



**2023 MY TELLURIDE VEHICLES
SECOND-ROW SEAT SIDE AIRBAG WIRE HARNESS - SAFETY RECALL CAMPAIGN (SC262)**

Q & A

February 23, 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 defect involving the second-row seat side airbag wire harness.

Q2. What vehicles are affected by the recall?

A2. Certain 2023 MY Telluride vehicles manufactured from September 1, 2022 to January 23, 2023.

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

A3. Approximately 31,943 vehicles.

Q4. What is the concern with the Second-Row Seat Side Airbag Wire Harness?

A4. The side airbag wire harness contained in the second-row seat cushion assembly was manufactured by the supplier with the incorrect length. As a result, the wire harness can become damaged if it contacts the seat frame when the seat is folded or adjusted. If the wire harness is damaged, the second-row seat side airbag(s) may not deploy in a crash sufficient to warrant such a deployment, thereby increasing the risk of injury

Q5. Can you describe the recall campaign and fix?

A5. Dealers will inspect the left and right second-row seat side airbag wire harnesses for damage. If damage is found, the wire harness(es) will be replaced with a new one. If no damage is found, the wire harness(es) will be secured to avoid contact with the seat frame when the seat is folded or adjusted.

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

*A6. Kia will send a letter notifying owners of the affected vehicles by first class mail on **February 28, 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 performed on their vehicle.

Q8. Where were these vehicles produced?

A8. The affected vehicles were produced at a Kia assembly plant in the United States.

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.

Q10. What about customers who may have already paid to have this situation corrected?

A10. If the customer has incurred expense to remedy this issue 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 (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:

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

A11. Are there any restrictions on an owner's eligibility?

A11. No.

Q12. If a customer has an immediate question, where can they get further information?

A12. 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).