

U.S. Department of Transportation National Highway Traffic Safety Administration	Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	FOR AGENCY USE ONLY 100148	
	Date Received: JUN 08 2023	Repository: <input type="checkbox"/>	Reference No.: 11520136

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	[REDACTED]	Email Address	[REDACTED]
Address	[REDACTED]			Evening Telephone Number			
City	San Antonio	State	TX	ZIP Code	[REDACTED]		

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5XYP34HC0MG [REDACTED]	MAKE KIA	Model TELLURIDE	Model Year 2021
Date Purchased 08/29/2020	Dealer's Name and Telephone Number WORLD CARKIA South 210-254-6000		Engine: No. Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City San Antonio	STATE TX	ZIP Code 78204
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FWD	Multiple Failure: CONSTANT
		Service Date(s) 11-13 APR 2023	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 260000 FORWARD COLLISION AVOIDANCE	Failure Mileage 9300.0	Failure Speed
--	---------------------------	---------------

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make:	Tire Model (Name or Number):	Tire Size (Example P215/65R15):
DOT No. (Example: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code:	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured N	Number of Deaths N	Reported to Police N
--	---	---------------------------------------	------------------------------	--------------------------------

Narrative Description of Incident(s), Crash(es), Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

The contact owns a 2021 Kia Telluride. The contact stated that while engaging the Forward Collision Avoidance system per the manufacturer's instructions, the Forward Collision Avoidance system failed to engage. The contact stated that the Forward Collision Avoidance system was inoperable. The contact stated that while driving and approaching another vehicle, the Forward Collision Avoidance failed to engage. There was no warning light illuminated. The vehicle was taken to the dealer several times. The dealer test-drove the vehicle and informed the contact that the Forward Collision Avoidance system was operable when the Adaptive Cruise Control (ACC) mode was activated. The dealer diagnosed that no issues were found. The vehicle was not repaired. The manufacturer was notified of the failure. The failure mileage was approximately 9,300.

- SEE ATTACHED WORD DOCUMENT PAGES 1-4
- SEE EXHIBIT NO. 1 MY 2021 TELLURIDE EX V6 FWD WINDOW STICKER.
- SEE EXHIBIT NO.2 KIA AMERICAN LETTER (FCA) SOFTWARE UPDATE.
- SEE EXHIBIT NO. 3 JAN 19, 2023, ANCIRA WORKORDER # [REDACTED]
- SEE EXHIBIT NO.4 OWNER'S MANUAL PAGES 5-66 & 5-67 1ST& 2ND WARNING.
- SEE EXHIBIT NO. 5 APR 11-13, 2023, ANCIRA WORKORDER [REDACTED]

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

ADDITIONAL VEHICLE INFORMATION REFERENCE NO. 11520136

DATE PURCHASED 8/29/2020--DEALER'S NAME--WORLD CAR KIA SOUTH--PHONE--

210-254-6000--CYLINDERS--6--FUEL--REGULAR

ORIGINAL OWNER--YES--CHANGE ZIP CODE TO--

TRANSMISSION--AUTOMATIC--ANTILOCK BRAKES--YES--CRUISE CONTROL--YES

POWERTRAIN--FRONT WHEEL DRIVE--FAILURE--CONSTANT SINCE NEW TO DATE

SERVICE DATES--WORKORDERS--JAN 19, 2023--AND--APRIL 11-13, 2023

IN-PERSON DISCUSSIONS WITH SERVICE ADVISORS IN ADDITION TO SERVICE DATES--APRIL 25, 2023,
AND MAY 22, 2023

ADDITIONAL INFORMATION AND EXHIBITS TO THE VEHICLE OWNER'S QUESTIONNAIRE

REFERENCE NO. 11520136

APPLICABLE INCIDENT INFORMATION CONTINUED

PLEASE CHANGE ADAPTIVE CRUISE CONTROL (ACC) TERM TO KIA'S TERM OF SMART CRUISE CONTROL (SCC)

PLEASE NOTE VEHICLE WAS PURCHASED FROM WORLD CAR KIA SOUTH BUT WARRANTY WORK IS BEING ACCOMPLISHED BY ANCIRA KIA 6139 BANDERA ROAD SAN ANTONIO, TEXAS 78238 PHONE 210-684-400. ANCIRA KIA IS CLOSER TO MY RESIDENCE, EASIER TO GET TO, THEY ANSWERED THE PHONE AND WERE WILLING TO DO THE WARRANTY WORK EVEN THOUGH I HAD NOT PURCHASED THE CAR FROM THEM.

ALSO PLEASE NOTE I AM [REDACTED] YEARS OLD, A DISABLED VIETNAM VETERAN, AND PURCHASED THIS VEHICLE PRIMARILY BECAUSE OF THE DRIVER-ASSIST TECHNOLOGY.

CURRENT STATUS AS OF MAY 25, 2023

ANCIRA SERVICE ADVISORS CONSISTANTLY TRIED UNSUCCESSFULLY TO CONVINC ME THAT THE ABILITY TO ENGAGE THE SMART CRUISE CONTROL (SCC) AND ITS PROPER OPERATION JUSTIFIED/PROVED THAT THE FORWARD COLLISION AVOIDANCE ASSIST (FCA) WAS WORKING AS DESIGNED.

I TOTALLY DISAGREED AND SAID IF I DRIVE MY CAR FORWARD AND A COLLISION IS IMMINET AND I DO NOT APPLY THE BRAKES I WILL CRASH INTO THE OBJECT IN FRONT OF ME CAUSING VEHICLE DAMAGE

AND POSSIBLE BODY INJURY BECAUSE THE (FCA) EMERGENCY BRAKING WILL NOT HAPPEN. AFTER MUCH DISCUSSION WE REACHED AGREEMENT THAT I WAS CORRECT.

THE (FCA) BEGINS ON PAGE 5-63 THRU 5-78 OF THE OWNER'S MANUAL AND REQUIRES A FRONT VIEW CAMERA AND FRONT RADAR. MY VEHICLE ACCORDING TO THE SERVICE ADVISOR HAS THE CAMERA BUT THE FRONT RADAR SENSOR WHICH SHOULD BE LOCATED IN THE GRILL NEAR THE FRONT LICENSE PLATE IS NOT THERE. HENCE, THE (FCA) WILL NOT WORK.

I AM TOLD THAT A TECH LINE CASE WAS OPENED ON ABOUT APRIL 13, 2023, TO SEE IF MY VIN NUMBER SHOULD HAVE THE SENOR AND THE (FCA) DRIVER -ASSIST TECHNOLOGY. I AM INCLUDING A COPY OF MY VEHICLE WINDOW STICKER (EXHIBIT NO. 1) WHICH SHOWS THE (FCA) AS A STANDARD FEATURE ON MY VEHICLE.

AS OF CURRENT DATE IT CANNOT BE VERIFIED IF TECH LINE WAS RECEIVED OR STATUS AS I AM TOLD THE KIA COMPUTER SYSTEM IS BE UPGRADED TO A NEW SYSTEM AND THE DEALER CANNOT GET STATUS.

HOW WE GOT TO CURRENT STATUS

IN OCTOBER 2023 I RECEIVED A LETTER FROM KIA AMERICAN INC CONCERNING A VOLUNTARY SERVICE CAMPAIGN TO UPDATE THE (FCA) SOFTWARE LOGIC (EXHIBIT NO. 2).

MID NOVEMBER 2023 I NOTICE THAT THE STOP & GO (S&G) DRIVER-ASSIST TECHNOLOGY WHICH HAD PREVIOUSLY WORKED WAS NO LONGER WORKING.

IN JANUARY 2023 I BEGIN TRYING TO GET A SERVICE APPOINTMENT. I GOT AN APPOINTMENT WITH ANCRIA KIA FOR JANUARY 19, 2023.

I HAVE INCLUDED A COPY OF THAT WORKORDER AS (EXHIBIT NO. 3). PLEASE NOTE 4 ISSUES (A-D) WERE ON THIS WORKORDER. THEY WERE THE (FCA) ISSUE, THE (S&G) ISSUE, THE (FCA) SOFTWARE UPGRADE AND THE TOW HITCH HARNES (NOT APPLICABLE) TO MY VEHICLE.

UPON READING THE TECHNICIAN (997617) COMMENTS ON THE (FCA), I ASKED THE SERVICE ADVISOR (991871) HOW HE ACTIVATED THE (FCA). I EVENTUALLY GOT THE RESPONSE THAT HE ACTIVATED THE SMART CRUISE CONTROL (SCC) AND STATED THE VEHICLE PERFORMED AS INTENDED. I WAS SOMEWHAT UPSET AND SAID THE (SCC) HAS ALWAYS OPERATED AS INTENDED AND I WOULD NOT EXPECT THE TECHNICIAN TO FIND ANY FAULT CODES WITH THE (SCC) BUT WHAT DOES THE HIS HAVE TO DO WITH THE (FCA) ISSUE. SHE STATED THAT THEY HAD TO USE THE KIA PROCESS FOR A SYSTEM AND WE COULD CHECK THE (FCA) AGAIN WHEN I RETURNED TO GET THE (S&G) FIXED. SINCE SHE WAS UNCERTAIN AS TO WHEN A RESPONSE ON THE OPEN TECH-LINE CASE FOR THE (S&G) WOULD BE RECEIVED, THE VEHICLE WAS RELEASED TO ME AND SHE WOULD CALL WHEN SHE GOT A RESPONSE ON THE (S&G).

FROM JANUARY 19, 2023, UNTIL MARCH 28, 2023, I LEFT MESSAGES REQUESTING THE STATUS OF THE OPEN TECH-LINE FOR THE (S&G). ON MARCH 28, 2023, I ASKED TO SPEAK TO SERVICE ADVISOR (991871) AND WAS TOLD SHE NOT LONGER WAS WITH ANCRIA.

I WAS GIVEN SERVICE ADVISOR (994051). SHE STATED SHE WOULD CHECK ON MY OPEN TECH-LINE (S&G) AND CALL ME BACK. SHE CALLED BACK AND ANCRIA HAD A RESPONSE. THEY WOULD NEED TO REPLACE THE VEHICLE BATTERY AND WOULD REQUIRE THE VEHICLE BE LEFT WITH THEM FOR TWO DAYS. I MADE AN APPOINTMENT FOR APRIL 11, 2023, AND REQUESTED THAT THE (FCA) BE CHECKED.

UPON CHECKING THE VEHICLE IN WITH SERVICE ADVISOR (994051) ON APRIL 11, 2023, I STATED THAT THE (FCA) WAS NOT ALERTING ME WHEN GETTING CLOSE TO ANOTHER VEHICLE AND PROVIDED A COPY OF PAGES 5-66 & 5-67 (EXHIBIT NO. 4) WHICH REFERRED TO THE COLLISION WARNING (FIRST WARNING) AND EMERGENCY BRAKING (SECOND WARNING) AND REQUESTED THEY BE GIVEN TO THE TECHNICIAN. I ALSO WENT OVER THE (S&G) WITH HER AND RETURNED HOME.

LATE DAY APRIL 12, 2023, I RECEIVED A CALL THAT I COULD PICK-UP THE VEHICLE ON JANUARY 13, 2023. I SAID I WOULD BE AT ANCRIA AT 12 NOON TO GET THE VEHICLE.

THE REPLACED BATTERY HAD CORRECTED THE (S&G) ISSUE AND AGAIN THEY HAD TEST DROVE THE VEHICLE AND THE SMART CRUISE CONTROL (SCC) HAD NO FAULT CODES DETECTED AND WITH THE (SCC) ACTIVATED THE VEHICLE BRAKES WHEN ANOTHER VEHICLE CUT IN FRONT. A COPY OF THIS WORKORDER IS INCLUDED AS (EXHIBIT NO. 5). PLEASE NOTE THE TECHNICIAN (997617) IS THE SAME TECHNICIAN AS ON THE JANUARY 19, 2023, WORKORDER.

I WAS UPSET WITH THE SAME RESPONSE ON THE (FCA) BUT THE SERVICE ADVISOR (994051) WAS VERY BUSY AND SHE STATED THEY WERE SUBMITTED ANOTHER TECH-LINE CASE ON THE (FCA) AND SHE WOULD SEND ME A COPY. SO, I TOOK THE VEHICLE AND WAITED FOR HER RESPONSE.

ON APRIL 25, 2023, HAVING NOT RECEIVED A RESPONSE OR RETURNED PHONE CALLS FROM SERVICE ADVISOR (994051) I WENT TO SEE HER IN PERSON. SHE TRIED VERY HARD TO GET ME TO ACCEPT THAT THE (SCC) WAS IN FACT THE (FCA) AND THEY WERE IN FACT FOLLOWING KIA CHECK OUT PROCEDURES. I BELIEVE SHE AND THE TECHNICIAN KNEW MORE THAN THEY REVEALED TO ME AND SHE AND THE TECHNICIAN WERE FOLLOWING SOME FORM OF DIRECTION FROM KIA AMERICA.

SEEING I WAS NOT LEAVING AND WITH MUCH DISCUSSION WE REACHED THE POINT OF WHAT WAS REQUIRED FOR THE (FCA) TO FUNCTION I.E. THE CAMERA AND THE SENSOR IN THE GRILL. AT THIS POINT IT WAS REVEALED THAT MY VEHICLE DID NOT HAVE THE SENSOR IN THE GRILL AND HENCE THE (FCA) WOULD NOT WORK. THE TECH-LINE CASE WHICH WAS SUPPOSED TO HAVE BEEN SUBMITTED ON OR ABOVE APRIL 13, 2023, WAS TO CHECK APPLICABILITY OF THE (FCA) AGAINST MY VEHICLE VIN. SHE PROMISED TO SEND ME A DOCUMENT REFLECTING THIS.

ON MAY 22, 2023, HAVING NOT RECEIVED A DOCUMENT I AGAIN WENT TO SEE SERVICE ADVISOR (994051) IN PERSON. SHE INFORMED ME OF THE UPDATING OF THE KIA AMERICA PROGRAM AND SHE

COULD NOT RESPOND TO ME BECAUSE SHE COULD NOT GET A RESPONSE. SO, THIS IS WHERE WE ARE AT THIS DATE.

CONCLUSION MY OPINION

IT IS MY BELIEF THAT BOTH SERVICE ADVISORS AND THE TECHNICIAN KNEW I WAS MISSING THE SENSOR. I ALSO THINK THAT THEY KNEW, TRYING TO SELL ME THAT THE (SCC) WAS IN FACT THE (FCA) WAS A STRETCH OF THE TRUTH. THE PROBLEM IS I COULD HAVE LEFT BELIEVING I HAD A WORKING (FCA) WHEN I DID NOT. SINCE THIS DECEPTION WAS SO WELL OCHASTRATED HOW MANY OTHERS HAVE BEEN TOLD THIS FALSEHOOD.

REFERENCE NO. 11520136

EXHIBIT NO. 1

REFERENCE NO. 11520136

2021 TELLURIDE EX V6 FWD

MODEL/OPT.CODE: J4242 / 020
EXTERIOR COLOR: SNOW WHITE PEARL
INTERIOR COLOR: GRAY
VEHICLE ID NUMBER: 5XYP34HC0MG
PORT OF ENTRY: WEST POINT

Sold To: TX032 Ship To: TX032
World Car Kia
7915 IH-35 SOUTH
SAN ANTONIO TX 78224

STANDARD FEATURES

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD LX FWD FEATURES

MECHANICAL
3.8L Gas Direct Injection (GDI) 6-Cyl Engine
8-Speed Automatic Transmission
Drive Mode Select (DMS)

KIA DRIVEWISE DRIVER-ASSIST TECHNOLOGY
Blind-Spot Collision-Avoidance Assist-Rear (BCA-R)
Rear Cross-Traffic Collision-Avoidance Assist (RCCA)
Forward Collision Avoidance Assist (FCA)
Lane Keeping Assist (LKA)
Parking Distance Warning-Reverse (PDW-R)
Smart Cruise Control w/ Stop & Go (SCC w/ S&G)
Rear Occupant Alert w/ Ultrasonic Sensors (ROA)
Safe Exit Assist (SEA)

SAFETY
Dual Front Advanced Airbags
Dual Front Seat-Mounted Side & Full-Length Curtain Airbags
Electronic Stability Control (ESC)
Vehicle Stability Management (VSM)
Tire Pressure Monitoring System (TPMS)

INTERIOR, COMFORT & CONVENIENCE
Synthetic Leather Seat Trim
Smart Key with Push Button Start / Remote Engine Start
UVO link (1 yr trial; see owners.kia.com for details)
- IMPORTANT No Support for Remote Climate Control
8" Touchscreen w/ Android Auto & Apple CarPlay
Rear View Camera with Dynamic Guidelines
SIRIUSXM w/free 3-mo. subscription*
1 USB Input Jack and 5 USB Charging Ports
Bluetooth Wireless Technology
60/40 Split-Folding 2nd Row Seats, which includes:
- One-Touch Slide & Fold 2nd Row Seats
60/40 Split-Folding 3rd Row Seats
Leather-Wrapped Steering Wheel w/ Remote Controls

EXTERIOR
Acoustic Front Windshield
Heated Outside Mirrors w/ Turn Signal Indicators
Rear Privacy Glass
18" Alloy Wheels

WARRANTY
10 Year/100,000 Mile Limited Powertrain Warranty
5 Year/60,000 Mile Limited Basic Warranty
*Ask dealer for details

COMPARE EX FWD FEATURES

- Added to/in place of standard LX FWD features
- Smart (Hands-free) Power Liftgate
- Leather Seat Trim (replaces SOFINO)
- Front Power Tilt & Sliding Sunroof
- UVO link w/ Navigation, 10.25" display
^ 1 yr trial; see owners.kia.com for details
- Power Driver and Passenger Seats
- Heated & Ventilated Front Seats
- Tri-Zone Auto Climate Control
- Highway Driving Assist (HDA)
- Wireless Phone Charger
- Side Window Curtains on Rear Doors
- Acoustic Front Door Windows
- Power Folding Outside Mirrors
- 18" Machined Finished Alloy Wheels
- LED Tail Lamps

ADDITIONAL INSTALLED EQUIPMENT:
(In addition to or in place of standard features)
Snow White Pearl Paint
EX Premium Package
- 2nd Row Captain Chairs (2 seats)
- 20" Machined Finished Alloy Wheels
- LED Headlamps
Carpeted Floor Mats
Carpeted Cargo Mat w/ Seat Back Protection

MSRP INCLUDING OPTIONS

INLAND FREIGHT AND HANDLING

TOTAL MANUFACTURER'S SUGGESTED RETAIL PRICE

TOTAL ADDITIONAL WEIGHT: 15.9

EXHIBIT NO. 1

REFERENCE NO. 11520136



Fuel Economy and Environment Gasoline Vehicle

Fuel Economy 23 MPG combined city/hwy, 20 city, 26 highway. You spend \$1,250 more in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,750. Fuel Economy & Greenhouse Gas Rating 5. Smog Rating 5.

fuel economy.gov. Calculate personalized estimates and compare vehicles. Includes QR code for smartphone app.

GOVERNMENT 5-STAR SAFETY RATINGS PARTS CONTENT INFORMATION

Table with 2 columns: Rating Category (Overall Vehicle Score, Frontal, Side, Rollover) and Star Rating (5 stars).

FOR VEHICLES IN THIS CAR LINE U.S./CANADIAN PARTS CONTENT: 50%
MAJOR SOURCES OF FOREIGN PARTS: KOREA:45%
NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.
FOR THIS VEHICLE FINAL ASSEMBLY POINT: USA

Country of Origin: USA
Engine: KOREA
Transmission: USA
www.safercar.gov or 1-888-327-4236



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

EXHIBIT NO. 2

REFERENCE NO. 11520136

VOLUNTARY SERVICE CAMPAIGN

October 7, 2022

Dear Kia Telluride Vehicle Owner:

Kia America, Inc. is conducting a Voluntary Service Campaign to update the Forward Collision-Avoidance Assist ("FCA") software logic in certain 2020-2022 MY Telluride vehicles.

Why is Kia Conducting This Service Campaign?

The Forward Collision-Avoidance Assist ("FCA") is a supplemental system designed to detect and monitor the vehicle ahead in certain conditions through radar signals and camera recognition to warn the driver that a collision is imminent and, if necessary, apply emergency braking. However, if foreign material, snow/ice, or roadway debris blocks the front radar located in the front bumper area, misalignment may occur, causing improper obstacle detection by the FCA system without illumination of the FCA warning lamp. If this condition occurs, the vehicle may apply partial braking when passing other vehicles. The driver can, however, override the FCA braking by applying the accelerator pedal.

What Will Kia Do

Kia dealers will update the FCA software to adjust the FCA warning lamp strategy and set conditions to improve the detection of a front radar misalignment condition. This campaign will be performed at no cost to you.

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the software update can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.
- Always keep the front sensor and sensor cover clean and free of dirt, snow, and debris. Use only a soft cloth to wash the vehicle. Do not spray pressurized water directly on the sensor or sensor cover. Please see the "Forward Collision-Avoidance Assist (FCA)" Section of your owner's manual for additional radar maintenance and precautions to maintain optimal performance of the detecting sensor.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (see the bottom of this letter for more information about QR code use).



Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us.


What If You Have Other Questions?


Should you have any questions regarding this Voluntary Service Campaign, or your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this situation may cause you.

Sincerely,

Customer Care Department


EXHIBIT NO. 2

REFERENCE NO. 11520136


CUSTOMER #:

ANCIRA

INVOICE

ANCIRA KIA

6139 BANDERA ROAD
SAN ANTONIO, TX 78238
(210) 684-4000 FAX (210) 509-2919
www.ancirakiasa.com

SAN ANTONIO, TX

PAGE 1

HOME: CONT:
BUS: CELL:

SERVICE ADVISOR: 991871 BIANCA CARDENAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	KIA TELLURIDE	5XYP34HC0MG		9300/9300	T8859	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			15:00 19JAN23		159.05	CASH	19JAN23
R.O. OPENED		READY	OPTIONS:				

07:08 19JAN23 14:03 19JAN23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A FWD COLLISION AVOIDANCE ISSUE
MISC FWD COLLISION AVOIDANCE ISSUE
997617 C 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
PERFORMED FAULT CODE SEARCH, NO FAULT CODES WERE PRESENT. TEST
DROVE VEHICLE AND FORWARD COLLISION ASSIST WAS ACTIVATED. VEHICLE IS
PERFORMING AS INTENDED AT THIS TIME. (.50)

B IDLE STOP GO FEATURE NOT ENGAGING
MISC IDLE STOP GO FEATURE NOT ENGAGING
997617 C 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
TECH-LINE CASE IS OPEN, WAITING FOR RESPONSE. RELEASED VEHICLE AT
THIS TIME

C SC243B FCA/SCC SW UPDATE (21MY)
CAUSE:
SC243B SC243B FCA/SCC SW UPDATE (21MY)
997617 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
FCA/SCC SOFTWARE UPDATE COMPLETED AS PER KMA. (220A15R1 .30)

D SC247B TOW HITCH HARNESS (POTENTIAL DIO)
CAUSE:
SC247B SC247B TOW HITCH HARNESS (POTENTIAL DIO)
997617 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
VEHICLE HAS NO TOW HITCH INSTALLED, TOW HITCH INSPECTION COMPLETED
AS PER KMA. (A5211RR2 .10)

EXHIBIT NO. 3

REFERENCE NO. 11520136

WARRANTY DISCLAIMER:
BY THE DEALERSHIP AS
IMPLIED, INCLUDING TO
PARTICULAR PURPOSE.

FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this invoice and that you received for had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

WE PROVIDED EXPRESS AND NESS FOR A N TO ASSUME

*SHOP SUPPLY COSTS: We have added a charge equal to 12% of the total cost of labor, not to exceed \$39.95, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS OTHER PAYMENT OPTION	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



INVOICE

ANCIRA

ANCIRA KIA

6139 BANDERA ROAD
SAN ANTONIO, TX 78238
(210) 684-4000 FAX (210) 508-2919
www.ancirakiasa.com

SAN ANTONIO, TX

PAGE 2

HOME: CONT
BUS: CELL

SERVICE ADVISOR: 991871 BIANCA CARDENAS

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	KIA TELLURIDE	5XYP34HC0M		9300/9300	T8859	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DD			15:00 19JAN23		159.05	CASH	19JAN23
R.O. OPENED	READY	OPTIONS:					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

ESTIMATE: 0.00 19JAN23 07:08 SA: 991871

CONTACT:

WAITING

ALL WORK PERFORMED CARRIES A 12 MONTH OR 12,000 MILE WARRANTY. UNLESS OTHERWISE STATED.

EXHIBIT NO. 3

REFERENCE NO. 11520136

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 12% of the total cost of labor, not to exceed \$39.95, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS OTHER PAYMENT OPTION	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ion-Avoidance Assist by can-
g the system setting on the
display.

ard Collision-Avoidance
t automatically deactivates
canceling the ESC (Electronic
lity Control). When the ESC is
led, Forward Collision-Avoid-
Assist cannot be activated
ie LCD display. Forward Colli-
Avoidance Assist warning
will illuminate which is nor-

**d Collision-Avoidance Assist
g message and brake control**
d Collision-Avoidance Assist
as warning messages and
g alarms in accordance with
ision risk levels, such as
stopping of the vehicle in
r sufficient braking distance,
rian or cyclist detection. Also,
ols the brakes in accordance
e collision risk levels.

ver can select the initial
g activation time in the User
s in the LCD display. The
for the initial Forward Colli-
irning include Normal or
initial warning time.

Collision Warning (1st warning)



The warning message appears on
the LCD display with a warning
chime.

Additionally, some vehicle system
intervention occurs by the engine
management system to help decel-
erate the vehicle.

The Vehicle may slow down slightly.

- The Forward Collision-Avoidance Assist function will operate if the vehicle speed is greater than 5 mph (8 km/h) and less than or equal to 100 mph (160 km/h) on a forward vehicle. (Depending on the condition of the vehicle ahead and the environment surrounding it, the possible maximum operating speed may be reduced.)
- For pedestrians and cyclists to be detected, the vehicle speed must be greater than or equal to 5 mph (8 km/h) and less than 55 mph (90 km/h). (Depending on the condition of pedestrians and bike riders and the surrounding envi-

ronment the possible maximum
operating speed may be reduced.)

- If you select "Warning only", Forward Collision-Avoidance Assist activates and produces only warning alarms in accordance with the collision risk levels. You must control the brake directly because Forward Collision-Avoidance Assist in this setting does not control the brake.

Emergency braking (2nd warning)



The warning message appears on
the LCD display with the a warning
chime.

Additionally, some vehicle system
intervention occurs by the engine
management system to help decel-
erate the vehicle.

The brake control is maximized just
before a collision, reducing impact
when it strikes a forward vehicle.

- The Forward Collision-Avoidance Assist function will operate if the

vehicle speed is greater than 5
mph (8 km/h) and less than or
equal to 50 mph (80 km/h) on a
forward vehicle. (Depending on
the condition of the vehicle ahead
and the environment surrounding
it, the possible maximum operat-
ing speed may be reduced.)

- For pedestrians and cyclists to be detected, the vehicle speed must be greater than or equal to 5 mph (8 km/h) and less than 45 mph (70 km/h). (Depending on the condition of pedestrians and bike riders and the surrounding environment the possible maximum operating speed may be reduced.)
- If you select "Warning only", Forward Collision-Avoidance Assist activates and produces only warning alarms in accordance with the collision risk levels. You must control the brake directly because Forward Collision-Avoidance Assist in this setting does not control the brake.

Brake operation

In an urgent situation, the braking
system enters into the ready status
for prompt reaction to assist the
driver in utilization of the brake
pedal.

- Forward Collision-Avoidance Assist provides additional braking power for optimum braking per-

CUSTOMER #: [REDACTED]

ANCIRA

INVOICE

ANCIRA KIA

6139 BANDERA ROAD
SAN ANTONIO, TX 78238
(210) 684-4000 FAX (210) 509-2919
www.ancirakiasa.com

SAN ANTONIO, TX [REDACTED]

PAGE 1

HOME: CONT [REDACTED]
BUS: CELL [REDACTED]

SERVICE ADVISOR: 994051 ADRIANA MARTINEZ

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	21	KIA TELLURIDE	5XYP34HC0MG [REDACTED]		10043/10043	T3192	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN21 DE			15:00 11APR23		159.05	CASH	13APR23

R.O. OPENED	READY	OPTIONS:				
07:40 11APR23	12:56 13APR23					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES FWD COLLISION will not alert customer when getting close to a vehicle please check and advise

CAUSE: CUST CUSTOMER STATES FWD COLLISION will not alert customer when getting close to a vehicle please check and advise
997617 W

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
PERFORMED FAULT CODE SEARCH, NO FAULT CODES WERE DETECTED. TEST
DROVE VEHICLE WITH SMART CRUISE CONTROL ACTIVATED AND VEHICLE BRAKES ON DEMAND WHEN VEHICLES WOULD CUT IN FRONT.

B CUSTOMER STATES RO 252944 TECH LINE JOB NEEDING TO BE FINISHED states gets an orange light with an A on dash and will turn off the system on console

CAUSE: CUST CUSTOMER STATES RO 252944 TECH LINE JOB NEEDING TO BE FINISHED states gets an orange light with an A on dash and will turn off the system on console
997617 W

(N/C)
(N/C)
0.00

1 37110-H7A00C BATTERY 65-94R/H7-AG
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:
PERFORMED FAULT CODE SEARCH, NO FAULT CODES WERE DETECTED.
CONTACTED KMA TECH-LINE(CASE#15277828)AND I SHOWED THEN THE BATTERY TEST RESULT AND THE BATTERY STATE OF HEALTH RESULT ON CURRENT DATA AND BOTH READINGS WERE NOT THE SAME. TECH-LINE ADVISED TO REPLACED THE BATTERY DUE TO LOW STATE OF HEALTH READING. REPLACED BATTERY, RESET ADAPTIVE RE-LEARN AND TEST DROVE VEHICLE. IDLE STOP AND GO PERFORMING AS INTENDED. 95440A00 .6, 95440RQ0 .2, 37110A00 .3, 37110F02 .4

C PERFORM MULTI POINT INSPECTION
CAUSE: 360 MPI - PERFORM 360 MULTI-POINT INSPECTION(excludes oil change)
MULTIPOINT PERFORM MULTI POINT INSPECTION

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL IN NO EVENT BE HELD LIABLE FOR CONSEQUENTIAL DAMAGES, DAMAGE TO PROPERTY, LOSS OF PROFIT OR INCOME, OR ANY OTHER DAMAGES.

By signing below, you acknowledge that the services/repairs itemized in this invoice are requested by you. The vehicle is yours.

DATE _____ CUSTOMER _____

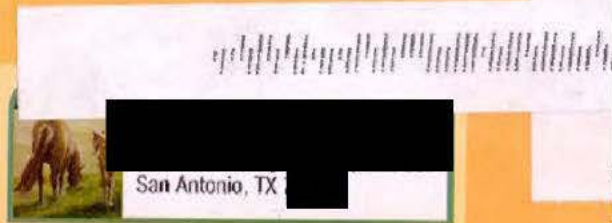
EXHIBIT NO. 5
REFERENCE NO. 11520136

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS OTHER PAYMENT OPTION	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPRESENTATIVE SIGNATURE

CERTIFIED MAIL

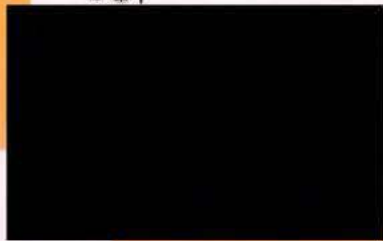


RDC 99



U.S. POSTAGE PAID
FCM LG ENV
CASTROVILLE, TX
78009
MAY 25, 23
AMOUNT
\$6.13
R2305K133468-05

Department of Transportation
To: W48-226
Building: DOT
Mailstop: 4 West
Rtg Symbol: NVS-200,210,300,010
External Carrier: PRIORITY
Sender:
DOT
6/2/2023 1:15:24 PM



U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS ADMINISTRATION (NVS-210)
1200 NEW JERSEY AVENUE, SE
WEST BUILDING
WASHINGTON D.C. 20590