



**2020-2025 MY TELLURIDE VEHICLES  
ELECTRONIC CONTROL MODULE (ECM) SOFTWARE UPGRADE  
VOLUNTARY EMISSIONS SERVICE CAMPAIGN (SC357)  
Q & A  
February 11, 2026**

**Q1. What type of campaign is Kia conducting?**

*A1. Kia America, Inc. is conducting a Voluntary Emissions Service Campaign to improve the emissions software logic in the Electronic Control Module (ECM) to ensure compliance with emissions regulations.*

**Q2. What vehicles are affected by this emissions service campaign?**

*A2. Certain 2020-2025 MY Telluride vehicles manufactured from January 9, 2019 through October 27, 2025*

**Q3. What is the issue with the ECM programming?**

*A3. The subject vehicles may have been produced with engine calibrations that were not optimized for emissions standards under certain specific conditions. These calibrations may cause the vehicle to release air pollutants which exceed Federal and California standards. These standards were established to protect the public's health and welfare from the dangers of air pollution.*

**Q4. Can you describe the emissions service campaign and fix?**

*A4. All owners of the affected vehicles will be notified of this condition and asked to contact their authorized Kia dealer to have the software update performed on their vehicle. Dealers will update the software programming of the ECM to improve the emissions-related logic.*

**Q5. Will this cost owners any money?**

*A5. No. Kia will perform the emissions service campaign free of charge at no cost to the customer.*

**Q6. How long will it take to perform this campaign?**

*A6. The actual time to perform this campaign can vary, depending on the dealer's work schedule and/or the inspection result. Therefore, we recommend scheduling a service appointment to minimize customer inconvenience.*

**Q7. How will owners of the affected vehicles be notified?**

*A7. Kia will begin notifying owners of the affected vehicles by first-class mail on **February 20, 2026**.*

**Q8. Where were the vehicles produced?**

*A8. The affected vehicles were produced at a Kia assembly plant in the U.S.*

**Q9. How many vehicles are included?**

*A9. Approximately **675,502** vehicles*

**Q10.** Are there any restrictions on an owner's eligibility?

*A10. No.*

**Q11.** If a customer has an immediate question, where can they get further information?

*A11. 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 visit <https://customercare.kiausa.com>.*