



Kia America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## IMPORTANT NONCOMPLIANCE RECALL

(NHTSA Recall Number: 21V577)

This notice applies to your vehicle: (Insert VIN)

August 3, 2021

Dear Kia Telluride Owner:

### **Kia has identified a defect in your vehicle which relates to a noncompliance with a Federal Motor Vehicle Safety Standard (FMVSS).**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that certain 2022MY Telluride vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) 101, "Controls and Displays". Our records indicate that you own or lease one of the potentially affected vehicles.

### **What Is The Problem?**

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 (if the vehicle is started after the vehicle's welcome graphic on the LCD screen has completed), the LCD screen will remain blank. A blank LCD display may be missing information, such as the digital speedometer, gear selection indicator, and odometer, which may increase the risk of a crash.

### **Kia Will Update the Instrument Cluster's Software At No Cost To You.**

Kia has advised its authorized dealers to update the instrument cluster's software in your vehicle with an improved version. This work will be performed at Kia's expense at no cost to you.

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

- Please immediately contact your Kia dealer to arrange for the recall repair to be conducted. The estimated time required to update the instrument cluster's software is approximately one (1) hour. However, your vehicle may be needed longer depending on the dealer's schedule. A service appointment is an important way of minimizing your inconvenience.
- Until this recall repair is completed, **if you experience a blank LCD screen and the odometer reading is not displayed after you start your vehicle**, you may correct the problem by taking either of these actions:
  - Turn off your vehicle, open and close the driver's door, and start your vehicle again, or
  - Open a window, and then turn off and restart your vehicle. After this, the window may be closed.
- There are also ways to avoid the problem from initial startup:
  - Start your vehicle before the welcome graphic has completed (within roughly 5 seconds of first opening the driver's door), or
  - Start your vehicle remotely using the remote start feature.
- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*).



### What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of [www.kia.com](http://www.kia.com) or mail your receipts with the attached Request for Reimbursement Form directly to Kia for review and consideration:

**Consumer Assistance Center**  
Kia America, Inc  
P.O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4542

The Kia Consumer Assistance Center is available at the number listed above if you have any questions or require assistance in submitting your claim.

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

### Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Consumer Assistance Center phone number listed above.

### What If You Are A Vehicle Lessor?

**Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

### What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department

#### **QR Code Use:**

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**

REQUEST FOR REIMBURSEMENT FORM – NONCOMPLIANCE RECALL CAMPAIGN  
SC215 - 2022 MY KIA TELLURIDE BLANK LCD CLUSTER SCREEN

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may **submit your receipts online to Kia via the Owners section of [www.kia.com](http://www.kia.com) (MyKia>Contact Us** or **directly at this link: <https://ksupport.kiausa.com/ConsumerAffairs>**).

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it to the following address for review and consideration, along with backup documentation:

Consumer Assistance Center  
Kia Motors America, Inc.  
P. O. Box 52410  
Irvine, CA 92619-2410

1-800-333-4542

**Please allow at least sixty (60) days for review and response.**

Customer First Name:	<input type="text"/>	Customer Last Name:	<input type="text"/>																									
Customer Address:	<input type="text"/>																											
Customer City:	<input type="text"/>	State:	<input type="text"/>																									
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Mileage at Time of Repair:	<input type="text"/>	Date of Repair:	<input type="text"/> / <input type="text"/> / <input type="text"/>																									
Amount of Reimbursement Requested:	<input type="text"/> \$ <input type="text"/>																											

Attach the following:

- **Repair Order showing:**
  - Name & address of person paying for the repair
  - Vehicle Identification Number (VIN) of vehicle repaired
  - **Description of the problem repaired**
    - Date of repair, mileage at the time of repair and total cost of claimed repair expense
- **Evidence of Payment of Repair showing:**
  - Date of Payment
  - Amount Paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this campaign.

CLAIMANT'S SIGNATURE:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name