



July 25, 2024

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign regarding the power front seat switch assembly on certain 2020-2024 MY Telluride vehicles manufactured from January 9, 2019 through May 29, 2024. Telluride LX trim models are not affected by this Safety Recall Campaign.

In the subject vehicles, if there is an external impact with excessive force to the front power seat side cover and/or seat slide knob, the power seat switch back cover can dislodge resulting in internal misalignment of the seat motor control switch. A misaligned seat motor control switch with a stuck seat slide knob can lead to continuous operation of a seat motor. Over time, this can result in overheating of a seat motor, thereby increasing the risk of a fire while driving or while parked. A fire increases the risk of injury. Customers may experience the seat slide knob sticking (e.g., inability to adjust the power seat or power seat continues moving even after the seat slide knob is released), burning or melting smell, and/or smoke from underneath the seat.

Dealers will install a bracket to reinforce the power seat switch back cover(s) and replace the seat slide knob(s) with an improved one.

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 during the week of July 25, 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 <https://customercare.kiausa.com>. Kia will mail notices to the affected vehicle owners beginning on **July 30, 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