



Kia America, Inc.  
Corporate Headquarters  
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## IMPORTANT SAFETY RECALL

NHTSA Recall Number: 26V046  
This notice applies to your vehicle: **Insert VIN**

March 13, 2026

Dear Kia Carnival and Carnival Hybrid (HEV) Vehicle Owner:

**Kia has identified a defect in your vehicle which relates to a noncompliance with Federal Motor Vehicle Safety Standards (FMVSS).**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that certain 2026 MY Kia Carnival and Carnival Hybrid (HEV) vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 101, "Controls and Displays" and FMVSS No. 138, "Tire Pressure Monitoring System." The instrument cluster screen may go blank while driving, increasing the risk of a crash. Our records indicate that you own or lease one of the affected vehicles.

### What Is The Problem?

The instrument cluster unit in your vehicle may unnecessarily enter into an overheat protection mode and go blank while driving due to a software error. The screen will not show information such as the speedometer, Tire Pressure Monitoring System (TPMS) warning or other warning indicators, increasing the risk of a crash.

### Kia Will Update The Instrument Cluster Unit With Improved Software Free Of Charge At No Cost To You.

2026 MY Carnival & Carnival HEV vehicles contain Over-The-Air (OTA) software update technology that allows you to wirelessly update software system(s) in your vehicle. To utilize this feature, you must have an active Kia Connect account and be enrolled in one of the available Kia Connect plans. **When the OTA update becomes available AND your Kia Connect account is active, you will see a message on your infotainment screen prompting you to install the update when you turn off the vehicle.** Tap the "Update Now" button to begin installing the update. The OTA software update installation may take approximately ten (10) to fifteen (15) minutes. This update is **free of charge at no cost to you.** Additional information regarding OTA updates, including software installation pre-conditions, can be found in the Infotainment System section of your Owner's Manual.

If your Kia Connect account is not active, or OTA is not your preferred installation method, Kia dealers will update the instrument cluster unit with improved software. This recall will be performed **free of charge at no cost to you.** The time required to perform this recall will be approximately one (1) hour. However, your vehicle may be needed longer depending on the dealer's schedule. We recommend scheduling a service appointment to minimize your inconvenience.

### What Should You Do?

- In the interest of the safety of your passengers, as well as your own safety, contact your authorized Kia dealer to arrange for the recall to be performed on your vehicle.
- To find your nearest dealer, visit [www.kia.com](http://www.kia.com) and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



### What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via <https://customercare.kiausa.com> or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Kia Customer Care  
Kia America, Inc.  
P.O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4542**

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

### Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Kia Customer Care Center phone number listed below.

### What If You Are A Vehicle Lessor?

**Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

### What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542. This number has TTY capability. If your dealer fails or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-275-9171); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Customer Care Department

#### **QR Code Use:**

- *A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or QR Code Reader App. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.*
- *With a mobile device, download a QR Code Reader App. With many devices, you can do this through an app store or marketplace.*
- *Open the QR Code Reader App on your mobile device. The app will utilize your device's camera. Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the QR Reader Code App instructions.*

**REQUEST FOR REIMBURSEMENT FORM**  
**2025MY K4, 2025-2026MY SORENTO & SORENTO HEV/PHEV, & 2026MY CARNIVAL & CARNIVAL HEV, EV9, K5,**  
**SPORTAGE & SPORTAGE HEV/PHEV VEHICLES**  
**NONCOMPLIANCE SAFETY RECALL CAMPAIGN (SC361) - INSTRUMENT CLUSTER SCREEN**

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Campaign Customer Reimbursement section found at this link: <http://customercare.kiausa.com>.

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it to the following address for review and consideration, along with backup documentation:

Kia Customer Care Center  
Kia America, Inc.  
P. O. Box 52410  
Irvine, CA 92619-2410  
1-800-333-4542

**Please allow at least sixty (60) days for review and response.**

Customer First Name:  Customer Last Name:

Customer Address:

Customer City:  State:  Zip:

Phone #: (  ) -  Email:

Vehicle Identification Number: 

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Mileage at Time of Repair:  Date of Repair:  /  /

Amount of Reimbursement Requested \$

Attach the following:

- **Repair Order showing:**
  - Name & address of person paying for the repair
  - Vehicle Identification Number (VIN) of vehicle repaired
  - **Description of the problem repaired**
    - Date of repair, mileage at the time of repair and total cost of claimed repair expense
- **Evidence of Payment of Repair showing:**
  - Date of Payment
  - Amount Paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this campaign.

CLAIMANT'S SIGNATURE:

-----  
Signature ----- Print Name





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NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 244 ROYAL OAK MI

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN: KIA CUSTOMER CARE DEPT SC999  
KIA AMERICA INC  
PO BOX 1091  
ROYAL OAK MI 48068-9976

