Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

# IMPORTANT SAFETY RECALL

NHTSA Recall Number: 26V105
This notice applies to your vehicle: Insert VIN

April 24, 2026

Dear Kia Telluride Vehicle Owner:

**Kia has identified a defect in your vehicle which relates to motor vehicle safety.**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2025 MY Telluride vehicles equipped with power front seats. The defect can result in loose front seatback(s), increasing the risk of injury in certain rear impact collisions. Our records indicate that you own or lease one of the affected vehicles.

## What Is The Problem?

Due to improper manufacturing of the power seatback recliner, the front seatback(s) in your vehicle may not adequately restrain the occupant in certain rear impact collisions, increasing the risk of injury.

## Kia Will Inspect And, If Necessary, Replace The Left-Hand And/Or Right-Hand Front Seatback Frame Assembly Free Of Charge At No Cost To You.

Kia dealers will inspect and, if necessary, replace the left-hand and/or right-hand front seatback frame assembly. This recall will be performed **free of charge at no cost to you.** The time required to perform this recall will be approximately one (1) to two (2) hours. However, your vehicle may be needed longer depending on the result of the inspection. We recommend scheduling a service appointment to minimize your inconvenience.

## What Should You Do?

- **WARNING: While driving, you and/or the front passenger may experience a loose front seatback. If this occurs, pull over to a safe location and contact Kia Roadside Assistance at 1-800-333-4542 or online at kia.rsahelp.com to request to have your vehicle towed to the nearest authorized Kia dealership as soon as possible.**
- In the interest of the safety of your passengers, as well as your own safety, contact your authorized Kia dealer to arrange for the recall to be performed on your vehicle.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information *(see the bottom of this letter for more information about QR code use)*:

## What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via http://customercare.kiausa.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Kia Customer Care**
**Kia America, Inc.**
**P.O. Box 52410**
**Irvine, CA 92619-2410**
**1-800-333-4542**

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

## Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Kia Customer Care Center phone number listed below.

## What If You Are A Vehicle Lessor?

**Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

## What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542. This number has TTY capability. If your dealer fails or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171); or go to http://www.safercar.gov.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Customer Care Department

***QR Code Use:***

- *A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.*
- *With a mobile device, **download a QR Code Reader App.** With many devices, you can do this through an app store or marketplace.*
- ***Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the **QR Reader Code App instructions.***

**REQUEST FOR REIMBURSEMENT FORM**
**2025 MY TELLURIDE VEHICLES EQUIPPED WITH POWER FRONT SEATS - FRONT SEATBACK(S)**
**SAFETY RECALL CAMPAIGN (SC362)**

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may **submit your receipts online to Kia via the Campaign Customer Reimbursement section found at this link:** http://customercare.kiausa.com.

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it to the following address for review and consideration, along with backup documentation:

Kia Customer Care Center
Kia America, Inc.
P. O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

**Please allow at least sixty (60) days for review and response.**

| | | | |
|---|---|---|---|
| Customer First Name: | | Customer Last Name: | |
| Customer Address: | | | |
| Customer City: | | State: | Zip: |
| Phone #: | ( ) - | Email: | |
| Vehicle Identification Number: | | | |
| Mileage at Time of Repair: | | Date of Repair: | / / |
| Amount of Reimbursement Requested | $ | | |

Attach the following:

- **Repair Order showing:**
  - Name & address of person paying for the repair
  - Vehicle Identification Number (VIN) of vehicle repaired
  - **Description of the problem repaired**
    - Date of repair, mileage at the time of repair and total cost of claimed repair expense
- **Evidence of Payment of Repair showing:**
  - Date of Payment
  - Amount Paid **(e.g., copies of cancelled check or credit card receipt)**

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this campaign.

CLAIMANT'S SIGNATURE:

_____ _____

Signature Print Name

## IF ANY INFORMATION (NAME, ADDRESS OR VIN) HAS CHANGED, COMPLETE ALL ENTRIES ON THIS CARD AND MAIL IT.

I no longer own this automobile.

**It was**

❑ SOLD (Print name and address of new owner at right, if known).

❑ EXPORTED ❑ STOLEN

❑ DESTROYED ❑ I do not own a KIA

❑ The Vehicle Identification Number on this card is incorrect. The VIN of my KIA is

Name and address has changed (print new information below).

LAST NAME FIRST NAME INITIAL

ADDRESS: NUMBER STREET

CITY STATE ZIP

SC999 - F101



T1 P1 **********SNGLP 1
JOHN Q. SAMPLE
12345 MAIN ST
ANYTOWN, US 12345-6789



VEHICLE IDENTIFICATION NUMBER **********999999

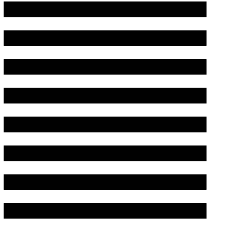




1



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 244 ROYAL OAK MI

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN: KIA CUSTOMER CARE DEPT SC999
KIA AMERICA INC
PO BOX 1091
ROYAL OAK MI 48068-9976

