



**2020-2024 MY TELLURIDE VEHICLES
SELF-LEVELING REAR SHOCK ABSORBER
NEW VEHICLE LIMITED WARRANTY EXTENSION (WTY040)
Q & A
AUGUST 15, 2024**

Q1. Why is Kia extending the New Vehicle Limited Warranty for the self-leveling rear shock absorbers?

A1. *Kia America, Inc. takes pride in providing you with high-quality and dependable vehicles. To maintain these standards, Kia is extending the New Vehicle Limited Warranty coverage for repairs related to noisy and/or stiff self-leveling rear shock absorber(s) in the subject vehicles. This warranty extension is to address noise from the rear suspension while traveling over bumps and/or a firmer or stiff ride quality while driving. This concern does not impact the drivability or safety of the vehicle.*

Q2. What is the term of the warranty extension for the self-leveling rear shock absorbers?

A2. *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 the subject vehicles 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.*

Q3. What vehicles are covered under the terms of this warranty extension?

A3. *2020-2024 MY Telluride vehicles produced through September 14, 2023 AND equipped with one or both subject rear shock absorber(s) produced through May 12, 2023.*

Q4. Does this warranty extension also extend the warranty on other vehicle components?

A4. *No. This warranty extension is limited to the noise from the rear suspension while traveling over bumps and/or a firmer or stiff ride quality while driving concern and does not alter the limitations and exclusions contained in the New Vehicle Limited Warranty.*

Q5. What should vehicle owners do when they receive the warranty extension notice?

A5. *Owners should retain the Warranty Extension Letter in the glove compartment of their vehicle, preferably together with the vehicle's other warranty information. **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.** Vehicle owners are to provide the letter to their servicing dealer when seeking service. Owners who sell their vehicles should ensure that this letter is included with the documents provided to the buyer.*

Q6. Does this warranty extension cover the cost of having the vehicle diagnosed by a Kia dealer?

A6. *Yes. If, at any time within the extended warranty period, the customer experiences noise from the rear suspension while travelling 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.

Q7. Does the warranty extension apply to used vehicles?

A7. Yes, provided the vehicle falls within the parameters of this warranty extension (15 years / 180,000 miles, whichever comes first, starting from the date the vehicle was first put into service).

Q8. If an owner has an immediate question, where can they get further information?

A8. The customer can contact their authorized Kia dealer or call 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.

Q9. What about owners who may have already paid to have this issue remedied?

A9. Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. They may submit their receipts online to Kia via <https://customercare.kiausa.com> or mail their receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration at the following address:

*Kia Customer Care Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4KIA (4542)*

Kia will review and respond to the claim within sixty (60) days of receipt. Kia may either accept or reject the claim, or it may request more information to evaluate the claim.