



**2025 MY TELLURIDE & 2026 MY SORENTO VEHICLES
INCORRECT SPARE TIRE
NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC355)**

Q & A

October 30, 2025

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 Noncompliance Safety Recall Campaign to address an incorrect spare tire installation issue in certain 2025 MY Telluride and certain 2026 MY Sorento vehicles.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2025 MY Telluride vehicles, manufactured from August 28, 2025 through September 10, 2025
Certain 2026 MY Sorento vehicles, manufactured from August 28, 2025 through September 2, 2025*

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

A3. *45 vehicles (Telluride: 24 and Sorento: 21)*

Q4. What is the concern with the spare tire?

A4. *The subject vehicles were equipped with a spare tire of the incorrect size which does not match the size on the placard. As a result, the subject vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard 110, "Tire Selection and Rims." An incorrect-size spare tire can adversely affect the anti-lock braking system (ABS) and/or traction control system (TCS), thereby increasing the risk of a crash.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia dealers will replace the incorrect spare wheel and tire assembly with one of a correct size.*

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

A6. *Kia will send a letter notifying owners of the affected vehicles by first-class mail beginning on **December 3, 2025**.*

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

A7. *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.*

Q10. 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 <https://customercare.kiausa.com>.*