



**SC211 – 2022 MY CARNIVAL MPI FUEL RAIL  
SAFETY RECALL CAMPAIGN  
Q & A**

**April 22, 2021**

**Q1. What type of campaign is Kia conducting?**

A1. *Kia Motors America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign to inspect and replace, if necessary, the MPI fuel rail on certain 2022 MY Kia Carnival vehicles.*

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

A2. *Certain 2022 MY Kia Carnival vehicles manufactured from January 27, 2021 through March 25, 2021.*

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

A3. *Approximately 2,744 vehicles are affected by this recall.*

**Q4. What is the concern with the MPI Fuel Rail?**

A4. *During production at the supplier, the assembly jig for the MPI fuel rail (also known as the low-pressure fuel delivery pipe) was improperly adjusted which could result in damage to the plastic fuel rail tube. A damaged plastic fuel rail tube can cause fuel to leak. Leaking fuel increases the risk of fire, thereby increasing the risk of injury.*

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

A5. *Dealers will be instructed to inspect the MPI fuel rail to determine whether the fuel rail falls within the affected supplier lot production range. If the lot number on the MPI fuel rail falls within the affected range, the MPI fuel rail will be replaced with a new one.*

*Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed May 11, 2020.*

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

A6. *Kia will notify the owners of the affected vehicles by first-class mail on **April 30, 2021**.*

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

A7. *Upon receipt of the notification letter, owners are to contact their Kia dealer to arrange for the repair to be performed.*

*If fuel smell is detected, vehicle owners are advised to contact the closest authorized Kia dealership to have their vehicle towed to the dealer.*

**Q8. How was the issue discovered?**

A8. *Through the regular monitoring of field information.*

**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](http://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 Motors America, Inc.  
P.O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4542**

**Q11. How long will the repair take?**

A11. *The actual time required to perform the remedy repair will take approximately two (2) to three (3) hours. However, their vehicle may be needed longer. Therefore, it is recommended that owners schedule a service appointment to minimize inconvenience. Owners can also contact their dealer for an exact estimate of how long they may need the vehicle. (Most Kia dealers have online appointment scheduling via their dealership websites to maximize convenience.)*

**A12. 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](http://www.kia.com) (Owner's Section).*