



Kia America, Inc.

Software Update for Instrument Cluster

EV9 | December 03 2024

This Over-the-Air (OTA) software update is designed to update the Infotainment Controller logic of certain 2024 EV9 vehicles. This important update is designed to remedy the instrument cluster software which may become intermittently blank at vehicle startup, resulting in the driver's inability to see certain telltales and indicators required by Federal Motor Vehicle Safety Standard (FMVSS) 101 such as the odometer, speedometer, and turn signal. In its current state, your vehicle does not comply with the visibility and illumination requirements of FMVSS 101, §§ 5.1.2 and 5.3.1(b), thereby increasing the risk of your vehicle being in a crash.

If the OTA software update is unsuccessful, you are advised to bring your vehicle to a Kia dealer to complete Recall SC326.

1.	Vehicle Model	2024 EV9 (produced between 09/15/2023 – 05/27/2024)
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.

Additional information: This OTA will be rolled-out to all eligible EV9 vehicles with an active Kia Connect account.

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

Reference Recall SC326.

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

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