




April 20, 2023

UPDATED*

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2022-2023 MY Telluride vehicles manufactured from September 10, 2021 through November 17, 2022*.

Kia has become aware that certain 2022-2023 MY Telluride vehicles may have been produced with a drive belt that was not manufactured to Kia's specifications. Drive belts not manufactured to Kia's specifications may prematurely loosen or become damaged. A loose or damaged drive belt may result in a loss of A/C function, illumination of the battery light  and, if the vehicle continues to be driven after these warnings occur, potential overheating of the vehicle's engine.

Dealers will inspect the drive belt in the affected vehicle and, if necessary, based upon the manufacturing production lot, replace it with a new one. Only drive belts from specific production lots will be replaced under this Voluntary Service Campaign.

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 already mailed notices to certain affected vehicle owners on January 11, 2023 and will mail notices to the additional affected vehicle owners on May 3, 2023***.

Please make personnel in your dealership familiar with the details of this Voluntary Service Campaign so they may respond to customer inquiries and requests appropriately. This Voluntary Service Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

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