



March 12, 2025

## ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., is conducting an important Product Improvement Campaign to install covers onto the 2<sup>nd</sup> row seat rails in all 2022-2024 MY Kia Carnival vehicles and certain 2025 MY Carnival vehicles manufactured from January 4, 2021 through March 31, 2025.

The subject vehicles are equipped with seat rails on the interior floor of the passenger compartment which allow for the adjustment of the 2<sup>nd</sup> row seats. Under certain operating conditions in high temperature environments, the 2<sup>nd</sup> row seat rails may become warm or hot to the touch. A hot seat rail can result in discomfort if an occupant touches the seat rail with their bare skin. Kia has developed covers for the seat rails that reduce the surface temperature of the rails and improve the vehicle occupants' experience.

Dealers will install covers onto the 2<sup>nd</sup> row seat rails. This Product Improvement Campaign will be performed free of charge at no cost to the customer.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) during the week of **March 12, 2025**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide, both of which describe the issue. Kia will mail notices to the affected vehicle owners beginning on **March 14, 2025**. **We appreciate your support in encouraging customers to have this Product Improvement Campaign completed as quickly as possible.**

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. This Product Improvement Campaign is an opportunity for your service department to deliver an exceptional service experience to customers who may not have otherwise scheduled service. Providing customers with easy scheduling and timely service increases the chance they will return to your service department for future service needs.

**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 and Service Manager.

Sincerely,

Kia Service Department

Enclosures