



September 5, 2023

ATTENTION: ALL DEALER PRINCIPALS

[THIS IS AN UPDATE FOLLOWING A NOTICE THAT WAS ISSUED TO KIA DEALERS IN AUGUST 2023.](#)

KIA IS CURRENTLY EXPERIENCING AN UNEXPECTED PARTS SUPPLY ISSUE WHICH IS EXPECTED TO CONTINUE UNTIL THE FIRST WEEK OF OCTOBER 2023. SINCE THE REMEDY IS NOT GOING TO BE AVAILABLE DURING THIS PERIOD, KIA IS REQUESTING THAT CUSTOMERS WAIT UNTIL AFTER THE FIRST WEEK OF OCTOBER BEFORE CONTACTING AN AUTHORIZED KIA DEALER TO SCHEDULE A SERVICE APPOINTMENT FOR THIS PRODUCT IMPROVEMENT CAMPAIGN TO BE PERFORMED. WE APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE CAUSED.

Kia America, Inc., is conducting an important Product Improvement Campaign to install steel reinforcement plates on the second-row seat outer rails in certain 2022-2024 MY Kia Carnival vehicles equipped with sliding and removable second-row seats (excluding SX-Prestige equipped with the second-row lounge seats).

The subject vehicles comply with Federal Motor Vehicle Safety Standards, including all applicable crash tests. The Insurance Institute for Highway Safety (IIHS) is an organization that conducts supplemental testing to evaluate certain aspects of vehicle performance and provide consumers with additional information. IIHS developed and implemented a new crash test protocol, "Side Impact Crashworthiness 2.0," in October 2022. This new test protocol was released after the subject vehicles were designed and developed. After observing the results of the new IIHS crash test, Kia has determined that an improvement could be made to the second-row seat outer rails in these vehicles to minimize potential seat rail detachment should a certain rare crash event occur.

Dealers will install the steel reinforcement plates in the vehicle's second-row seat outer rail assembly to reinforce the mounting points to the floor. This Product Improvement Campaign will be performed free of charge at no cost to the customer.

Your Service Manager was sent a copy of the owner notification letter and a Q&A Guide both of which describe the issue and information on how to access the list of affected vehicles.

What Should You Do?

Please make personnel in your dealership familiar with the details of this Product Improvement Campaign so they may respond to customer inquiries and requests appropriately.

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 product improvement campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts & Service Manager.

Sincerely,

Kia Service Department

Enclosures