



**2027 MY TELLURIDE VEHICLES
BRAKE PRESSURE PUSHROD ADJUSTMENT
VOLUNTARY SERVICE CAMPAIGN (SC377)**

Q & A

July 30, 2026

Q1. What type of campaign is Kia conducting?

A1. Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2027 MY Telluride vehicles to adjust the brake booster pushrod.

Q2. What vehicles are affected by the service campaign?

A2. Certain 2027 MY Telluride vehicles, manufactured from January 2, 2026 through April 22, 2026

Q3. How many customer vehicles are affected by this service campaign?

A3. Approximately 11,235 Telluride vehicles

Q4. What is the concern with the brake booster?

*A4. The brake booster in the subject vehicles may not be adjusted correctly and can temporarily retain brake pressure in certain situations where the vehicle applies automatic braking. As such, you may experience the brakes temporarily drag after automated braking activation at low speeds such as Reverse Parking Collision-Avoidance Assist (PCA) or Rear Cross-Traffic Collision-Avoidance Assist (RCCA). **Braking ability and braking distance are not affected by this issue.***

Q5. Can you describe the service campaign fix?

A5. Dealers will adjust the brake booster pushrod to allow brake pressure to release normally after automated braking activation. This campaign will be performed free of charge at no cost to the customer.

Q6. How will owners of the affected vehicles be notified?

*A6. Kia will send a letter notifying owners of the affected vehicles by first-class mail beginning on **August 10, 2026**.*

Q7. What should vehicle owners do when they receive the notification?

A7. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.

Q8. Will this cost vehicle owners any money?

A8. No. Kia will perform the campaign free of charge at no cost to the customer.

Q9. Are there any restrictions on an owner's eligibility?

A9. No.

Q10. If a customer has an immediate question, where can they get further information?

A10. 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 via <https://customercare.kiausa.com>.