



**2023-2024 MY SPORTAGE & 2022-2024 MY CARNIVAL VEHICLES - ROOF MOLDING
SAFETY RECALL CAMPAIGN (SC292)**

Q & A

March 12, 2024

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 roof molding.

Q2. What vehicles are affected by the recall?

*A2. Certain 2023-2024 MY Sportage vehicles manufactured at a Kia assembly plant in the U.S. from January 12, 2022 through November 29, 2023 and
Certain 2022-2024 MY Carnival vehicles manufactured at a Kia assembly plant in South Korea from January 5, 2021 through November 24, 2023.*

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

A3. Approximately 101,049 vehicles (40,426 Sportage vehicles and 60,623 Carnival vehicles).

Q4. What is the concern with the Roof Molding?

A4. The roof molding(s) of the subject vehicles may become loose or detach under certain circumstances either due to interference of the roof molding retaining clip(s) with excessive roof panel sealer or due to improper installation of the roof molding during vehicle assembly. A detached roof molding can create a road hazard for other vehicles, increasing the risk of a crash.

Q5. Can you describe the recall campaign and fix?

A5. Kia dealers will be instructed to inspect and, if necessary, secure/replace the roof molding(s).

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 March 15, 2024.***

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 Sportage vehicles were produced at a Kia assembly plant in the U.S., and 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).