



**2024 MY TELLURIDE VEHICLES - STARTER SOLENOID POSITIVE (+) TERMINAL NUT RE-TIGHTENING
VOLUNTARY SERVICE CAMPAIGN (SC313)**

**Q & A
June 11, 2024**

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign regarding the starter solenoid positive (+) terminal nut on certain 2024 MY Telluride vehicles.*

Q2. What vehicles are affected by the service campaign?

A2. *Certain 2024 MY Telluride vehicles manufactured from January 8, 2024 through February 19, 2024.*

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

A3. *Approximately 26 vehicles.*

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

A4. *Kia has become aware that certain 2024 MY Telluride vehicles may have been produced with an improperly tightened starter solenoid positive (+) terminal nut. If this nut is not properly tightened, it may loosen over time, which can result in a no-start condition during start-up and/or Idle Stop and Go (ISG) use. Kia is conducting this Voluntary Service Campaign to ensure that the starter solenoid positive (+) terminal nut in the subject vehicles is properly tightened.*

Q5. Can you describe the service campaign fix?

A5. *Dealers will re-tighten the starter solenoid positive (+) terminal nut in the vehicle to the factory specifications.*

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 **June 13, 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).*