



Kia America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

**2020-2024 MY KIA TELLURIDE VEHICLES  
SELF-LEVELING REAR SHOCK ABSORBER  
NEW VEHICLE LIMITED WARRANTY EXTENSION**

**PLEASE KEEP THIS LETTER IN THE GLOVEBOX OF THE VEHICLE**

August 19, 2024

Dear Kia Telluride Owner:

Kia America, Inc. takes pride in providing you with high-quality and dependable vehicles. In order to maintain these standards, **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.

**Warranty Extension Coverage:**

- If, at any time within the extended warranty period, you experience noise from the rear suspension while traveling over bumps and/or a firmer or stiff ride quality while driving your vehicle, your authorized Kia dealership will **diagnose the cause free of charge at no cost to you.**
- If the above symptoms are diagnosed as being caused by self-leveling rear shock absorber(s) produced on or before May 12, 2023, your Kia dealer will **replace one or both rear shock absorbers, as necessary, with new ones free of charge at no cost to you** under this warranty extension.
- **If diagnosis reveals that the noise and/or ride quality concern is caused by an issue other than the self-leveling rear shock absorber(s), any necessary repairs will NOT be covered under this warranty extension.** Your dealer will advise you what the associated repair cost(s) will be if no warranty coverage applies.
- This extension to Kia's New Vehicle Limited Warranty does not alter the limitations and exclusions contained in that New Vehicle Limited Warranty including abuse, neglect, or external damage.

**What Should You Do?**

- **Unless you experience the above symptoms while driving your vehicle, you DO NOT need to bring your vehicle to a Kia dealership for the purpose of this warranty extension.**
- **However, if you do experience the above symptoms, Kia strongly recommends that you first contact your authorized Kia dealer to schedule a service appointment for diagnosis. Note that self-leveling rear shock absorbers may be in limited supply.**

- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the “Find Dealer” button in the upper right corner (“Dealers” on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



- **RETAIN THIS LETTER IN THE GLOVE COMPARTMENT OF YOUR KIA VEHICLE.** Place this letter in your vehicle’s glove compartment, preferably together with your vehicle’s other warranty information. When seeking service, provide this letter to your servicing dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

### **What If You Have Already Paid To Have This Situation Corrected?**

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via <https://customercare.kiausa.com> or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Kia Customer Care Center  
Kia America, Inc.  
P.O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4542**

Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

### **Have You Changed Your Address Or Sold Your Kia?**

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid “Change of Address/Ownership” card, and mail it to us. You can also contact the Customer Care Center phone number listed above.

### **What If You Have Other Questions?**

Should you have any questions regarding this warranty extension or if your dealer does not respond to your service request in a timely manner, please contact Kia’s Customer Care Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or through the owner’s section of [www.kia.com](http://www.kia.com).

We hope that this warranty extension demonstrates Kia’s commitment to your continued satisfaction. If you have any questions or concerns do not hesitate to contact us.

Sincerely,

Customer Care Department

#### ***QR Code Use:***

- *A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or QR Code Reader App. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.*
- *With a mobile device, download a QR Code Reader App. With many devices, you can do this through an app store or marketplace.*
- *Open the QR Code Reader App on your mobile device. The app will utilize your device’s camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the QR Reader Code App Instructions.*