



2020 MY TELLURIDE VEHICLES - HALOGEN HEADLAMP ASSEMBLY
SAFETY RECALL CAMPAIGN (SC299)

Q & A - **INTERIM NOTICE**

April 22, 2024

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 headlamp assembly.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2020 MY Telluride vehicles manufactured from January 9, 2019 through November 18, 2019, equipped with halogen headlamp assemblies, that have not already had both headlamp assemblies replaced under warranty with the improved remedy parts.*

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

A3. *Approximately 35,016 vehicles.*

Q4. What is the concern with the headlamp assembly?

A4. *Over time, the high beam shield gear mechanism in each headlamp assembly can independently become damaged due to heat generated from the halogen bulb. If this occurs, the high beam(s) is no longer operable. The loss of high beams can reduce visibility in certain areas with limited surrounding lighting, thereby increasing the risk of a crash. Customers may experience reduced high beam visibility from either the left or right side due to an inoperable high beam. Please note this condition does NOT affect the operation of the low beams.*

Q5. Can you describe the recall campaign and fix?

A5. *When the remedy is available, Kia dealers will inspect the high beam shield gear mechanism and either apply a clip to secure the shield gear to the shaft or replace the headlamp assembly.*

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

A6. *Kia will send an interim letter notifying owners of the affected vehicles by first class mail beginning on **April 25, 2024**. The purpose of this letter is to keep owners informed of Kia's recall implementation plan. Kia will send a follow-up notice when the remedy becomes available.*

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

A7. *The interim letter is to advise owners of the status of the recall and remedy. Upon receipt of the follow-up notice, 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 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. No.

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).