



Kia America, Inc.

Software Update for Instrument Cluster

Carnival, EV9, K4, K5, Sorento, Sportage | March 16 2026

This Over-the-Air (OTA) software update is designed for certain 2026 Carnival, 2026 EV9, 2025 K4, 2026MY K5, 2025-2026MY Sorento, and 2026MY Sportage vehicles. This important update is to remedy the instrument cluster software which may become temporarily blank while driving, resulting in the driver’s inability to see certain telltales and indicators required by Federal Motor Vehicle Safety Standard (FMVSS). In its current state, your vehicle does not comply with the visibility and illumination requirements of FMVSS 101, §§ S5.1.2 and 5.3.1(b) and FMVSS 138, § S4.2, thereby increasing the risk of your vehicle being in a crash.

1.	Vehicle Model	2026MY Carnival (produced between 6/25/2025 – 9/29/2025)
		2026MY Carnival HEV (produced between 6/24/2025 – 11/14/2025)
		2026MY EV9 (produced between 7/28/2025 – 10/30/2025)
		2025MY K4 (produced between 8/4/2025 – 12/12/2025)
		2026MY K5 (produced between 7/3/2025 – 9/24/2025)
		2025-2026MY Sorento (produced between 7/29/2025 – 11/18/2025)
		2025-2026MY Sorento HEV (produced between 6/30/2025 – 10/20/2025)
		2025-2026MY Sorento PHEV (produced between 6/30/2025 – 10/20/2025)
		2026MY Sportage (produced between 7/24/2025 – 11/17/2025)
		2026MY Sportage HEV (produced between 6/30/2025 – 10/27/2025)
		2026MY Sportage PHEV (produced between 7/15/2025 – 10/23/2025)



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2.	Time Required	OTA Update (in-vehicle): 10 minutes approx. Once this software is downloaded by the vehicle, and the vehicle is powered off, a pop-up will be displayed on the infotainment screen.
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Additional information: This OTA will be rolled-out to all eligible Carnival, EV9, K4, K5 Sorento, and Sportage vehicles with an active Kia Connect account.

If you have any questions, please contact the Kia Connect Call Center (844) 886-9411.

Reference Recall SC361.

For more information on Over-the-Air software updates, please visit our website:

<https://owners.kia.com/content/owners/en/ota-software-update.html>