



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

## IMPORTANT SAFETY RECALL

NHTSA Recall Number: 26V173

This notice applies to your vehicle: **Insert VIN**

April 20, 2026

Dear Kia Telluride Hybrid (HEV) SX Prestige and Hybrid (HEV) X-Line SX Prestige 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 2027 MY Telluride Hybrid (HEV) SX Prestige and Hybrid (HEV) X-Line SX Prestige vehicles equipped with the optional Executive Package. Our records indicate that you own or lease one of the affected vehicles.

### What Is The Problem?

The power second-row seat assemblies in your vehicle, which have an automatic power-folding (stow) and "one-touch" tilt-and-slide (walk-in) feature, may not detect obstructions and may continue to move if these features are used while an occupant is in the seat or is entering/exiting the rear of the vehicle, increasing the risk of injury.

### Kia Will Update The Power Second-Row Seat Control Unit With Improved Software Free Of Charge At No Cost To You.

Kia will update the power second-row seat control unit with improved software to enhance the operating logic of the automatic power-folding (stow) and "one-touch" tilt-and-slide (walk-in) features of the power second-row seats. 2027 MY Telluride HEV vehicles contain Over-The-Air (OTA) software update technology that allows you to wirelessly update software system(s) in your vehicle. To utilize this feature, you must have an active Kia Connect account and be enrolled in one of the available Kia Connect plans. **When the OTA update becomes available AND your Kia Connect account is active, you will see a message on your infotainment screen prompting you to install the update when you turn off the vehicle.** Tap the "Update Now" button to begin installing the update. The OTA software update installation may take approximately ten (10) to fifteen (15) minutes. This update is **free of charge at no cost to you**. Additional information regarding OTA updates, including software installation pre-conditions, can be found in the Infotainment System section of your Owner's Manual.

If your Kia Connect account is not active, or OTA is not your preferred installation method, Kia dealers will update the power second-row seat control unit with improved software to enhance the operating logic of the automatic power-folding (stow) and "one-touch" tilt-and-slide (walk-in) features of the power second-row seats. 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) hour. However, your vehicle may be needed longer depending on the dealer's schedule. We recommend scheduling a service appointment to minimize your inconvenience.

### What Should You Do?

- **Ensure children are not in the rear seats or near the rear seating area during second-row seat power-folding or "one-touch" tilt-and-slide operation. Kia advises that children occupying the second row should be supervised at all times.**
- **Vehicle occupants should avoid inadvertently pressing the power second-row seat switches during vehicle entry or exit.**
- **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 as soon as possible.**

- To find your nearest dealer, visit [www.kia.com](http://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**.







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**BUSINESS REPLY MAIL**

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KIA AMERICA INC  
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