



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

## IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 19V594)  
This notice applies to your vehicle: **(Insert VIN)**

August 30, 2019

Dear Kia Telluride Owner:

### **Kia has identified a defect in your vehicle which relates to motor vehicle safety**

This letter is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia Motors has determined a defect which relates to motor vehicle safety exists in some 2020 MY Telluride vehicles that may not comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) Number 208, "Occupant crash protection." The affected vehicles may contain non-U.S. specification driver seat belt assembly and/or non-automatic locking retractor (non-ALR) seat belt assemblies in the front passenger, second and/or third row seats, increasing the risk of injury to a child seat occupant in a crash. Our records indicate that you own or lease one of the potentially affected vehicles.

### **What Is The Problem?**

Seat belt assemblies designed for Telluride vehicles in another market may have been inadvertently installed in the driver, front passenger, second and/or third row seats of some 2020 MY Telluride U.S. vehicles. The affected seat belt assemblies for the driver seat are non-U.S. specification seat belt assemblies. The affected front passenger, second and third row seat belt assemblies are not equipped with an automatic locking retractor (ALR) feature and do not comply with FMVSS 208, Occupant crash protection. If a non-ALR seat belt is used to secure a child seat in the front passenger, second or third row seats, it may not tightly secure a child restraint system, increasing the risk of injury to a child seat occupant in a crash.

### **Kia will inspect the driver, front passenger, second and third row seat belt assemblies and if any incorrect seat belt assembly(s) is identified, the dealer will replace it with the correct one at no cost to you.**

Kia has advised its authorized dealers to inspect the seat belt assemblies for the driver, front passenger, and second and third row seat belt assemblies. If an incorrect seat belt assembly is identified, the dealer will replace it with the correct one. The work will be performed at Kia's expense at no cost to you.

### **What Should You Do?**

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted. The estimated time required to inspect and perform necessary repairs will be approximately one (1) to five (5) hours. However, your vehicle may be needed longer; therefore, we recommend scheduling a service appointment to minimize any inconvenience.
- If you notice that the seat belt assemblies in the front passenger, second or third row seating positions do not have the ALR feature, (see photos below) do not use those seating positions to install a child restraint system until you have had this recall repair performed.

**CORRECT**  
(ALR)



**INCORRECT**  
(NON-ALR)



- To find your nearest dealer, visit [www.kia.com](http://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):



### **What If You Have Already Paid To Have This Situation Corrected?**

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of [www.kia.com](http://www.kia.com) or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

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

The Kia Consumer Assistance Center is available at the number listed above if you have any questions or require assistance in submitting your claim.

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

### **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. You can also contact the Consumer Assistance Center phone number listed above.

### **What If You Are A Vehicle Lessor?**

**Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

### **What If You Have Other Questions?**

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs Department

#### **QR Code Use:**

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code App instructions.**

REQUEST FOR REIMBURSEMENT FORM  
SC181 – 2020 MY Kia Telluride Seat Belt Assemblies

*Safety Recall Campaign*

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts, along with this Request for Reimbursement form online to Kia via the Owners section (Contact Kia) of [www.kia.com](http://www.kia.com).

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it directly to Kia for review and consideration, along with backup documentation, at the following address:

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

**Please allow at least sixty (60) days for review and response.**

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Customer City, State, Zip Code: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Vehicle Identification Number: \_\_\_\_\_ (17 digits)

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

Attach the following:

- o **Repair Order showing:**
  - Name & address of person paying for the repair
  - o Vehicle Identification Number (VIN) of vehicle repaired
  - o **Description of the problem repaired**
    - Date of repair and mileage on the vehicle at the time of repair
    - Total cost of repair expense being claimed
- o **Evidence of Payment of Repair showing:**
  - o Date of Payment
  - o Amount Paid **(e.g. copies of cancelled check or credit card receipt)**

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this safety recall campaign.

CLAIMANT'S SIGNATURE:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name