



**2022-2023 MY VEHICLES - DRIVE BELT INSPECTION
VOLUNTARY SERVICE CAMPAIGN (SC254)
Q & A (UPDATED*)
April 20, 2023**

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2022-2023 MY Telluride vehicles to inspect the drive belt and, if necessary, replace the drive belt.*


Q2. What vehicles are affected by the service campaign?

A2. *Certain 2022-2023 MY Telluride vehicles manufactured from September 10, 2021 through November 17, 2022*.*

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

A3. *Approximately 109,654* vehicles.*

Q4. What is the concern with the drive belt?

A4. *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.*

Q5. Can you describe the service campaign fix?

A5. *Dealers will inspect the drive belt in the affected vehicles 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.*

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

A6. *Kia already sent a letter notifying owners of certain affected vehicles by first class mail on January 11, 2023 and will send a letter notifying owners of the additional affected vehicles on May 3, 2023*.*

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 free of charge 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).*