IMPORTANT UPDATE

PRODUCT IMPROVEMENT CAMPAIGN

October 17, 2023

Dear Kia Carnival Vehicle Owner:

YOU ARE RECEIVING THIS LETTER BECAUSE OUR RECORDS SHOW THAT YOU HAVE ALREADY HAD THIS PRODUCT IMPROVEMENT CAMPAIGN PERFORMED ON YOUR VEHICLE.   SINCE THEN, THERE HAVE BEEN ADDITIONAL IMPROVEMENTS TO THE MOUNTING BOLTS USED FOR THE INSTALLATION OF THE STEEL REINFORCEMENT PLATES IN YOUR VEHICLE'S SECOND-ROW SEAT OUTER RAILS.

KIA IS REQUESTING THAT YOU CONTACT AN AUTHORIZED KIA DEALERSHIP IMMEDIATELY TO SCHEDULE AN APPOINTMENT TO REPLACE THE FOUR (4) SUBJECT MOUNTING BOLTS WITH IMPROVED ONES AT NO COST TO YOU. WE APOLOGIZE FOR ANY INCONVENIENCE THIS MAY CAUSE YOU.

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).   This improvement will be done free of charge at no cost to you.

Why is Kia Conducting This Product Improvement Campaign?

Your vehicle complies 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 your vehicle was 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 your vehicle to minimize potential seat rail detachment should a certain rare crash event occur.

What Will Kia Do?

Kia will replace the four (4) subject mounting bolts currently installed in the steel reinforcement plates in your vehicle's second-row seat outer rail assembly.   This Product Improvement Campaign will be performed free of charge at no cost to you.   The estimated time required to perform the product improvement in your vehicle is approximately one (1) hour, depending on your dealer's schedule.   We recommend that you contact your authorized Kia dealer by phone or online to schedule a service appointment to minimize inconvenience.

What Should You Do?

- **Please contact your authorized Kia dealer to replace the four (4) mounting bolts in your vehicle with improved ones.**

- To find your nearest Kia dealer, visit 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)*:

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.

What If You Have Other Questions?

• Should you have any questions regarding this product improvement campaign or if your Kia dealer does not respond to your service request in a timely manner, please contact Kia's Customer Care Center at 1-800-333-4542, or through the owner's section of www.kia.com.

Please accept our apologies for any inconvenience this matter 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**.*