



**SC301 - UNINTENDED ABS ACTIVATION DURING LOW-SPEED BRAKING
2020-2024 MY KIA TELLURIDE VEHICLES
VOLUNTARY SERVICE CAMPAIGN
Q & A
May 14, 2024**

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign on all 2020-2023 MY and certain 2024 MY Telluride vehicles.*

Q2. What vehicles are affected by the service campaign?

A2. *All 2020-2023 MY and certain 2024 MY Telluride vehicles manufactured from January 9, 2019 through March 10, 2024.*

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

A3. *Approximately 466,720 vehicles.*

Q4. What is the concern with the wheel speeds sensor(s)?

A4. *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.*

Q5. Can you describe the service campaign fix?

A5. *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.*

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 **May 20, 2024**.*

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).*