



July 29, 2025

ATTENTION: ALL DEALER PRINCIPALS

Kia America, Inc. is conducting a Voluntary Service Campaign to upgrade the software logic of the front radar system to prevent unnecessary reduction in vehicle speed by the Smart Cruise Control (SCC) system in 2024 MY Telluride vehicles, manufactured from May 16, 2023 through September 10, 2024.

Due to radar signal interference in certain roadway conditions, the subject vehicles may unnecessarily and momentarily reduce speed when SCC is engaged, accompanied by a "Collision Warning" message in the instrument cluster and a warning sound, as well as illumination of the vehicle's brake lights. After the warnings cease, the vehicle will accelerate normally to the SCC set speed.

Dealers will upgrade the software logic of the front radar system to prevent unnecessary reduction in vehicle speed due to radar signal interference when SCC is in use. This campaign will be performed free of charge at no cost to the customer.

Your Service Manager was sent a copy of the owner notification letter and a Q&A Guide, both of which describe the issue and information on how to access the list of affected vehicles. Kia will start mailing notices to the affected vehicle owners beginning on **July 31, 2025**.

What Should You Do?

Please make personnel in your dealership familiar with the details of this Voluntary Service Campaign so they may respond to customer inquiries and requests appropriately.

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 voluntary service campaign, and for no other purpose.

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

Sincerely,

Kia Service Department

Enclosures