



**2022-2023 MY CARNIVAL VEHICLES - POWER SLIDING DOOR
SAFETY RECALL CAMPAIGN (SC266)**

Q & A

April 6, 2023

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 address a condition involving the power sliding door.

Q2. What vehicles are affected by the recall?

A2. All 2022 MY and certain 2023 MY Carnival vehicles manufactured from January 4, 2021 to February 22, 2023.

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

A3. Approximately 51,568 vehicles

Q4. What is the concern with the Power Sliding Door?

A4. 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.

Q5. Can you describe the recall campaign and fix?

A5. 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.

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

*A6. All owners of the subject vehicles will be notified by first class mail with instructions to contact their authorized Kia dealer to have the recall campaign performed **beginning on April 28, 2023**.*

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

A7. Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the recall campaign performed on their vehicle free of charge at no cost to them.

Q8. Where were these vehicles produced?

A8. The affected Carnival vehicles were produced at a Kia assembly plant in South Korea.

Q9. Will this cost vehicle owners any money?

A9. No. Kia will perform the recall repair free of charge at no cost to the customer.

A10. Are there any restrictions on an owner's eligibility?

A10. No.

Q11. If a customer has an immediate question, where can they get further information?

A11. The customer can contact their local authorized Kia dealership or call Kia's Customer Care 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).