



GROUP	MODEL
Noncompliance Safety Recall Campaign	2023-2025MY Sportage (NQ5a), Sportage PHEV (NQ5 PHEV) X-Line Trims Only
NUMBER	DATE
SC359	December 2025

NONCOMPLIANCE SAFETY RECALL CAMPAIGN

SUBJECT:

TRAILER HITCH HARNESS INSPECTION AND REPLACEMENT (SC359)

This bulletin provides information to inspect certain 2024-2025MY Sportage 'X-Line' (NQ5a) vehicles produced from July 11, 2023 through April 28, 2025 and certain 2023-2025MY Sportage PHEV 'X-Line' (NQ5 PHEV) vehicles produced from May 2, 2023 through July 4, 2025 equipped with a 4.2" instrument cluster screen regardless of whether or not equipped with a Genuine Kia Tow Hitch harness accessory (Refer to page 2). 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) 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. Since a remedy is not yet available, in the interim, dealers can follow the procedure outlined in this publication to inspect SC359B vehicles for an installed Genuine Kia tow hitch harness accessory. If the vehicle is NOT equipped with a Genuine Kia tow hitch harness accessory, the SC359B noncompliance safety recall can be closed. Once the repair remedy becomes available, dealers are to replace the tow hitch harness control module. This Technical Service Bulletin (TSB) will be updated with the recall remedy as soon as it is available so the recall can be completed on vehicles equipped with a Genuine Kia Tow Hitch harness accessory (SC359A & SC359B). Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

MY	Model	Production Date
24-25MY	Sportage 'X-Line' (NQ5a)	July 11, 2023 to April 28, 2025
23-25MY	Sportage 'X-Line' PHEV (NQ5 PHEV)	May 2, 2023 to July 4, 2025

NOTICE

There is no charge to the vehicle owner for this repair. Under applicable law, you may not sell or otherwise deliver any affected vehicle until it has been repaired pursuant to the procedures set forth in this bulletin.

Repair status for a VIN is provided on KDealer+ (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected vehicles.

'Genuine Kia' Harness Claim Guidelines:

Installation Type	Claim Type	Campaign VINs
Port Installed Option (PIO)	No Remedy Available	SC359A
Dealer Installed Option (DIO)	No Remedy Available	SC359B
Not Installed	Inspection Only	

Inspection Procedure:

NOTICE

VINs under **SC359A** (PIO) No remedy available, pending further evaluation.

1. Inspect the rear of the vehicle (**SC359B** VINs).

- Vehicle is not equipped with a 'Genuine Kia' 4-pin tow hitch harness accessory.
No further action is required.



- Vehicle is equipped with a 'Genuine Kia' 4-Pin tow hitch harness accessory.

Wait for the recall repair remedy. This Safety Recall cannot be closed at this time.



SUBJECT: TRAILER TOW HITCH HARNESS INSPECTION & REPLACEMENT (SC359)

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sportage (NQ5a)	July 11, 2023 to April 28, 2025
Sportage PHEV (NQ5 PHEV)	May 2, 2023 to July 4, 2025

Applicable to 'X-Line' model trim only.

REQUIRED PART:

Part Name	Part Number	Figure	Qty.	Comments
TBD	TBD		1	

WARRANTY INFORMATION:

N Code: N99 C Code: C99

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
NQ5a, NQ5 PHEV	R	DWF67 AC001	0	(SC359A) Tow Hitch Harness Replacement (PIO Equipped)	*No repair remedy available at this time - safety recall cannot be completed.	N/A	N/A	0
				(SC359B) Tow Hitch Harness Replacement (DIO Equipped)				
NQ5a, NQ5 PHEV	R	DWF67 AC001		(SC359B) Tow Hitch Harness Inspection NQ5Only (DIO Not Equipped)	A52512IO	0.1 M/H	N/A	0

Refer to Warranty Bulletin 2025-36 for claim submission procedures. **When substitute transportation is provided, manually enter sublet code 'X2' for rental expense reimbursement or one roundtrip rideshare expense.**

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SC359 when accessing the KDealer+ system.

