



July 29, 2021

## **ATTENTION: ALL DEALER PRINCIPALS**

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Noncompliance Recall Campaign to update the software for the instrument cluster with an improved version on certain 2022 MY Kia Telluride vehicles equipped with 3.5" LCD instrument cluster screen produced from May 26, 2021 through July 16, 2021.

The vehicle's instrument cluster contains an LCD screen which displays certain information once the vehicle is started. Due to a software error and under certain starting conditions, the LCD screen will remain blank resulting in the driver's inability to see the odometer. As a result, the subject vehicles fail to comply with the visibility requirements of Federal Motor Vehicle Safety Standard (FMVSS) 101, "Controls and Displays". This condition does not affect the functionality of the vehicle's underlying systems or dedicated telltale/warning lamps.

The Technical Service Bulletin that provides software update procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) in the week of **July 29, 2021**.

Your Service Manager was sent a sample copy of the owner notification letter and a Q&A guide for recall questions both of which describe the issue and information on how to access the list of affected 2022 MY Telluride vehicles.

**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.**

### **What Should You Do?**

Please make certain the appropriate personnel in your dealership are familiar with the details of this recall campaign to ensure proper responses to customer inquiries and requests to have the recall campaign performed on their 2022 MY Telluride vehicles.

Kia will start notifying the vehicle owners on **August 3, 2021**.

**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 recall campaign, and for no other purpose.

Your prompt attention in completing this recall campaign is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures