



March 12, 2024

## **ATTENTION: ALL DEALER PRINCIPALS**

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign regarding the roof molding on

- 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 from January 5, 2021 through November 24, 2023.

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.

All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Kia dealers will be instructed to inspect and, if necessary, secure/replace the roof molding(s).

Your Service Manager was sent a copy of the owner notification letter and a Q&A guide for recall questions both of which describe the issue and information on how to access the list of affected vehicles. Kia will start mailing notices to the affected vehicle owners beginning on **March 15, 2024**.

### **What Should You Do?**

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.

**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 & Service Manager.

Sincerely,  
Kia Service Department

Enclosures