



**2025MY K4, 2025-2026MY SORENTO & SORENTO HEV/PHEV,
2026MY CARNIVAL & CARNIVAL HEV, EV9, K5, SPORTAGE & SPORTAGE HEV/PHEV VEHICLES
NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC361) - INSTRUMENT CLUSTER SCREEN**

Q & A

January 27, 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 blank instrument cluster screen issue while driving in certain 2025MY K4 vehicles, certain 2025-2026MY Sorento & Sorento HEV/PHEV vehicles, and certain 2026MY Carnival & Carnival HEV, EV9, K5, Sportage & Sportage HEV/PHEV vehicles.*

Q2. What vehicles are affected by the recall?

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

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

A3. *Approximately 42,677 vehicles (K4: 14,256, Carnival: 2,875, Carnival HEV: 4,162, Sorento: 4,623, Sorento PHEV: 318, Sorento HEV: 1,638, K5: 1,327, EV9: 447, Sportage: 7,340, Sportage PHEV: 866, Sportage HEV: 4,825)*

Q4. What is the concern with the instrument cluster?

A4. *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.)*

Q5. Can you describe the recall campaign and fix?

A5. *The instrument cluster unit will be updated with improved software by dealers or via an Over-the-Air (OTA) update when available.*

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 **March 26, 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. Customers can also perform the software update via an OTA update if they have an active Kia Connect account.

Q8. Where were these vehicles produced?

A8. The affected vehicles were produced at Kia assembly plants in the U.S, South Korea, and Mexico.

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall campaign 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>.