



**SC221 - 2022 MY CARNIVAL PASSENGER-SIDE POWER SLIDING DOOR
SAFETY RECALL CAMPAIGN**

Q & A

December 9, 2021

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 replace the power sliding door release actuator and drum holder as a pair in the remote controller assembly on certain 2022 MY Carnival vehicles.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2022 MY Kia Carnival vehicles manufactured from July 28, 2021 through October 14, 2021.*

Q3. How many vehicles are affected by this recall?

A3. *Approximately 2,956 vehicles are affected by this recall.*

Q4. What is the concern with the power sliding door?

A4. *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.*

Q5. Can you describe the recall campaign and fix?

A5. *Kia dealers will replace the passenger-side power sliding door release actuator's drum and holder with new ones.*

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

A6. *Kia will notify owners of the affected vehicles by first class mail beginning on **December 16, 2021**.*

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

A7. *Upon receipt of the notification letter, owners are to contact their authorized Kia dealer to arrange to have their vehicle inspected and repaired. If owners encounter this condition, they should stop the vehicle immediately and press the POWER DOOR OFF button so it is illuminated. Then, they need to close the passenger-side sliding door manually (they may need to try multiple times). When the door is properly closed, the door ajar warning will no longer be displayed in the cluster*

Q8. How does the vehicle owner know if the recall condition may be occurring in their vehicle?

A8. *If the passenger-side 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 the vehicle is driven 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.

Q9. How was the issue discovered?

A9. Through the regular monitoring of field information.

Q10. Will this cost vehicle owners any money?

A10. No. Kia will perform the recall inspection and repair at no cost to the customer.

Q11. What about customers who may have already paid to have this situation corrected?

A11. 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**

Q12. How long will the repair take?

A12. The actual time required to perform the repair will be approximately two (2) to three (3) hours. However, the vehicle may be needed longer. It is recommended that owners schedule a service appointment to minimize inconvenience. Owners can also contact their authorized Kia 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.)

A13. Are there any restrictions on an owner's eligibility?

A13. No.

Q14. If a customer has an immediate question, where can they get further information?

A14. 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).