



April 6, 2023

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on all 2022 MY and certain 2023 MY Carnival vehicles manufactured from January 4, 2021 through February 22, 2023.

The power sliding door (PSD) auto-reverse feature in the subject vehicles is a supplemental feature and may not activate in all situations. Kia has become aware of a small number of injuries during closure of the PSD. Although a cause related to a manufacturing design issue has not been identified, Kia believes the cause of injuries may be associated with customers' unawareness that the PSD is closing. As a result, Kia is conducting this recall in an effort to increase customers' awareness that the PSD is closing in order to mitigate the risk of injury. Contact between the PSD and a vehicle occupant during closure can increase the risk of injury.

All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Dealers will reprogram the power sliding door control module with an updated software that adds two (2) warning chimes when the power sliding door begins to open or close. The updated software will also change the door speed to move more slowly as the door approaches its latching point.

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 in the week of April 6, 2023.

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 beginning on **April 28, 2023**.

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 Safety Recall Campaign 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 safety 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
Enclosures