



January 9, 2020

Attention: All Kia Service Managers

Kia Motors America (KMA) has identified a typographical error regarding the “maximum tongue weight” towing specification in the 2020 MY Telluride Owner’s Manual. The owner’s manual incorrectly identifies that the maximum tongue weight when towing a trailer is 351 lbs. However, the correct maximum tongue weight is 500 lbs. In addition, Kia has found that some manuals may be missing a warning pertaining to the adjustment of the 2nd row seat with the walk-in switch or strap while the vehicle is moving or when the seat is occupied.

The Technical Service Bulletin that provides vehicle repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com and the campaign documents will be posted on kdealer.com on **January 9, 2020**. Enclosed you will find a copy of the owner notification letter and a Q&A Guide for campaign questions, both of which describe the issue. A list of retail Kia Telluride vehicle owners affected by this campaign can be accessed on WEBDCS after the date of the owner notification.

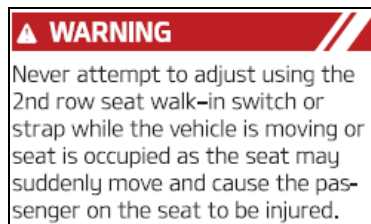
Telluride owners and Kia dealers with Telluride vehicles are being notified of this error and possible omission and are being provided with materials to update existing Telluride Owner’s Manuals. On **January 10, 2020**, Kia will mail notices to the owners of the affected vehicles.

Please start performing the owner’s manual updates as instructed below on any affected vehicles currently in your inventory to ensure that the service campaign has been completed prior to delivery.

- Affix the chart sticker with the corrected towing specifications over the existing chart located in the “Trailer towing” section of the vehicle’s owner’s manual. The chart is located in Section 5 (page number may vary) at the end of the information titled: **“If you decide to tow a trailer...”**

Item		lbs. (kg)
		Lambda II 3.8 GDI ATK
Maximum trailer weight	Without brake system	1,650 (750)
	With brake system	5,000 (2,267)
Maximum tongue weight		500 (227)

- Affix the **WARNING** sticker after the section titled **Folding 2nd Row Seat** in Section 3 of the owner’s manual.



NOTE: The above WARNING may have already been added to your manual. If that is the case, you can discard this sticker.

Please make certain the appropriate personnel in your dealership are familiar with the details of this campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their 2020 MY Telluride vehicles.



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 Motors 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 voluntary service campaign, and for no other purpose

Your prompt attention in completing this campaign is appreciated. If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures