



Kia America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

## PRODUCT IMPROVEMENT CAMPAIGN

March 14, 2025

Dear Kia Carnival Vehicle Owner:

Kia America, Inc. is conducting an important Product Improvement Campaign to install covers onto the 2<sup>nd</sup> row seat rails in certain 2022-2025 MY Kia Carnival vehicles. Our records indicate that you own or lease one of the potentially affected vehicles.

### Why is Kia Conducting This Product Improvement Campaign?

Your vehicle is 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.

### What Will Kia Do?

Kia will install covers onto the 2<sup>nd</sup> row seat rails in your vehicle. This Product Improvement Campaign will be performed free of charge at no cost to you. We recommend scheduling a service appointment to minimize inconvenience.

### What Should You Do?

- Please contact your authorized Kia dealer to have the covers installed on the 2<sup>nd</sup> row seat rails of your vehicle.
- To find your nearest Kia 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*).



### 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](http://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.***