

**SC194 – 2020 MY KIA TELLURIDE TRAILER BRAKE LIGHTS
SAFETY RECALL CAMPAIGN
Q & A**

September 2, 2020

Q1. What type of campaign is Kia conducting?

A1. *Kia Motors is conducting a safety recall on all 2020 MY Kia Telluride vehicles equipped with Smart Cruise Control (SCC) for failing to comply with Federal Motor Vehicle Safety Standard (FMVSS) 108, "Lamps, Reflective Devices, and Associated Equipment".*

Q2. What vehicles are affected by the recall?

A2. *All 2020 MY Kia Telluride vehicles equipped with Smart Cruise Control (SCC) manufactured from January 9, 2019 through July 21, 2020.*

Q3. How many customer vehicles are affected by this recall?

A3. *Approximately 86,921 vehicles are affected by this recall.*

Q4. What is the concern with the Brake Lights?

A4. *One of the functions of the Smart Cruise Control (SCC) is to independently apply the brakes to decelerate the vehicle when the system senses a vehicle in front of it within the set distance. However, when a trailer is connected to the recalled vehicles, the trailer brake lights do not illuminate when the SCC independently applies the brakes to decelerate the vehicle. As such, the vehicle fails to comply with the requirements of FMVSS 108, "Lamps, Reflective Devices, and Associated Equipment," thus increasing the risk of a crash. The vehicle's brake lights are not affected by this condition.*

Q5. Can you describe the recall campaign fix?

A5. *Kia has advised its authorized dealers to install an additional wire harness to the main fuse box of the vehicle so the signal can be sent to the trailer brake lights. The repair work will be performed at Kia's expense at no cost to the customer.*

Q6. How was the issue discovered?

A6. *Through the regular monitoring of field information.*

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

A7. **When a trailer is connected to the vehicle, do NOT use the Smart Cruise Control feature until this safety recall has been performed on the vehicle.**

In the interest of the safety of the vehicle owner's passengers, as well as the vehicle owner's own safety, immediately contact a Kia dealer to arrange for the recall repair to be conducted.

Q8. Will this cost vehicle owners any money?

A8. *No. Kia will perform the recall repair at no cost to the customer.*

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

A9. *If the customer has incurred expense to have this issue remedied prior to the date of this notice, the customer may have the opportunity to obtain reimbursement for that expense. Customers may submit their receipts online to Kia via the Owners section of www.kia.com or*

mail their receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Q10. How long will the repair take?

A10. *The estimated time required to perform necessary work will be approximately one to two hours. However, the vehicle may be needed longer; therefore, it is recommended that the customer contact the dealer for an estimate of how long they may need the vehicle and schedule a service appointment to minimize inconvenience. (Most Kia dealers have online appointment scheduling via their dealership web sites to maximize convenience).*

Q11. How will owners of the affected vehicles be notified?

A11. *Kia will be notifying owners of the affected vehicles by first-class mail beginning on **September 10, 2020.***

Q12. Are there any restrictions on an owner's eligibility?

A12. *No.*

Q13. If a customer has an immediate question, where can they get further information?

A13. *The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ www.kia.com (Owner's Section).*