



January 27, 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 blank instrument cluster screen issue while driving in the following vehicles:

AFFECTED MODEL	PRODUCTION DATES
Certain 2025 MY K4	August 4, 2025 through December 12, 2025
Certain 2025-2026 MY Sorento	July 29, 2025 through November 18, 2025
Certain 2025-2026 MY Sorento Plug-in Hybrid (PHEV)	June 30, 2025 through October 20, 2025
Certain 2025-2026 MY Sorento Hybrid (HEV)	June 30, 2025 through October 20, 2025
Certain 2026 MY Carnival	June 25, 2025 through September 29, 2025
Certain 2026 MY Carnival Hybrid (HEV)	June 24, 2025 through November 14, 2025
Certain 2026 MY EV9	July 28, 2025 through October 30, 2025
Certain 2026 MY K5	July 3, 2025 through September 24, 2025
Certain 2026 MY Sportage	July 24, 2025 through November 17, 2025
Certain 2026 MY Sportage Plug-in Hybrid (PHEV)	July 15, 2025 through October 23, 2025
Certain 2026 MY Sportage Hybrid (HEV)	June 30, 2025 through October 27, 2025

Certain instrument cluster units in the subject vehicles may unnecessarily enter into an overheat protection mode and temporarily go blank while driving due to excessive signal noise from the instrument cluster's power management circuit. If this condition occurs, the screen will not show information such as the speedometer, Tire Pressure Monitoring System (TPMS) telltale or other telltales. As a result, the subject vehicles do not comply with the visibility and illumination requirements of FMVSS No. 101, "Controls and Displays" and FMVSS No. 138, "Tire Pressure Monitoring System." A blank instrument cluster that does not show certain information such as the speedometer, TPMS telltale or other telltales, increases the risk of a crash. (Please note the underlying system functionality of any telltales/indicators is not affected.)

The instrument cluster unit will be updated with improved software by dealers or via an Over-the-Air (OTA) update when available.

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 January 27, 2026.

Enclosed you will find a copy of the Q&A Guide for recall questions 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 **March 26, 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