



**2024 MY TELLURIDE VEHICLES - ENGINE VALVE SPRING  
SAFETY RECALL CAMPAIGN (SC296)**

**Q & A**

**February 12, 2024**

**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 Safety Recall Campaign to address a condition involving the engine valve spring.*

**Q2. What vehicles are affected by the recall?**

*A2. Certain 2024 MY Telluride vehicles manufactured from October 1, 2023 through December 6, 2023.*

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

*A3. Approximately 2,872 vehicles.*

**Q4. What is the concern with the Engine Valve Spring?**

*A4. The engine valve springs may break while driving due to fatigue cracking as a result of damage to the springs during manufacture by the supplier. A broken valve spring may result in a loss of motive power, increasing the risk of a crash. Customers may experience abnormal engine noise, check engine light illumination, and engine running rough. In rare cases, a hole in the engine block may occur due to a broken valve entering the combustion chamber, increasing the risk of a fire.*

**Q5. Can you describe the recall campaign and fix?**

*A5. Kia dealers will replace the engine sub-assembly.*

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

*A6. All owners of the subject vehicles will be notified by first class mail with instructions to contact their authorized Kia dealer to have the recall campaign performed **beginning on April 5, 2024**.*

**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 recall campaign performed on their vehicle free of charge at no cost to them.*

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

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

**Q9. Will this cost vehicle owners any money?**

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

**A10. 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 via the internet at [www.kia.com](http://www.kia.com) (Owner's Section).*