



**SC244 - 2022 MY TELLURIDE AND 2022 MY SORENTO VEHICLES
INCORRECT SPARE TIRE
NONCOMPLIANCE SAFETY RECALL CAMPAIGN**

**Q & A
July 20, 2022**

Q1. What type of campaign is Kia conducting?

A1. *Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Noncompliance Safety Recall Campaign to inspect and, if necessary, replace the spare tire included in certain 2022 MY Telluride and certain 2022 MY Sorento vehicles.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2022 MY Telluride vehicles manufactured from June 10, 2022 through June 13, 2022.
Certain 2022 MY Sorento vehicles manufactured from March 28, 2022 through June 10, 2022.*

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

A3. *Approximately 8 vehicles.*

Q4. What is the concern with the instrument cluster assembly?

A4. *An incorrect-size spare tire may have been included in the subject vehicles during production. As a result, the subject vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 110 "Tire Selection and Rims." An incorrect-size spare tire can adversely affect the anti-lock braking system (ABS) and/or traction control system (TCS), thereby increasing the risk of a crash.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia will inspect and, if necessary, replace the spare tire with a new one of the correct size.*

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 **July 27, 2022**.*

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 their vehicle repaired.*

Q8. How was the issue discovered?

A8. *Through Kia's internal inspection process and review of vehicle production records.*

Q9. Will this cost vehicle owners any money?

A9. *No. Kia will perform the recall repair at no cost to the customer.*

Q10. What about customers who may have already paid to have this situation corrected?

A10. If the customer has incurred expense to remedy this issue 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 (Contact Kia) of www.kia.com OR mail their documentation with the completed Request for Reimbursement Form included with this letter directly to Kia for review and consideration at the following address:

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

A11. Are there any restrictions on an owner's eligibility?

A11. No.

Q12. If a customer has an immediate question, where can they get further information?

A12. The customer can contact their local authorized Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at www.kia.com (Owner's Section).