



March 2, 2022

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Noncompliance Recall Campaign on certain 2020 MY Cadenza vehicles manufactured from April 1, 2020 through October 15, 2020.

The logic that deactivates rear power window operation after the ignition switch is turned off and a front door is opened was not applied to these vehicles. As a result, the rear power windows can be operated by the driver's power window main switch even after the ignition has been turned off and a front door is opened. Due to this condition, the subject vehicles fail to conform to Federal Motor Vehicle Standard (FMVSS) No. 118, "Power-Operated Window Systems." The ability to operate the rear power windows after the ignition switch is turned off and a front door is opened increases the risk of injury due to unintentional operation.

Kia will install rear power windows operation restriction software to the vehicle's Driver Door Module. The installation of the software to the Driver Door Module will restrict the operation of the rear power windows via the driver's power window main switch after the ignition switch is turned off and a front door is opened.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at www.kiatechinfo.com.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owner who has already paid for related repairs can submit a request for reimbursement online via the Owner's Section of www.kia.com. Kia will mail notices to the affected vehicle owners on **March 8, 2022**.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Noncompliance Recall represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

LEGAL PRIVACY LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this noncompliance recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,
Kia Service Department