



**2023 MY SPORTAGE, SPORTAGE HEV, SPORTAGE PHEV, NIRO, NIRO PHEV, SOUL, AND TELLURIDE VEHICLES
BLANK INSTRUMENT CLUSTER SCREEN
NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC270)**

**Q & A
May 1, 2023**

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 address a condition involving a blank instrument cluster screen.

Q2. What vehicles are affected by the recall?

A2. Certain 2023MY vehicles equipped with a digital instrument cluster containing a 4.2" LCD screen listed below:

- Sportage vehicles manufactured at a Kia assembly plant in South Korea from September 16, 2022 through February 13, 2023*
- Sportage vehicles manufactured at a Kia assembly plant in the U.S. from September 20, 2022 through February 28, 2023*
- Sportage Hybrid and Sportage Plug-in Hybrid vehicles manufactured from September 19, 2022 through February 13, 2023*
- Niro Hybrid and Plug-in Hybrid vehicles manufactured from September 14, 2022 through March 8, 2023*
- Soul vehicles manufactured from September 15, 2022 through February 13, 2023*
- Telluride vehicles manufactured from September 2, 2022 through February 22, 2023*

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

A3. Approximately 108,936 vehicles [Sportage [Korea]: 4,851, Sportage [U.S.]: 25,873, Sportage Hybrid/ Plug-in Hybrid: 10,866, Niro Hybrid/ Plug-in Hybrid: 12,132, Soul: 30,113, Telluride: 25,101]

Q4. What is the concern with the Instrument Cluster Screen?

A4. 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 No. 101 ('Controls and Displays'), §5.1.2 and 5.3.1, and other illumination requirements of FMVSS No. 138 ('Tire Pressure Monitoring System') and FMVSS No. 208 ('Occupant Crash Protection'). The failure to illuminate certain telltales and indicators may increase the risk of a crash.

Q5. Can you describe the recall campaign and fix?

A5. Dealers will update the instrument cluster software as necessary.

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

*A6. All owners of the subject vehicles will be notified by first class mail with instructions to contact their authorized Kia dealer to have the recall campaign performed **beginning on May 26, 2023.***

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 the recall campaign performed on their vehicle free of charge at no cost to them.

Q8. Where were these vehicles produced?

A8. The affected vehicles were produced at a Kia assembly plant in South Korea or at a Kia assembly plant in the U.S.

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair free of charge at no cost to the customer.

A10. Are there any restrictions on an owner's eligibility?

A10. No.

Q11. If a customer has an immediate question, where can they get further information?

A11. The customer can contact their local authorized Kia dealership or call Kia's Customer Care 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).