



August 29, 2022

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2020-2022 MY Telluride vehicles manufactured from January 9, 2019 through July 26, 2022.

The Forward Collision-Avoidance Assist ("FCA") is a supplemental system designed to detect and monitor the vehicle ahead in certain conditions through radar signals and camera recognition to warn the driver that a collision is imminent and, if necessary, apply emergency braking. However, if foreign material, snow/ice, or roadway debris blocks the front radar located in the front bumper area, misalignment may occur, causing improper obstacle detection by the FCA system without illumination of the FCA warning lamp. If this condition occurs, the vehicle may apply partial braking when passing other vehicles. The driver can, however, override the FCA braking by applying the accelerator pedal.

Dealers will update the FCA software to adjust the FCA warning lamp strategy and set conditions to improve the detection of a front radar misalignment condition.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners beginning on **August 31, 2022**.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this Voluntary Service Campaign to ensure proper responses to customer inquiries and requests to have the campaign performed on their vehicles. This Voluntary Service Campaign represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

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 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.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department
Enclosures