



2020-2022 MY TELLURIDE VEHICLES - TOW HITCH HARNESS
SAFETY RECALL CAMPAIGN (SC247)
Q & A - **FOLLOW-UP NOTICE**
April 10, 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 Safety Recall Campaign to address a condition involving the 4-pin tow hitch harness accessory.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2020-2022 MY Telluride vehicles manufactured from January 9, 2019 to August 12, 2022.*

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

A3. *Approximately 36,417 vehicles
(27,744 units of 2020MY Telluride vehicles equipped with a 4-pin tow hitch harness as a port installed option PIO and 8,673 units of 2020-2022 MY Telluride vehicles equipped with a 4-pin tow hitch harness as a dealer installed option DIO, according to part sales records)*

Q4. What is the concern with the Tow Hitch Harness?

A4. *A fire may occur in the area of the tow hitch harness module while driving or while the vehicle is parked with the ignition off. Foreign material and moisture contamination on the tow hitch harness module printed circuit board (PCB) may result in an electrical short circuit, thereby increasing the risk of a tow hitch harness module fire. A fire increases the risk of injury.*

Q5. Can you describe the recall campaign and fix?

A5. ***If the customer had the initial remedy completed (fuse replacement):** Kia dealers will inspect and, if necessary, replace the tow hitch harness assembly. In addition, dealers will install a wiring harness extension to prevent moisture intrusion into the tow hitch module.*

***If the customer has not had the initial remedy completed:** Kia dealers will inspect and, if necessary, replace the tow hitch harness assembly. In addition, Kia dealers will install a new fuse with a different capacity to address the fire risk while the vehicle is in operation or parked and also install a wiring harness extension to prevent moisture intrusion into the tow hitch module.*

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

A6. *Kia will send a follow-up notice of this recall to owners of the affected 2020-2022 MY Telluride vehicles that may be equipped with a Genuine Kia 4-pin tow hitch harness installed as optional equipment **beginning on April 12, 2023.***

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

A7. Upon receipt of the letter, owners are to verify whether or not their vehicle is equipped with a tow hitch harness and, if it is, which type (7-pin or 4-pin) it is equipped with in order to determine the eligibility of this recall. Eligible vehicle owners are instructed to bring their vehicles to an authorized Kia Dealer to have the recall performed on their vehicles free of charge at no cost to them. Customers are advised to park their vehicles outdoors and away from other vehicles or structures until the recall is performed.

Q8. Where were these vehicles produced?

A8. The affected Telluride vehicles were produced 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. Only 2020-2022 MY Telluride vehicles that have a Genuine Kia 4-pin tow hitch harness installed are eligible.

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).