



2020-2024 MY TELLURIDE VEHICLES - DRIVESHAFT ASSEMBLY
SAFETY RECALL CAMPAIGN (SC303)

Q & A
May 13, 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 driveshaft assembly.*

Q2. What vehicles are affected by the recall?

A2. *All 2020-2023 MY Telluride vehicles and certain 2024 MY Telluride vehicles manufactured from January 9, 2019 through October 19, 2023.*

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

A3. *Approximately 427,407 vehicles.*

Q4. What is the concern with the Driveshaft assembly?

A4. *The intermediate shaft and right front driveshaft may not be fully engaged due to suspected improper assembly by the supplier. Over time, partial engagement can cause damage to the intermediate shaft splines. Damaged shaft splines may result in unintended vehicle movement while in Park if the parking brake is not engaged. Unintended vehicle movement increases the risk of a crash. Customers may experience grinding noise and/or reduced drive power. To prevent any unintended vehicle movement prior to completion of this recall, Kia advises vehicle owners to move the gear shifter in the "P" (Park) position and always manually engage the Electronic Parking Brake (EPB) prior to exiting the vehicle.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia dealers will install updated EPB software to automatically engage the EPB to prevent unintended vehicle movement when the gear shifter is in the "P" (Park) position and the engine is turned off, or when the vehicle is stopped in any gear shifter position and the driver's door opens. If, after installation of the EPB software, damage to the intermediate shaft is found, dealers will replace it with a new one.*

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

A6. *All owners of the subject vehicles will be notified by first class mail with instructions to contact their authorized Kia dealer to have the recall campaign performed **beginning on May 15, 2024.***

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 campaign performed on their vehicle free of charge at no cost to them.*

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).