



Kia America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

**2020 MY KIA TELLURIDE LX/S/EX VEHICLES
HALOGEN HEADLAMP HIGH BEAM FUNCTIONALITY
NEW VEHICLE LIMITED WARRANTY EXTENSION**

PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE

April 25, 2023

Dear Kia Telluride LX/S/EX Owner:

Kia America, Inc. takes pride in providing you with high quality and dependable vehicles. To maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage for the halogen headlamp assembly in certain 2020 MY Telluride LX/S/EX vehicles from 5 years / 60,000 miles to 15 years / 150,000 miles, whichever comes first, starting from the date the vehicle was first put into service. This warranty extension addresses, at no cost to you, the potential failure of the halogen headlamp assembly, which may cause a loss of high beam functionality.

Warranty Extension Coverage:

- If at any time within the extended warranty period, you experience loss of high beam functionality, your authorized Kia dealership will diagnose the cause at no cost to you.
- Should the loss of high beam functionality be diagnosed as being due to a **failed halogen headlamp assembly**, your authorized Kia dealership will repair or, if necessary, replace the halogen headlamp assembly at **no cost to you under this warranty extension.**
- If diagnosis reveals that your vehicle has an unrelated issue(s), any necessary repairs will not be covered under this warranty extension and your dealer will advise you what the associated repair cost(s) will be if no warranty coverage applies.
- This extension to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including abuse, neglect, or external damage.

What Should You Do?

- Unless you experience loss of high beam functionality, you **DO NOT** need to bring your vehicle to a Kia dealership for the purpose of this warranty extension.
- However, if you do experience loss of high beam functionality, please contact an authorized Kia dealership to make an appointment to have your vehicle diagnosed at no cost to you.
- NOTE: This condition does not affect vehicles equipped with LED projector beam-type headlamps. In addition, this condition does not affect the low beams or the halogen bulbs. Normal maintenance items, including but not limited to the bulbs, are not warranted. However, as a matter of policy, Kia will repair or replace such maintenance items of a new vehicle during the vehicle's initial ownership period, but only up to the first service interval or 12 months / 12,000 miles, whichever comes first.

- 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*):



- **RETAIN THIS LETTER IN THE GLOVE COMPARTMENT OF YOUR KIA VEHICLE.** Place this letter in your vehicle's glove compartment, preferably together with your vehicle's other warranty information. When seeking service, provide this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expenses to replace the halogen headlamp assembly in your vehicle prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Kia Customer Care Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

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. You can also contact the Customer Care Center phone number listed above.

What If You Have Other Questions?

Should you have any questions regarding this warranty extension or if your dealer does not respond to your service request in a timely manner, please contact 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.

We hope that this warranty extension demonstrates Kia's commitment to your continued satisfaction. If you have any questions or concerns do not hesitate to contact us.

Sincerely,

Customer Care Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. **Refer to the QR Reader Code**