



**2024-2025 MY SPORTAGE X-LINE & 2023-2025 MY SPORTAGE PHEV X-LINE VEHICLES
EQUIPPED WITH 4.2" INSTRUMENT CLUSTER SCREEN & GENUINE KIA TOW HITCH HARNESS
NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC359) - INSTRUMENT CLUSTER SCREEN**

Q & A

February 11, 2026

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 Noncompliance Safety Recall Campaign to address a software issue in the tow hitch harness control module in certain 2024-2025 MY Sportage X-Line and certain 2023-2025 MY Sportage Plug-in Hybrid (PHEV) X-Line vehicles equipped with a 4.2" instrument cluster screen and a Genuine Kia tow hitch harness accessory.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2024-2025 MY Sportage X-Line vehicles, manufactured from July 11, 2023 through April 28, 2025 and certain 2023-2025 MY Sportage Plug-in Hybrid (PHEV) X-Line vehicles, manufactured from May 2, 2023 through July 4, 2025 equipped with a 4.2" instrument cluster screen and a Genuine Kia tow hitch harness accessory*

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

A3. *Approximately 5,046 vehicles (Sportage X-Line: 4,300 and Sportage PHEV X-Line: 746)*

Q4. What is the concern with the instrument cluster screen?

A4. *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.*

Q5. Can you describe the recall campaign and fix?

A5. *All owners of the subject vehicles will be notified by first-class mail with instructions to bring their vehicles to a Kia dealer. 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.*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send a letter notifying owners of the affected vehicles by first-class mail beginning on **February 13, 2026**.*

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 Kia assembly plants in South Korea and 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. Only the subject vehicles (listed in A2) that have a 4.2" instrument cluster screen and a Genuine Kia tow hitch harness installed are eligible.

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>.