (PHEV) X-Line vehicles, manufactured from May 2, 2023 through July 4, 2025

Due to a software logic issue, the tow hitch harness control module may send an abnormal CAN message which can cause certain instrument clusters with a 4.2" screen to reboot while driving. During this rebooting, the cluster will not show information such as the speedometer or telltales for approximately five (5) seconds. As a result, the subject vehicles do not comply with the visibility and illumination requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 101, "Controls and Displays." A blank instrument cluster does not show certain information such as the speedometer or telltales, thereby increasing the risk of a crash.

Dealers will inspect and verify if the subject vehicle is equipped with a Genuine Kia tow hitch harness accessory. If equipped, dealers will replace the tow hitch harness control module with one that has improved software.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com during the week of February 11, 2026.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owner who has already paid for related repairs can submit a request for reimbursement online via <https://customercare.kiausa.com>. Kia will mail notices to the affected vehicle owners beginning on **February 13, 2026**.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Noncompliance Safety Recall Campaign represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this noncompliance safety recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,
Kia Service Department
Enclosures