

Part 573 Safety Recall Report

21V-577

Manufacturer Name : Kia Motors America**Submission Date :** JUL 28, 2021**NHTSA Recall No. :** 21V-577**Manufacturer Recall No. :** SC215**Manufacturer Information :**

Manufacturer Name : Kia Motors America

Address : 111 Peters Canyon Road
Irvine CA 92606

Company phone : 800-333-4542

Population :

Number of potentially involved : 5,143

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2022 Kia Telluride

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : Certain 2022MY Telluride vehicles equipped with 3.5" LCD instrument cluster screen manufactured from May 26, 2021 through July 16, 2021 at Kia Georgia.

The recall population was determined by a review of vehicle, 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 : MAY 26, 2021 - JUL 16, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : 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 vehicle 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 101, §S5.1.2. This condition does not affect the functionality of the vehicle's underlying systems or dedicated telltale/warning lamps.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : Not Applicable

Description of the Cause : Increased loading time of welcome animation due to its larger file size before pressing the push start button.

Identification of Any Warning None
that can Occur :

Involved Components :

Component Name 1 : Cluster Assy-Instrument

Component Description : Instrument Cluster Assembly

Component Part Number : 94001-S9500

Component Name 2 : Cluster Assy-Instrument

Component Description : Instrument Cluster Assembly

Component Part Number : 94001-S9510

Supplier Identification :

Component Manufacturer

Name : Hyundai Mobis Company (Jincheon Plant)

Address : 95, Sayang 2-gil, Munbeak-myeon
Jincheon-gun Chungcheongbuk-do Foreign States 27862

Country : Korea, Republic of

Chronology :

See attached document titled "2022 MY Telluride Blank LCD Cluster Screen 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 update the instrument cluster's software with an improved version to prevent the LCD display screen from going blank.

Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed May 11, 2020.

How Remedy Component Differs from Recalled Component : The instrument cluster's software has been improved to prevent the LCD display screen from going blank.

Identify How/When Recall Condition was Corrected in Production : An improved software logic was applied to production beginning July 19, 2021. Vehicles produced on July 17 and July 18 were contained and repaired by Kia Georgia before being shipped to dealers.

Recall Schedule :

Description of Recall Schedule : Kia dealers will be notified on July 30, 2021 and Kia vehicle owners will be notified on August 3, 2021.

Planned Dealer Notification Date : JUL 30, 2021 - JUL 30, 2021

Planned Owner Notification Date : AUG 03, 2021 - AUG 03, 2021

* NR - Not Reported