



July 29, 2021

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

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.

Enclosed you will find a sample copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. A list of Kia Telluride vehicle owners affected by this recall can be accessed on WEBDCS. Log onto the site, select the Campaigns Tab, click on Open Campaign Report in the left side menu, and select **SC215** to generate the list.

Notices to the affected vehicle owners will be mailed on **August 3, 2021**. Please start performing the repairs immediately on any affected vehicles currently in your inventory.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their 2022 MY Kia Telluride vehicles. This Noncompliance Recall represents an opportunity for your service department to deliver an exceptional service experience (e.g. flexible service appointment process, car wash and vacuum and timely service).

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.

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 is appreciated. If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department

Enclosures