



February 12, 2024

## ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2024 MY Telluride vehicles manufactured from October 1, 2023 through December 6, 2023.

The engine valve springs may break while driving due to fatigue cracking as a result of damage to the springs during manufacture by the supplier. A broken valve spring may result in a loss of motive power, increasing the risk of a crash. Customers may experience abnormal engine noise, check engine light illumination, and engine running rough. In rare cases, a hole in the engine block may occur due to a broken valve entering the combustion chamber, increasing the risk of a fire.

All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Kia dealers will replace the engine sub-assembly.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) on or soon after February 12, 2024.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owner who has already paid for related repairs can submit a request for reimbursement online via the Owner's Section of [www.kia.com](http://www.kia.com). Kia will mail notices to the affected vehicle owners beginning on **April 5, 2024**.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall Campaign represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

**NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.**

**LEGAL PRIVACY LIABILITY NOTICE:** Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this safety recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department  
Enclosures