



**SC215 - 2022 MY KIA TELLURIDE BLANK LCD CLUSTER SCREEN
FMVSS NONCOMPLIANCE RECALL CAMPAIGN Q & A
July 29, 2021**

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a Noncompliance Recall to update the Instrument Cluster's software with an improved version on certain 2022 MY Kia Telluride vehicles that do not comply with Federal Motor Vehicle Safety Standard (FMVSS) 101.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2022 MY Kia Telluride vehicles equipped with 3.5" LCD instrument cluster screen manufactured from May 26, 2021 through July 16, 2021.*

Q3. How many customer vehicles are affected by this recall?

A3. *Approximately 5,143 vehicles are affected by this recall.*

Q4. What is the concern with the LCD screen in Instrument Cluster?

A4. *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 one the LCD screen has completed), 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.*

Q5. Can you describe the recall campaign fix?

A5. *Kia has advised its authorized dealers to update the instrument cluster's software with an improved version. The repair work will be performed at Kia's expense at no cost to the customer.*

Q6. How was the issue discovered?

A6. *Through the regular monitoring of field information.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Contact a Kia dealer to arrange for the recall repair to be conducted.*

Q8. What should vehicle owners do if they experience a blank LCD screen and the odometer reading is not displayed after the customer starts the vehicle before the recall repair is completed?

A8. *The customer may correct the problem by taking either of these actions:*

- *Turn off the vehicle, open and close the driver's door, and start the vehicle again, or*
- *Open a window, and then turn off and restart the vehicle. After this, the window may be closed.*

There are also ways to avoid the problem from the initial startup:

- *Start the 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.*

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair at no cost to the customer.

Q10. What about customers who may have already paid to have this issue remedied?

A10. If the customer has incurred expense to have this issue remedied prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section of www.kia.com or mail their receipts with a copy of 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**

Q11. How long will the repair take?

A11. The estimated time required to update the instrument cluster software is approximately one hour. However, the vehicle may be needed longer; therefore, it is recommended that the customer contact the dealer for an estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience. (Most Kia dealers have online appointment scheduling via their dealership web sites to maximize convenience).

Q12. How will owners of the affected vehicles be notified?

*A12. Kia will be notifying owners of the affected vehicles by first-class mail on **August 3, 2021**.*

Q13. Are there any restrictions on an owner's eligibility?

A13. No.

Q14. If a customer has an immediate question, where can they get further information?

A14. The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet @ www.kia.com (Owner's Section).