



| | |
|--|------------------------------------|
| GROUP | MODEL |
| Non-Compliance Safety Recall Campaign | 2025-2026MY Multiple Models |
| NUMBER | DATE |
| SC361 | January 2026 |

NONCOMPLIANCE SAFETY RECALL CAMPAIGN

INSTRUMENT CLUSTER SOFTWARE LOGIC IMPROVEMENT (SC361)

SUBJECT:

This bulletin provides information to upgrade the Instrument Cluster ‘CLU’ system software on certain 2025-2026MY Kia vehicles listed below. The 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 101, “Controls and Displays” and FMVSS 138, “Tire Pressure Monitoring Systems.” The underlying system functionality of any telltales/indicators is not affected. Follow the procedure outlined in this publication to upgrade the ‘CLU’ system software in the subject vehicles. Refer to [SST081](#) for software upgrade instructions using Kia Diagnostic System (KDS) tablet and VCI-II and confirm the Upgrade Event Number/Name, ROM ID Information, and Manual Mode passwords (if applicable) on the applicable vehicle. This software upgrade may also be available via an Over-the-Air (OTA) update on vehicles with an ‘active’ Kia Connect subscription.

| MY | Model | Production Ranges | Campaign |
|-----------|--------------------------|------------------------|----------|
| 2025 | K4 (CL4m) | 8/4/2025 - 12/12/2025 | SC361A |
| 2025-2026 | Sorento (MQ4a) | 7/29/2025 - 11/18/2025 | SC361B |
| 2025-2026 | Sorento HEV (MQ4 PHEV) | 6/30/2025 - 10/20/2025 | SC361C |
| 2025-2026 | Sorento PHEV (MQ4 HEV) | 6/30/2025 - 10/20/2025 | SC361D |
| 2026 | Carnival (KA4) | 6/25/2025 - 9/29/2025 | SC361E |
| 2026 | Carnival HEV (KA4 HEV) | 6/24/2025 - 11/14/2025 | SC361F |
| 2026 | EV9 (MV1a) | 7/28/2025 - 10/30/2025 | SC361G |
| 2026 | K5 (DL3) | 7/3/2025 - 9/24/2025 | SC361H |
| 2026 | Sportage (NQ5a) | 7/24/2025 - 11/17/2025 | SC361J |
| 2026 | Sportage PHEV (NQ5 PHEV) | 7/15/2025 - 10/23/2025 | SC361K |
| 2026 | Sportage HEV (NQ5 HEV) | 6/30/2025 - 10/27/2025 | SC361L |

NOTICE

There is no charge to the vehicle owner for this repair. Under applicable law, you may not sell or otherwise deliver any affected vehicles 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.

This issue number is SC361.

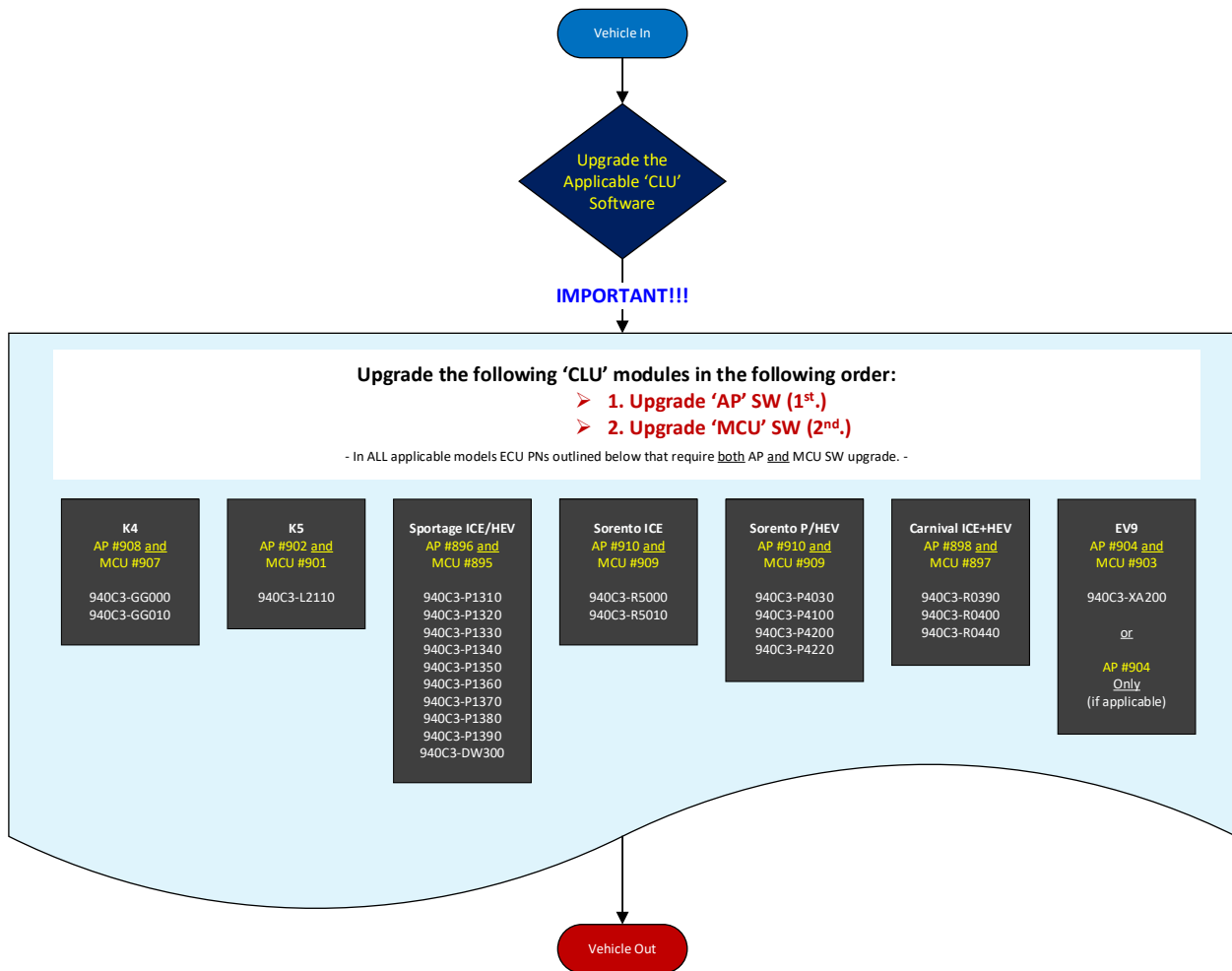
Flowchart:

CAUTION

For models requiring both 'AP' and 'MCU' software upgrade: **Ensure that the software upgrades are performed in the correct order ('AP' SW 1st. → 'MCU' SW 2nd.),** to prevent communication issues between the cluster system and other vehicle modules. **DO NOT** operate the ignition switch until the software upgrade is complete.

Refer to the flowchart below and the Event # list on page 3:

1. Identify the software required for the applicable model.
2. Check the ECU PN for the required SW Event # ___.
3. Follow the software upgrade order below AP → MCU (if applicable).
4. Upgrade the AP and/or MCU as required.



IMPORTANT

It is recommended to ALWAYS check the Electronic Parts Catalog (EPC) to locate the ECU Part Number respective to Auto/Manual Mode ROM IDs. DO NOT reference the parts label affixed to the ECU.



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Refer to [TSB SST081](#) for instructions to upgrade the 'CLU' system:

To correct this condition, the specified system module should be reprogrammed using KDS as described in this bulletin in 'Auto Mode'.

| Upgrade Event Name |
|--|
| 895.NQ5(a) PE (HEV/PHEV) Cluster Operation Logic Improvement (MCU) |
| 896.NQ5(a) PE (HEV/PHEV) Cluster Operation Logic Improvement (AP) |
| 897.KA4 PE (HEV) Cluster Operation Logic Improvement (MCU) |
| 898.KA4 PE (HEV) Cluster Operation Logic Improvement (AP) |
| 901.DL3 PE Cluster Operation Logic Improvement (MCU) |
| 902.DL3 PE Cluster Operation Logic Improvement (AP) |
| 903.MV1(a)(GT) Cluster Operation Logic Improvement (MCU) |
| 904.MV1(a)(GT) Cluster Operation Logic Improvement (AP) |
| 907.CL4m Cluster Operation Logic Improvement (MCU) |
| 908.CL4m Cluster Operation Logic Improvement (AP) |
| 909.MQ4a PE Cluster Operation Logic Improvement (MCU) |
| 910.MQ4(a) PE (HEV/PHEV) Cluster Operation Logic Improvement (AP) |


NOTICE

- Confirm a fully charged battery (12.3 volts or higher is necessary) is used or utilize a fully charged jump starter box connected to the battery.
- **Ensure the KDS GDS is sufficiently charged at 60% or higher prior to reflash.**
- All ECU upgrades must be performed with the ignition set to the 'ON' position unless otherwise stated.
- **Damaged VCI II units should not be used and promptly replaced.**
- Be careful not to disconnect the VCI-II connected to the vehicle during the ECU upgrade procedure.
- **DO NOT start the engine during ECU upgrade.**
- DO NOT turn the ignition key 'OFF' or interrupt the power supply during ECU upgrade.
- **When the ECU upgrade is completed, turn the ignition 'OFF' and wait 10 seconds before starting the engine.**
- ONLY use approved ECU upgrade software designated for the correct application.

Connect the negative (-) terminal to the battery as shown below.




NOTICE

Before attempting an ECU upgrade on any Kia model, make sure to first determine whether the applicable model is equipped with an immobilizer  security system. Failure to follow proper procedures may cause the PCM to become inoperative after the upgrade and any claims associated with this repair may be subject to chargeback.




ROM ID Information Table: 'CLU' System


Sportage Events #895 (MCU) and #896 (AP):

| Model | System | IMMO  | ECU P/No. | ROM ID | |
|----------------------------------|-------------|--|--|---|---|
| | | | | Previous | New |
| Sportage (NQ5a, NQ5 P/HEV) | MCU #895 | Yes | 940C3 P1310 P1320, P1330 P1340, P1350 P1360, P1370 P1380, P1390 940C3 DW300 | CP12_M.MCU.KMC.ALL. 0000.V019.132.250204 | CP12_M.MCU.KMC.ALL. 0000.V019.132.250526 |
| | AP #896 | | | CP12_M.AP.KMC.ALL. 0000.V019.127.250218 | CP12_M.AP.KMC.ALL. 0000.V019.127.250903 |


Carnival Events #897 (MCU) and #898 (AP):

| Model | System | IMMO  | ECU P/No. | ROM ID | |
|-------------------------------|-------------|--|---|---|---|
| | | | | Previous | New |
| Carnival (KA4, KA4 HEV) | MCU #897 | Yes | 940C3 R0390 940C3 R0400 940C3 R0440 | CP12_M.MCU.KMC.ALL. 0000.V018.102.250117 | CP12_M.MCU.KA4.ALL. 0000.V018.102.250609 |
| | AP #898 | | | CP12_M.AP.KMC.ALL. 0000.V018.101.250206 | CP12_M.AP.HMC.ALL. 0000.V018.101.250904 |

K5 Events #901 (MCU) and #902 (AP):

| Model | System | IMMO  | ECU P/No. | ROM ID | |
|-------------|-------------|--|-------------|--|---|
| | | | | Previous | New |
| K5 (DL3) | MCU #901 | Yes | 940C3 L2110 | CP12_M.MCU.KMC.ALL. 0000.V010.072.240806 CP12_M.MCU.KMC.ALL. 0000.V018.102.240823 | CP12_M.MCU.KMC.ALL. 0000.V018.102.250609 |
| | AP #902 | | | CP12_M.AP.KMC.ALL. 0000.V010.070.240902 CP12_M.AP.KMC.ALL. 0000.V018.101.241107 | CP12_M.AP.KMC.ALL. 0000.V018.101.251014 |


EV9 Events #903 (MCU) and #904 (AP):

| Model | System | IMMO  | ECU P/No. | ROM ID | |
|---------------|-------------|--|-------------|--|---|
| | | | | Previous | New |
| EV9 (MV1a) | MCU #903 | Yes | 940C3 XA200 | CP12_M.MCU.KMC.ALL. 0000.V014.093.241119 | CP12_M.MCU.KMC.ALL. 0000.V014.093.250812 |
| | AP #904 | | | CP12_M.AP.KMC.ALL. 0000.V014.089.241122 CP12_M.AP.KMC.ALL. 0000.V014.089.250827 CP12_M.AP.KMC.ALL. 0000.V014.089.251014 | CP12_M.AP.KMC.ALL. 0000.V014.089.260113 |


Note: Some EV9 vehicles may already have the latest 'MCU' software installed. If so, upgrade only the 'AP' software to the latest version. If PI2502 is also open, complete PI2502 before SC361.

SUBJECT:

INSTRUMENT CLUSTER SOFTWARE LOGIC IMPROVEMENT (SC361)**K4 Events #907 (MCU) and #908 (AP):**

| Model | System | IMMO  | ECU P/No. | ROM ID | |
|--------------|-------------|--|----------------------------|--|---|
| | | | | Previous | New |
| K4 (CL4m) | MCU #907 | Yes | 940C3 GG000 940C3 GG010 | CP12_M.MCU.KMC.ALL. 0000.V018.102.240805 CP12_M.MCU.KMC.ALL. 0000.V018.102.240710 | CP12_M.MCU.KMC.ALL. 0000.V018.102.250526 |
| | AP #908 | | | CP12_M.AP.KMC.ALL. 0000.V018.101.240909 CP12_M.AP.KMC.ALL. 0000.V018.101.240620 | CP12_M.AP.KMC.ALL. 0000.V018.101.250901 |

Sorento Events #909 (MCU) and #910 (AP):

| Model | System | IMMO  | ECU P/No. | ROM ID | |
|------------------------|-------------|--|--|--|---|
| | | | | Previous | New |
| Sorento (MQ4a) | MCU #909 | Yes | 940C3 R5000 940C3 R5010 | CP12_M.MCU.KMC.ALL. 0000.V007.062.240807 | CP12_M.MCU.KMC.ALL. 0000.V018.102.250618 |
| | AP #910 | | | CP12_M.AP.KMC.ALL. 0000.V007.061.240829 CP12_M.AP.KMC.ALL. 0000.V018.101.250626 CP12_M.AP.KMC.ALL. 0000.V018.101.250812 | CP12_M.AP.KMC.ALL. 0000.V018.101.250904 |
| Sorento (MQ4 P/HEV) | MCU #909 | Yes | 940C3 P4030 940C3 P4100 940C3 P4200 940C3 P4220 | CP12_M.MCU.KMC.ALL. 0000.V018.102.250618 CP12_M.MCU.MQ4.ALL. 0000.V018.102.240823 CP12_M.MCU.KMC.ALL. 0000.V007.062.240807 CP12_M.MCU.KMC.ALL. 0000.V018.102.240829 | CP12_M.MCU.KMC.ALL. 0000.V018.102.250618 |
| | AP #910 | | | CP12_M.AP.KMC.ALL. 0000.V018.101.241107 CP12_M.AP.KMC.ALL. 0000.V007.061.240829 CP12_M.AP.KMC.ALL. 0000.V018.101.250626 CP12_M.AP.KMC.ALL. 0000.V018.101.250812 | CP12_M.AP.KMC.ALL. 0000.V018.101.250904 |

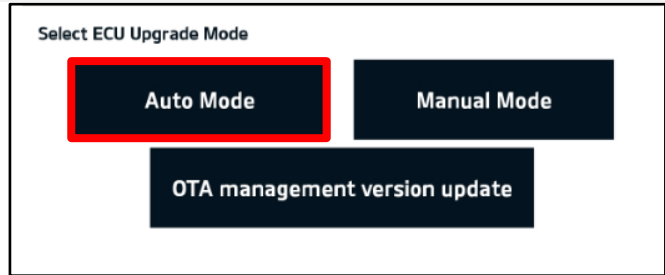
To verify the vehicle is affected, be sure to check the Calibration Identification of the vehicle's ECM ROM ID and reference the Information Table as necessary.



Software Information:

The required software must be installed by selecting the **'Auto Mode'** ECU Upgrade option.

Note: In some case, the 'Manual Mode' installation option may be required **ONLY** if the 'Auto Mode' function fails or is otherwise noted above.

**NOTICE**

If the automatic upgrade fails, turn the ignition 'OFF' for about 10 seconds then place it back in the 'ON' position to reset the control unit BEFORE performing the manual upgrade.

'Manual Mode' passwords.

| Event | Menu | Password |
|-------|---|----------|
| #895 | NQ5(a) (HEV/PHEV) CLU (MCU): 940C3-P1310~90, DW300 | 1360 |
| #896 | NQ5(a) (HEV/PHEV) CLU (AP): 940C3-P1310~90, DW300 | 6080 |
| #897 | KA4 PE/KA4 PE HEV (MCU): 940C3-R0390/400/440 | 0440 |
| #898 | KA4 PE/KA4 PE HEV (AP): 940C3-R0390/400/440 | 0390 |
| #901 | DL3 PE (MCU): 940C3-L2000/020/100/110 | 2110 |
| #902 | DL3 PE (AP): 940C3-L2000/020/100/110 | 2100 |
| #903 | MV1a (MCU): 940C3-XA200 | 0812 |
| #904 | MV1a (AP): 940C3- XA200 | 1014 |
| #907 | CL4m (MCU): 940C3-GG000/50/60/80 | 9403 |
| #908 | CL4m (AP): 940C3-GG000/50/60/80 | 3049 |
| #909 | MQ4a PE CLU (MCU): 940C3-P5000/5010 | 5030 |
| #909 | MQ4(a) PE (HEV/PHEV) CLU (MCU): 940C3-P430/P4100/P4200/P4220 | 0618 |
| #910 | MQ4(a) PE (P)HEV CLU (AP): 940C3-P430P/4100/P4200/P4220/R5000/R5010 | 9489 |

SUBJECT:

INSTRUMENT CLUSTER SOFTWARE LOGIC IMPROVEMENT (SC361)



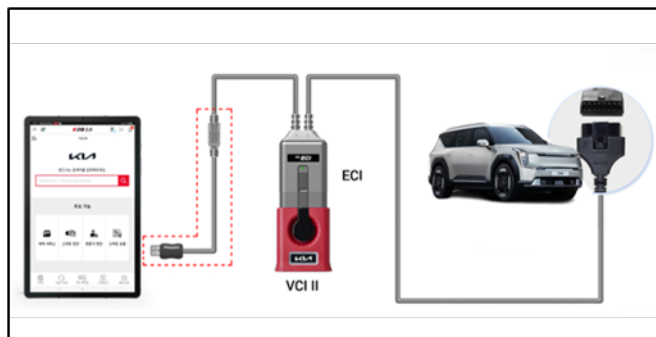
For more details about connection and setting, please refer to diagnostic device's manual and the below connection guide link below:

[ECI \(Ethernet Communication Interface\) Connection Guide](#)

Using KDS + VCI-II and ECI Connection

Ensure the ECI cable is configured by referring to the ['KDS Configuration for ECI Cable Usage'](#).

1. Connect the ECI DLC connector to the OBD-II connector, located under the driver's side of the instrument panel.
2. Connect the ECI USB -C connector to the KDS tablet.
3. Connect the VCI II to the ECI OBD-II connector.



Using KDS + VCI-III Connection

1. Connect the VCI-III USB-C connector to the KDS tablet.
2. Connect VCI-III to the OBD-II connector of the vehicle.



UPGRADE EVENTS:

Select the applicable **'CLU'** system module and the Event Group.

- **Event #_Name**
[Refer to page 3 for the applicable model](#)

Verify the affected vehicle Calibration Identification of the applicable ECU ROM ID and reference the Information Table on page 3 as necessary.




| CLU Cluster Module | | | | |
|--|---|----------|-----|--------|
| 896.NQ5(a) PE (HEV/PHEV) Cluster operation logic improvement (AP) | | | | |
| VCI | Sub Event | Campaign | TSB | Update |
| | NQ5(a) (HEV/PHEV) CLU (AP) : 940C3-P1360/80, DW300 | | | |
| 895.NQ5(a) PE (HEV/PHEV) Cluster operation logic improvement (MCU) | | | | |
| VCI | Sub Event | Campaign | TSB | Update |
| | NQ5(a) (HEV/PHEV) CLU (MCU) : 940C3-P1360/80, DW300 | | | |



AFFECTED VEHICLE RANGE:

| Model | Production Date Range |
|-------------------------------|-------------------------------------|
| K4 (CL4m) | August 4, 2025 to December 12, 2025 |
| Sorento (MQ4a) | July 29, 2025 to November 18, 2025 |
| Sorento HEV, PHEV (MQ4 P/HEV) | June 30, 2025 to October 20,2025 |
| Carnival (KA4) | June 25, 2025 to September 29, 2025 |
| Carnival HEV (KA4 HEV) | June 24, 2025 to November 14,2025 |
| EV9 (MV1a) | July 28, 2025 to October 30, 2025 |
| K5 (DL3) | July 3, 2025 - September 24, 2025 |
| Sportage (NQ5a) | July 24, 2025 to November 17, 2025 |
| Sportage PHEV (NQ5 PHEV) | July 15, 2025 to October 23, 2025 |
| Sportage HEV (NQ5 HEV) | June 30, 2025 to October 27, 2025 |

REQUIRED TOOL:

| Tool Name | Part Number | Figure | Location | Comments |
|-----------------------------|------------------------------------|---|--------------------------------------|--|
| Kia Diagnostic System (KDS) | N/A |  | Shop | KDS + VCI |
| ECI Adapter | GIT1XDDMN057 or GIT0XDDMN052 |  | Located in Toolbox #1 Drawer 8 | ECI Adapter For VCI-II |
| VCI-III Connector | N/A |  | Shop | Connect Directly to KDS Using Included Ethernet Cable |

SUBJECT:

INSTRUMENT CLUSTER SOFTWARE LOGIC IMPROVEMENT (SC361)

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 | R | 940C3 DW300 | 0 | (SC361) Cluster Software Logic Improvement (<u>Both</u> MCU + AP) | 261A02R2 SC361J | 0.5 M/H | N/A | 0 |
| NQ5 P/HEV | | 940C3 P1360 | | | 261028R0 SC361K or L | | | |
| KA4, KA4 HEV | | 940C3 R0440 | | | 261028R1 SC361E or F | | | |
| DL3 | | 940C3 L2110 | | | 261028R2 SC361H | | | |
| MQ4 P/HEV | | 940C3 P4220 | | | 261028R5 SC361 C or D | | | |
| MQ4a | | 940C3 R5010 | | | 261A02R1 SC361B | | | |
| MV1a | | 940C3 XA200 | | | 261A02R0 SC361G | | | |
| CL4 | | 940C3 GG000 | | | 261M02R0 SC361A | | | |
| MV1a | | 940C3 XA200 | 0 | (SC361) Cluster Software Logic Improvement (AP <u>only</u>) | 261A02R3 SC361G | 0.4 M/H | N/A | 0 |

Note: Refer to [Warranty Bulletin 2026-07](#) for claim submission procedures. [When substitute transportation is provided, manually enter sublet code 'X2' for rental expense reimbursement or one roundtrip rideshare expense.](#) Make sure to submit any substitute transportation claim at the time of the warranty expense.

 NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference [SC361](#) when accessing the KDealer+ system.

