



August 15, 2024

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia is extending the New Vehicle Limited Warranty coverage, to all owners, for repairs related to noisy and/or stiff self-leveling rear shock absorber(s) in 2020-2024 MY Telluride vehicles produced through September 14, 2023, AND equipped with one or both self-leveling rear shock absorber(s) produced through May 12, 2023. The term of the warranty is being extended from 5 years / 60,000 miles to 15 years / 180,000 miles, whichever comes first, starting from the date the vehicle was first put into service. This warranty extension is to address noise from the rear suspension when traveling over bumps and/or a firmer/stiff ride quality while driving free of charge at no cost to you. This concern does not impact the drivability or safety of your vehicle.

If, at any time during the extended warranty coverage, the customer experiences noise from the rear suspension while traveling over bumps and/or a firmer or stiff ride quality while driving the vehicle, Kia authorizes its dealers to diagnose the cause free of charge at no cost to the customer.

If the above symptoms are diagnosed as being caused by self-leveling rear shock absorber(s) produced on or before May 12, 2023, Kia authorizes its dealers to replace one or both rear shock absorbers, as necessary, with new ones free of charge at no cost to the customer under this warranty extension.

This is NOT a service campaign that requires a repair for all eligible vehicles. Dealers should not perform any diagnosis or repair under this warranty extension program unless the customer experiences noise from the rear suspension while traveling over bumps and/or a firmer or stiff ride quality while driving. Proof of customer complaint or condition may be required.

NOTE: This extension to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including failure of the causal part due to abuse, neglect, or external damage to the related components.

The Technical Service Bulletin (TSB) that provides vehicle repair procedures will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com, and the Warranty Bulletin describing this warranty extension will be posted on kdealer.com on or around **August 19, 2024**.

NOTE: Until the TSB for this warranty extension becomes available, dealers are to perform the diagnosis and repair as necessary on any affected vehicles under Kia's factory warranties. If a subject vehicle falls outside of its warranty (either by time or mileage), dealers are to perform the diagnosis and repair under goodwill to ensure that the diagnosis and repair of the symptoms covered under this warranty extension program are free of charge to the customer.

OWNER NOTIFICATION

Kia will notify owners advising them of the Warranty Extension Program beginning on **August 19, 2024**. **Kia is strongly recommending customers to first contact their authorized Kia dealer to schedule a service appointment for diagnosis if they are experiencing noise from the rear suspension while traveling over bumps and/or a firmer or stiff ride quality while driving the vehicle. Note that self-leveling shock absorbers may be in limited supply.** Also, note that owners who have incurred expenses to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense by submitting receipts online to Kia via <https://customer care.kiausa.com> or by mailing the Request for Reimbursement Form along with their documentation to Kia for review and consideration.

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 warranty extension campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures