



**2022-2026 MY CARNIVAL VEHICLES
HIGH-PRESSURE CROSS OVER FUEL PIPE
SAFETY RECALL CAMPAIGN (SC368)**

**Q & A
May 28, 2026**

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 high-pressure cross over fuel pipe in certain 2022-2026 MY Carnival vehicles.

Q2. What vehicles are affected by the recall?

A2. Certain 2022-2026 MY Carnival vehicles manufactured from January 4, 2021 through November 20, 2025

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

A3. Approximately 141,032 vehicles

Q4. What is the concern with the high-pressure cross over fuel pipe?

A4. Due to a suspected production deviation, the high-pressure cross over fuel pipe nuts in the subject vehicles may loosen over time, resulting in a fuel leak. A fuel leak in the presence of an ignition source increases the risk of a fire, thereby increasing the risk of injury. Customers may experience a fuel smell and/or the illumination of the Check Engine Light (CEL).

In addition, the subject vehicles may be releasing air pollutants which exceed California and federal standards. These standards were established to protect the public's health and welfare from the dangers of air pollution.

Q5. Can you describe the recall campaign and fix?

A5. Dealers will inspect the high-pressure cross over pipe for a fuel leak. If a leak is identified, dealers will replace the high-pressure cross over pipe with a new one. If no leak is identified, dealers will securely fasten the high-pressure cross over pipe nuts to Kia's factory specifications.

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

*A6. Kia will send a letter notifying owners of the affected vehicles by first-class mail **beginning on June 2, 2026.***

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

A7. Owners are to contact their authorized Kia dealer to arrange to have the recall performed on their vehicle.

Q8. Where were these vehicles produced?

A8. The affected 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.

Q10. How long will it take to perform this recall?

A10. The time required to perform this recall will be approximately one (1) to two (2) hours. However, the vehicle may be needed longer depending on the dealer's schedule. Kia advises customers to schedule a service appointment to minimize inconvenience.

Q11. Are there any restrictions on an owner's eligibility?

A11. No.

Q12. If a customer has an immediate question, where can they get further information?

A12. 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 <https://customercare.kiausa.com>.