



QUESTIONS AND ANSWERS

SC183 – 2020 MY TELLURIDE OWNER’S MANUAL INFORMATION UPDATES VOLUNTARY SERVICE CAMPAIGN January 9, 2020

Q1. What sort of campaign is Kia conducting?

A1. *Kia Motors America (KMA) has identified a typographical error regarding the “maximum tongue weight” towing specification in the 2020 MY Telluride Owner’s Manual. In addition, Kia has identified second row seat related information that may be missing from some of the owner’s manuals.*

Q2. What vehicles are affected by this service campaign?

A2. *Some 2020 MY Telluride vehicles manufactured from January 10, 2019 ~ October 29, 2019.*

Q3. What is the problem with the Owner’s Manual?

A3. *Kia has become aware that 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.*

Kia has also 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.

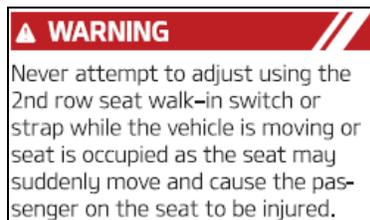
Q4. Can you describe the service campaign and fix?

A4. *Kia will include a sticker with the Owner Notification Letter containing the corrected maximum tongue weight towing specification and a separate sticker containing a warning regarding 2nd row seat adjustment. The owner should:*

- 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*

Q5. Have there been any deaths or injuries as a result of this issue?

A5. *No*

Q6. Has Kia had any litigation regarding this issue?

A6. *No*

Q7. Will this cost vehicle owners any money?

A7. *No. It will not cost the customer any money to have the service campaign performed.*

Q8. How will owners of the affected vehicles be notified?

A8. *Kia will be notifying owners of the affected vehicles by first-class mail on **January 10, 2020**.*

Q9. Where were the vehicles produced?

A9. *The affected vehicles were produced at a Kia assembly plant in the United States.*

Q11. If a customer has an immediate question, where can they get further information?

A11. *They can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or contact us via the Owner's Section of www.kia.com.*