



**2020 MY TELLURIDE SEAT BELT  
SAFETY RECALL CAMPAIGN  
Q & A**

**August 15, 2019**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia Motors is conducting a recall on some 2020 MY Kia Telluride vehicles that may contain incorrect seat belt assemblies.*

**Q2. What vehicles are affected by the recall?**

A2. *Some 2020 MY Kia Telluride vehicles produced January 9, 2019 through August 5, 2019.*

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

A3. *Approximately 30,168 vehicles are included in this campaign.*

**Q4. What is the concern with the Seat Belt Assemblies?**

A4. *Kia has determined that 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.*

**Q5. Can you describe the recall campaign and fix?**

A5. *Kia has advised its authorized dealers to inspect the driver, front passenger, second and third row seat belt assemblies. If any incorrect seat belt assembly(s) 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.*

**Q6. How was the issue discovered?**

A6. *Through the regular monitoring of field information.*

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

A7. *In the interest of the safety of their passengers, as well as their own safety, customers should immediately contact their Kia dealer to arrange for the recall repair to be conducted.*

**Q8. Have there been any deaths or injuries as a result of this condition?**

A8. *There have been no deaths or injuries.*

**Q9. Has Kia had any litigation regarding this condition?**

A9. *No.*



**Q10. Will this cost vehicle owners any money?**

A10. *No. Kia will perform the recall repair at no cost to the customer.*

**Q11. What about customers who may have already paid to have this issue remedied?**

A11. *If the customer has incurred expense to have this issue remedied 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 of [www.kia.com](http://www.kia.com) or mail their receipts with a cover letter 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**

**Q12. How long will the repair take?**

A12. *The estimated time required to inspect and perform necessary repairs will be approximately one (1) to five (5) hours. However, the vehicle may be needed longer; therefore, we recommend that the customer contact the dealer for an estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience. (Most Kia dealers have online appointment scheduling via their dealership web sites to maximize convenience).*

**Q13. How will owners of the affected vehicles be notified?**

A13. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on **August 30, 2019.***

**Q14. Are there any restrictions on an owner's eligibility?**

A14. *No.*

**Q15. If a customer has an immediate question, where can they get further information?**

A15. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ [www.kia.com](http://www.kia.com) (Owner's Section).*