

**2020-2024MY Telluride
Driveshaft Assembly
Basis of Safety Defect Determination 573.6(c)(6)**

April 12, 2022	During routine data monitoring, Kia North America (Kia NA) Safety Office identifies customer complaints of transmission not holding in Park or unintended vehicle movement; customers describe grinding noise, vibration, inability to place transmission in Drive or Reverse, or noise when hitting bump and/or while turning. Kia NA Safety Office continues to monitor complaints.
June 23, 2022	Kia NA Safety Office escalates issue to SEL for further investigation.
August 10, 2022— November 29, 2023	Kia continues to monitor and investigate potentially related incidents, including collection of parts for further evaluation. Kia NA Safety Office updates field data and findings to National Highway Traffic Safety Administration’s Office of Defects Investigation (ODI) during regular meetings through end of November 2023. No common failure pattern identified.
December 11, 2023— March 6, 2024	Kia NA Safety Office continues collection and shipment of parts to Kia HQ for further evaluation. Kia HQ shares investigation results with Kia NA Safety Office and notes spline wear found on certain collected intermediate shafts, consistent with partial engagement of intermediate shaft and right-hand front axle. Kia HQ provides duplication testing results to Kia NA Safety Office that identify artificially created partial engagement of the right-hand front axle can result in intermediate shaft spline wear.
March 12, 2024	Kia NA Safety Office updates field data analysis and identifies ten (10) warranty claims, three (3) techline cases and four (4) customer complaints, totaling 16 unique VINs that describe unintended vehicle movement while in Park with grinding noise and/or will not engage Drive or Reverse potentially associated with intermediate shaft spline wear (dates of receipt 11/27/2019—12/15/2023). Six (6) of 16 cases confirmed by Kia NA Safety Office to have spline damage/wear on intermediate shaft consistent with intermediate shaft and right-hand front axle partial engagement.
March 13, 2024	Kia NA decides to recall all 2020-2023MY and certain 2024MY Telluride vehicles. No injuries, crashes, or fatalities.