



**2020-2022 MY TELLURIDE VEHICLES - FORWARD COLLISION-AVOIDANCE ASSIST SOFTWARE LOGIC UPDATE
VOLUNTARY SERVICE CAMPAIGN (SC243)**

Q & A

August 29, 2022

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2020-2022 MY Telluride vehicles to update Forward Collision-Avoidance Assist ("FCA") software logic.*

Q2. What vehicles are affected by the service campaign?

A2. *Certain 2020-2022 MY Telluride vehicles manufactured from January 9, 2019 through July 26, 2022.*

Q3. How many customer vehicles are affected by this service campaign?

A3. *Approximately 278,122 vehicles*

Q4. What is the concern with the FCA Software Logic?

A4. *The 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.*

Q5. Can you describe the service campaign fix?

A5. *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.*

Q6. How will owners of the affected vehicles be notified?

A6. *Kia will send a letter notifying owners of the affected vehicles by first class mail beginning on **August 31, 2022**.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.*

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the campaign repair at no cost to the customer.*

Q9. Are there any restrictions on an owner's eligibility?

A9. *No.*

Q10. If a customer has an immediate question, where can they get further information?

A10. *The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).*