



Kia America, Inc.

Corporate Headquarters

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

VOLUNTARY SERVICE CAMPAIGN

August 10, 2026

Dear Kia Telluride Vehicle Owner:

Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2027 MY Telluride vehicles to adjust the brake booster pushrod. Our records indicate that you own or lease one of the potentially affected vehicles.

Why is Kia Conducting This Service Campaign?

Your vehicle's brake booster may not be adjusted properly. As a result, after certain automatic braking events at low speeds, the brakes may temporarily continue applying a small amount of braking pressure. This can happen when features such as the following automatically apply the brakes to help prevent a collision in parking situations:

- Reverse Parking Collision-Avoidance Assist (PCA-R), or
- Rear Cross-Traffic Collision-Avoidance Assist (RCCA)

What you may notice: After the automatic braking is canceled and you try to continue driving, the vehicle may feel like the brakes are lightly dragging for a short time. This could occur after:

- Pressing the brake pedal firmly, or
- Shifting the vehicle into **Park (P)**, **Neutral (N)**, or **Drive (D)** to resume driving.

Important:

- **Your vehicle's overall braking performance is not affected.**
- You can still move the vehicle normally by pressing the accelerator pedal if this temporary brake drag occurs.

For more information about the PCA-R and RCCA features, see **Chapter 9: Driver Assistance Guide** in your Owner's Manual.

What Will Kia Do?

Kia dealers will adjust the brake booster pushrod to allow brake pressure to be released normally after an automatic braking event is canceled during low-speed maneuvers. This campaign will be performed **free of charge at no cost to you**.

What Should You Do?

- Please contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the campaign can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.
- To find your nearest dealer, visit 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*).



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.

What If You Have Other Questions?

Should you have any questions regarding this Voluntary Service Campaign, or your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542 (Monday through Friday, 5:00AM to 6:00PM, Pacific Time) or visit <https://customercare.kiausa.com>.

Please accept our apologies for any inconvenience this situation may cause you.

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**.