

# Part 573 Safety Recall Report

# 23V-298

**Manufacturer Name :** Kia America, Inc.**Submission Date :** JUN 08, 2023**NHTSA Recall No. :** 23V-298**Manufacturer Recall No. :** SC270**Manufacturer Information :**

Manufacturer Name : Kia America, Inc.

Address : 111 Peters Canyon Road  
Irvine CA 92606

Company phone : 800-333-4542

**Population :**

Number of potentially involved : 108,936

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2023-2023 Kia Sportage

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

**Descriptive Information :** Certain 2023MY Sportage vehicles manufactured at Autoland Gwangju Kia from September 16, 2022 through February 13, 2023 (4,851 units), certain 2023MY Sportage vehicles manufactured at Kia Georgia from September 20, 2022 through February 28, 2023 (25,873 units) equipped with a digital instrument cluster containing a 4.2" LCD screen.

The recall population was determined by a review of vehicle and supplier production records. The vehicles subject to this recall were not produced in VIN order. Customers seeking information about their specific vehicle will be referred to Kia's Consumer Assistance Center or their Kia dealer.

Production Dates : SEP 16, 2022 - FEB 28, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2023 Kia Sportage Hybrid and Sportage Plug-in Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : HYBRID ELECTRIC

Descriptive Information : Certain 2023MY Sportage Hybrid and Sportage Plug-in Hybrid vehicles manufactured from September 19, 2022 through February 13, 2023 (10,866 units) equipped with a digital instrument cluster containing a 4.2" LCD screen.

The recall population was determined by a review of vehicle and supplier production records. The vehicles subject to this recall were not produced in VIN order.

Customers seeking information about their specific vehicle will be referred to Kia's Consumer Assistance Center or their Kia dealer.

Production Dates : SEP 19, 2022 - FEB 13, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2023-2023 Kia Niro Hybrid and Niro Plug-in Hybrid

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : HYBRID ELECTRIC

Descriptive Information : Certain 2023MY Niro Hybrid and Niro Plug-in Hybrid vehicles manufactured from September 14, 2022 through March 8, 2023 (12,132 units) equipped with a digital instrument cluster containing a 4.2" LCD screen.

The recall population was determined by a review of vehicle and supplier production records. The vehicles subject to this recall were not produced in VIN order.

Customers seeking information about their specific vehicle will be referred to Kia's Consumer Assistance Center or their Kia dealer.

Production Dates : SEP 14, 2022 - MAR 08, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2023-2023 Kia Soul

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : Certain 2023MY Soul vehicles manufactured from September 15, 2022 through February 13, 2023 (30,113 units) equipped with a digital instrument cluster containing a 4.2" LCD screen.

The recall population was determined by a review of vehicle and supplier production records. The vehicles subject to this recall were not produced in VIN order.

Customers seeking information about their specific vehicle will be referred to Kia's Consumer Assistance Center or their Kia dealer.

Production Dates : SEP 15, 2022 - FEB 13, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2023-2023 Kia Telluride

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

**Descriptive Information :** Certain 2023MY Telluride vehicles manufactured from September 2, 2022 through February 22, 2023 (25,101 units) equipped with a digital instrument cluster containing a 4.2" LCD screen.

The recall population was determined by a review of vehicle and supplier production records. The vehicles subject to this recall were not produced in VIN order. Customers seeking information about their specific vehicle will be referred to Kia's Consumer Assistance Center or their Kia dealer.

**Production Dates :** SEP 02, 2022 - FEB 22, 2023

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** The instrument cluster software installed in the subject vehicles, in combination with electrical noise due to voltage instability while the vehicle is starting, may result in cluster booting errors. Such booting errors can cause the instrument cluster screen to become blank resulting in the driver's inability to see the telltales and indicators required by certain Federal Motor Vehicle Safety Standards (FMVSS). As a result, the subject vehicles fail to comply with the visibility and illumination requirements of FMVSS 101, §§5.1.2 and 5.3.1 and other illumination requirements of FMVSS 138 and FMVSS 208.

**FMVSS 1 :** 101 - Control and displays

**FMVSS 2 :** 138 - Tire pressure monitoring systems

**Description of the Safety Risk :** The failure to illuminate certain telltale and indicators may increase the risk of a crash.

**Description of the Cause :** Cluster booting errors caused by a combination of the instrument cluster software with electrical noise due to voltage instability while vehicle is starting.

**Identification of Any Warning that can Occur :** N/A

## Involved Components :

Component Name 1 : CLUSTER ASSY-INSTRUMENT

Component Description : Instrument Cluster Assembly

Component Part Number : Sportage: 94003-DW000

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Component Name 2 : CLUSTER ASSY-INSTRUMENT

Component Description : Instrument Cluster Assembly

Component Part Number : Sportage: 94003-P1000

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Component Name 3 : CLUSTER ASSY-INSTRUMENT

Component Description : Instrument Cluster Assembly

Component Part Number : Sportage Hybrid/Plug-In Hybrid: 94003-CH000

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Component Name 4 : CLUSTER ASSY-INSTRUMENT

Component Description : Instrument Cluster Assembly

Component Part Number : Niro Hybrid/Plug-In Hybrid: 94001-AT000

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Component Name 5 : CLUSTER ASSY-INSTRUMENT

Component Description : Instrument Cluster Assembly

Component Part Number : Niro Hybrid/Plug-In Hybrid: 94003-AT000

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Component Name 6 : CLUSTER ASSY-INSTRUMENT

Component Description : Instrument Cluster Assembly

Component Part Number : Niro Hybrid/Plug-In Hybrid: 94001-AT100

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Component Name 7 : CLUSTER ASSY-INSTRUMENT

Component Description : Instrument Cluster Assembly

Component Part Number : Soul: 94023-K0000

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Component Name 8 : CLUSTER ASSY-INSTRUMENT

Component Description : Instrument Cluster Assembly

Component Part Number : Telluride: 94051-S9000

## Supplier Identification :

### Component Manufacturer

Name : TYW

Address : #9 Kunshan Road

Economic and Technological Dev Area Suihua City, Heilongjiang Foreign States 152000

Country : China

## Chronology :

See attached document titled "2023MY Blank Instrument Cluster Screen (Multiple Kia Models) Chronology".

## Description of Remedy :

Description of Remedy Program : All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer to have their instrument cluster updated with improved software. Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed May 10, 2022.

How Remedy Component Differs from Recalled Component : The instrument cluster software was improved to prevent the digital instrument cluster screen from going blank.

**Identify How/When Recall Condition was Corrected in Production :** The improved instrument cluster software was applied in production as follows:

Sportage (Autoland Gwangju Kia): 2/14/2023  
Sportage (Kia Georgia): 3/1/2023  
Sportage Hybrid / Plug-In Hybrid: 2/14/2023  
Niro Hybrid / Plug-in Hybrid: 3/9/2023  
Soul: 2/14/[2023]  
Telluride: 2/23/2023

### Recall Schedule :

**Description of Recall Schedule :** The dealer notification mailing begins and ends on May 1, 2023 and the owner notification mailing is scheduled to begin and end on May 26, 2023.

**Planned Dealer Notification Date :** MAY 01, 2023 - MAY 01, 2023

**Planned Owner Notification Date :** MAY 26, 2023 - MAY 26, 2023

\* NR - Not Reported