



**SC274 - POSITIVE (+) BATTERY TERMINAL NUT RE-TIGHTENING
2023 MY KIA TELLURIDE VEHICLES
VOLUNTARY SERVICE CAMPAIGN**

Q & A

August 7, 2023

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Service Campaign to re-tighten the positive (+) battery terminal nut on certain 2023 MY Telluride vehicles manufactured from February 8, 2023 through May 22, 2023.

Q2. What vehicles are affected by the service campaign?

A2. Certain 2023 MY Telluride vehicles manufactured from February 8, 2023 through May 22, 2023.

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

A3. Approximately 1,851 vehicles.

Q4. What is the concern with the positive (+) battery terminal nut?

A4. Kia has become aware that certain 2023 MY Telluride vehicles may have been produced with an improperly tightened positive (+) battery terminal nut. If the positive (+) battery terminal nut is not properly tightened, it may loosen over time, resulting in the illumination of the Charging System Warning light. Kia is conducting this Voluntary Service Campaign to ensure that the positive (+) battery terminal nut is properly tightened in the vehicle.

Q5. Can you describe the service campaign fix?

A5. Dealers will re-tighten the positive (+) battery terminal nut to factory specifications. This campaign will be performed at no cost to the customer.

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 9, 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).