



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

## IMPORTANT UPDATE: Carnival New Door Trim Color (CS2401)

(Insert VIN)

October 4, 2024

Dear Kia Carnival Owner:

Congratulations on the purchase of your 2025 Kia Carnival MPV. We appreciate your support of the refreshed 2025 Carnival, which boasts a bolder design and next-gen technology.

Since the production of your vehicle, we have made a change to the interior door trim color for your vehicle's configuration. The new color is **Tuscan Umber** and we are pleased to make the color available to you at no charge if you prefer that color. To view photos of the updated color, visit <https://www.kia.com/us/en/carnival-mpv> or use the QR code below:



### What Should You Do?

If you are interested in updating your interior door trim color to **Tuscan Umber**, please contact your authorized Kia dealer at your convenience to schedule an appointment to complete the update. Please note:

- The door trim with the new color will need to be ordered by your Kia dealer in advance; and
- The time required to perform the campaign can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience.

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):



If you require additional assistance, please feel free to reach out to the Kia Customer Care Team online at <http://customercare.kiausa.com> or via phone at 800.333.4Kia (4542). Wishing you many happy miles of motoring in your new Kia Carnival!

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.