

**2022MY Telluride Blank LCD Cluster Screen Chronology
Basis of Safety Defect Determination 573.6(c)(6)**

July 12, 2021	Kia North America's (Kia NA) Product Quality department issues report regarding intermittent operation of the LCD screen instrument cluster display. Difficulty to duplicate condition is noted.
July 14, 2021	Kia NA Product Quality notifies Kia NA Safety Office regarding intermittent blank LCD screen issue and identifies driver unable to view odometer, gear selector indicator and other supplemental user functions.
July 16-July 22, 2021	<p>Kia NA and Kia Georgia (Kia GA) work together to further investigate issue and define failure effects. Kia Corporation (Kia HQ) simultaneously investigates cause of condition. Investigation efforts reveal condition is limited to situations where vehicle is started after vehicle's welcome message is completed. Kia HQ identifies LCD blank screen condition caused by increased loading time of welcome animation due to larger file size of the animation. Condition does not affect the functionality of the vehicle's underlying systems or dedicated telltale/warning lamps.</p> <p>Kia NA further evaluates any potential noncompliance with the Federal Motor Vehicle Safety Standards (FMVSS) and on July 22, 2021 concludes the inability to see the odometer on the LCD screen results in the noncompliance with the visibility requirements of Federal Motor Vehicle Safety Standard 101, §S5.1.2.</p>
July 22, 2021	Kia NA decides to conduct a noncompliance FMVSS 101 recall. No fatalities, injuries, crashes or fires.