



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

VOLUNTARY SERVICE CAMPAIGN

January 10, 2020

Dear Kia Telluride Owner:

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 certain second row seat related information that may be missing from your owner’s manual.

Why is Kia conducting this service campaign?

- 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.

What Will Kia Do?

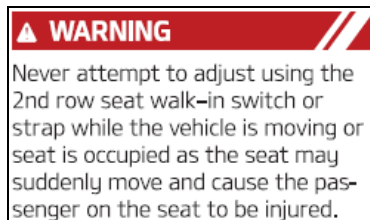
- Kia has included a sticker with the corrected maximum tongue weight towing specification and a separate sticker containing a warning regarding 2nd row seat adjustment.

What Should You Do?

- 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.



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Have You Changed Your Address or Sold Your Kia?

- If you have changed your home address or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us.

Do You Have Other Questions?

- Should you have any questions regarding this Voluntary Service Campaign or your dealer does not respond to your service request in a timely manner, we suggest that you contact Kia's Consumer Assistance Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Standard Time), or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this matter may cause you.

Sincerely,

Consumer Affairs Department