



May 14, 2024

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Voluntary Service Campaign on all 2020-2023 MY and certain 2024 MY Telluride vehicles manufactured from January 9, 2019 through March 10, 2024.

The wheel speed sensor(s) (WSS) in the subject vehicles may be contaminated with moisture, causing corrosion, which may result in WSS signal fluctuation. If this condition occurs, in rare cases, WSS signal fluctuation may result in intermittent and momentary Anti-lock Braking System (ABS) activation at low speeds while braking. Customers may also experience an illumination of the ABS Warning light. The ability to stop the vehicle is unaffected by this issue.

Dealers will inspect and, if necessary, replace the wheel speed sensor(s). Dealers will also update the HECU software with improved logic to mitigate the effects of WSS signal fluctuation. This campaign will be performed free of charge at no cost to the customer.

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 during the week of May 14, 2024.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners beginning on **May 20, 2024**.

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