



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

VOLUNTARY SERVICE CAMPAIGN

August 31, 2022

Dear Kia Telluride Vehicle Owner:

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

Why is Kia Conducting This Service Campaign?

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.

What Will Kia Do

Kia 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. This campaign will be performed **at no cost to you**.

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the software update can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.
- Always keep the front sensor and sensor cover clean and free of dirt, snow, and debris. Use only a soft cloth to wash the vehicle. Do not spray pressurized water directly on the sensor or sensor cover. Please see the "Forward Collision-Avoidance Assist (FCA)" Section of your owner's manual for additional radar maintenance and precautions to maintain optimal performance of the detecting sensor.
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



Have You Changed Your Address Or Sold Your Kia?

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

What If 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 call Kia's Customer Care Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner's section of www.kia.com.

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

Sincerely,

Customer Care Department