



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 21V908)

This notice applies to your vehicle: **(Insert VIN)**

December 16, 2021

Dear Kia Carnival Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2022 MY Carnival vehicles. The defect can result in the passenger-side power sliding door intermittently sticking in the open position and may cause the door to open while driving, thereby increasing the risk of injury. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is the Problem?

Certain plastic holders inside the release actuator within the passenger-side power sliding door remote controller assembly may have been manufactured out of specification by the supplier. As a result, binding between the drum and holder can cause the latch to intermittently stick in the open position. If the latch becomes stuck in the open position, the passenger-side power sliding door will not latch and the door can open while driving, increasing the risk of injury.

Kia Will Replace the Passenger-Side Power Sliding Door Release Actuator's Drum And Holder At No Cost To You.

Kia will replace the passenger-side power sliding door release actuator's drum and holder as a pair in the remote controller assembly with new ones so that the power sliding door will latch properly. The estimated time required to perform the repair will be approximately two (2) to three (3) hours.

What Should You Do?

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted.
- **WARNING:** If the power sliding door does not latch properly, four (4) audible alert chimes and illumination of the door-ajar warning on the instrument cluster will occur even when the vehicle is stationary. If the warnings are ignored and you drive the vehicle in this condition at speeds higher than approximately 6 mph, an additional continuous audible door-ajar ringing sound will occur, and the door-ajar warning will remain illuminated with an additional flashing red graphic.
- If you encounter this condition, please stop your vehicle immediately and press the POWER DOOR OFF button so it is illuminated (see Page 4-40 of your Owner's Manual). Once POWER DOOR OFF button is illuminated, close the passenger-side sliding door manually. You may need to try to close the door multiple times until it is properly closed and the door-ajar warning is no longer displayed in the instrument cluster.
- 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*).



What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

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

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

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. You can also contact the Consumer Assistance Center phone number listed above.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs 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.

