



**SC237 - 2022 MY TELLURIDE VEHICLES
BLANK INSTRUMENT CLUSTER LCD SCREEN
NONCOMPLIANCE SAFETY RECALL CAMPAIGN**

**Q & A
July 11, 2022**

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Noncompliance Safety Recall Campaign to replace the instrument cluster assembly on certain 2022 MY Telluride vehicles.

Q2. What vehicles are affected by the recall?

A2. Certain 2022 MY Telluride vehicles manufactured from September 9, 2021 through March 30, 2022.

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

A3. Approximately 3,596 vehicles.

Q4. What is the concern with the instrument cluster assembly?

A4. The vehicle's instrument cluster contains an LCD screen which displays certain information. Due to an incorrect die applicator setting at the supplier, excess adhesive was applied to a circuit board within the instrument cluster. Excess adhesive may lead to a poor electrical connection and cause the LCD information display screen to go 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) No. 101, "Control and Displays." This condition does not affect the functionality of the vehicle's underlying systems or dedicated telltale/warning lamps. The subject condition may increase the risk of a crash.

Q5. Can you describe the recall campaign and fix?

A5. Kia will replace the instrument cluster assembly with a new one.

Q6. How will owners of the affected vehicles be notified?

A6. Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on July 15, 2022.

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

A7. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have their vehicle repaired.

Q8. How was the issue discovered?

A8. Through the regular monitoring of field information.

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 situation corrected?

A10. If the customer has incurred expense to remedy this issue 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 (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:

**Consumer Assistance Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

A11. Are there any restrictions on an owner's eligibility?

A11. No.

Q12. If a customer has an immediate question, where can they get further information?

A12. The customer can contact their local authorized 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 at www.kia.com (Owner's Section).