



PI2501 - 2<sup>ND</sup>-ROW SEAT RAIL COVER INSTALLATION  
2022-2025 MY CARNIVAL VEHICLES  
PRODUCT IMPROVEMENT CAMPAIGN  
Q & A  
MARCH 12, 2025

**Q1. What type of campaign is Kia conducting?**

A1. *Kia America, Inc. is conducting a Product Improvement Campaign to install covers onto the 2<sup>nd</sup> row seat rails.*

**Q2. What vehicles are affected by this campaign?**

A2. *All 2022-2024 MY Kia Carnival vehicles and certain 2025 MY Carnival vehicles manufactured from January 4, 2021 through March 31, 2025.*

**Q3. Why is Kia conducting a Product Improvement Campaign?**

A3. *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.*

**Q4. Can you describe the Product Improvement Campaign?**

A4. *Kia has instructed its authorized Kia dealers to install the 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.*

**Q5. Will this cost vehicle owners any money?**

A5. *No. Kia will perform the Product Improvement Campaign free of charge at no cost to the customer.*

**Q6. How long will the Product Improvement take?**

A6. *The estimated time required to perform the product improvement in your vehicle is approximately **one (1) to two (2)** hours, depending upon the dealer's work schedule, therefore, an appointment is recommended.*

**Q7. How will owners of the affected vehicles be notified?**

A7. *Kia will be notifying owners of the affected vehicles by first-class mail starting on **March 14, 2025**.*

**Q8. Where were the vehicles produced?**

A8. *The affected vehicles were produced at a Kia assembly plant in South Korea.*

**Q9. How many vehicles are included?**

A9. *Approximately 145,297 vehicles are included in this campaign.*

**Q10. Are there any restrictions on an owner's eligibility?**

*A10. No.*

**Q11. If a customer has an immediate question, where can they get further information?**

*A11. The customer can contact their local authorized Kia dealership or call Kia's Customer Care Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Time, or via the internet at [www.kia.com](http://www.kia.com) (Owner's Section).*