



August 7, 2024

## FOLLOW-UP NOTICE

### ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

**THIS IS A FOLLOW-UP NOTICE TO ADVISE THAT THE REMEDY PARTS ARE NOW AVAILABLE.**

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on 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.

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.

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. Customers may experience reduced high beam visibility from either the left or right side due to an inoperable high beam.

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) in the week of August 7, 2024.

Enclosed you will find a copy of the follow-up 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 <https://customercare.kiausa.com>. Kia will mail notices to the affected vehicle owners beginning on **August 9, 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