

GROUP	MODEL			
Product Improvement	2022-2025MY Carnival (KA4)			
NUMBER	DATE			
PI2501	March 2025			

# TECHNICAL SERVICE BULLETIN

## 2<sup>ND</sup> -ROW SEAT RAIL COVER INSTALLATION (PI2501)

This bulletin provides information to install new 2<sup>nd</sup> -row seat rail covers on all 2022-2024MY, and certain 2025MY Carnival (KA4) 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. This campaign is to install covers on the 2<sup>nd</sup> -row seat rails that reduce the surface temperature of the rails and improve the vehicle occupants' experience. Follow the procedure outlined in this publication to install new 2<sup>nd</sup> -row seat rail covers. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



## 

SUBJECT:

A Product Improvement Campaign is a repair program with customer notification. There is no charge to the vehicle owner for this repair.

Repair status for a VIN is provided on KDealer+ (Service  $\rightarrow$  Warranty Coverage  $\rightarrow$  Warranty Coverage Inquiry  $\rightarrow$  Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs  $\rightarrow$  Not Completed Recall  $\rightarrow$  Recall VIN  $\rightarrow$  Select Report), which includes a list of affected vehicles.

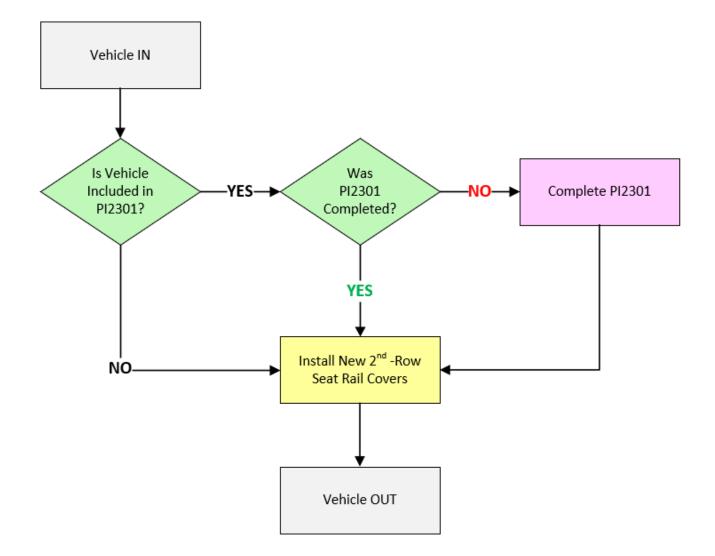
This issue number is PI2501.

#### Page 2 of 12

#### SUBJECT:

## 2<sup>ND</sup>-ROW SEAT RAIL COVER INSTALLATION (PI2501)

#### Flowchart:



#### Repair Procedure: (7 and 8 Seater)

Is vehicle included in <u>PI2301</u> - Installation of <u>Steel Reinforcement Plates for 2<sup>nd</sup> Row Seat</u> <u>Outer Rails completed</u>?

- NO Proceed to step 1.
- YES Was PI2301 Completed?
  - YES Proceed to step 1.
  - NO Complete Pl2301 FIRST and then proceed to step 1.
- 1. Open both left and right rear sliding door.

Fold the 2<sup>nd</sup> row seatback down and then slide the seat forward.



DO NOT let the headrest hit the display screen, <u>if equipped</u>.

 Remove both <u>left</u> and <u>right</u> side 2<sup>nd</sup> row seats by pulling the seat lock release lever (A) located underneath the rear of the seat.

#### 

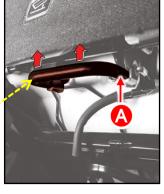
Place the seats on a clean area.

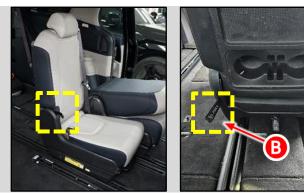
### 8-Seater Only

- 3a. Fold the 2<sup>nd</sup> row **center** seat seatback down.
- 3b. Pull the pull strap (B) to slide the 2<sup>nd</sup> row **center** seat to max 'FRONT'.









Printed document copy is for reference only; information may be updated at any time. Always refer to KGIS for the latest information. TSB: PI2501 Carnival (KA4) March 2025

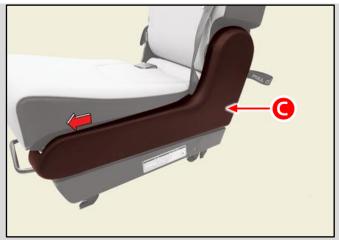
SUBJECT:

#### Page 4 of 12

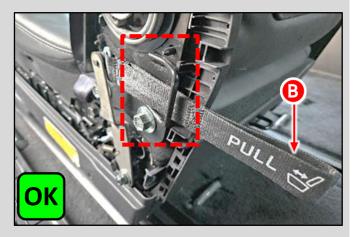
#### SUBJECT:

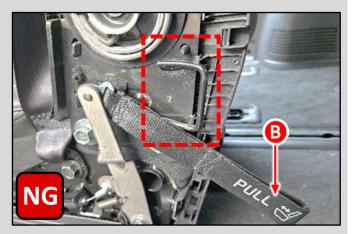
## 2<sup>ND</sup>-ROW SEAT RAIL COVER INSTALLATION (PI2501)

4a. If the seat will not slide properly, remove the left-hand shield cover (C).



4b. Ensure the pull strap (B) is correctly routed **INSIDE** the guide.

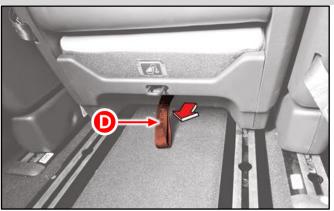




5. Remove the <u>center</u> seat by pulling the seat lock release lever (D) located in the rear of the seat.

#### 

Place the seats on a clean area.





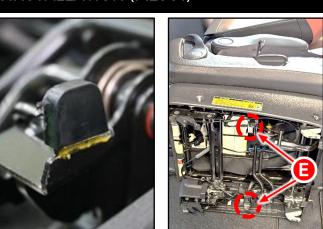
- 6a. Place a marking on the damper brackets (E) and seat assembly, as shown.
- 6b. Remove the damper brackets (E).

- 6c. Install the <u>new</u> damper bracket (E) (PN 895H7 R0010QQK) ensuring the long end of bracket is facing the <u>AWAY</u> from the slide lever (F) and the bottom of the <u>new</u> damper bracket (E) is aligned with the mark made on step 6a.
- 6d. Attach one video using KDS Tablet Warranty Claim Attachment Tab starting from the VIN label on the door and then showing the four (4) damper brackets (E) for 7-seater vehicles or six (6) damper brackets (E) for 8-seater vehicles.
- 7a. Mark bolts (G) on the <u>left</u> and <u>right</u> outer seat rails before removing. Bolts (G) are different than bolts (H).

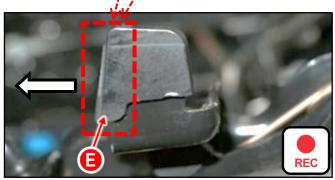
### **(i)** IMPORTANT

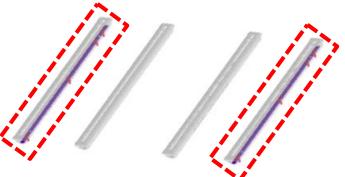
If the bolts are not reinstalled in the correct position, the bolt(s) may interfere with the seat when attempting to slide the seat forward or back.

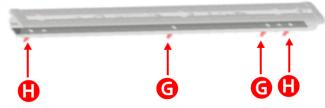














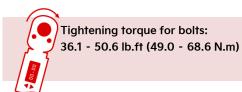
#### Page 6 of 12

SUBJECT:

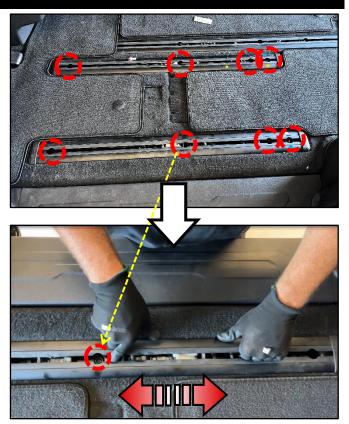
## 2<sup>ND</sup>-ROW SEAT RAIL COVER INSTALLATION (PI2501)

7b. Remove the eight (8) <u>**RIGHT**</u> second row <u>outer</u> and <u>inner</u> seat rail T55 retaining bolts.

#### Note: The center bolt may not be visible.



7c. <u>To access the middle seat rail retaining bolt</u>, press the seat rail lock lever downward using one hand while holding/sliding the rail with assistance from the other hand.



Repeat steps 6a - 7c for the <u>LEFT</u> second row <u>outer</u> and <u>inner</u> seat rails.

#### 8-Seater Only

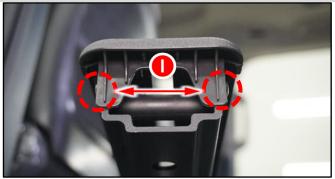
9. Remove the ten (10) <u>CENTER</u> 2<sup>nd</sup> row <u>outer</u> and inner seat rail T55 retaining bolts.



Tightening torque for bolts: 36.1 - 50.6 lb.ft (49.0 - 68.6 N.m)

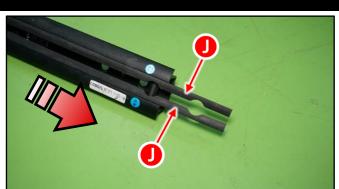


 Loosen the two (2) end cap cover (I) retaining screws for the <u>RIGHT</u> 2<sup>nd</sup> row <u>inner</u> and <u>outer</u> seat rails.

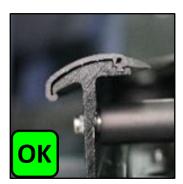


 $\boldsymbol{\Lambda}$ 

11a. Remove the seat rail covers (J).



11b. Install the **<u>new</u>** seat rail covers (J).





- 12. Repeat steps 10 11b for the <u>LEFT</u> and <u>CENTER</u> (if equipped) 2<sup>nd</sup> row <u>inner</u> and <u>outer</u> seat rails.
- <image>
- 13. Reinstall all removed parts in the reverse order of removal.

Note: Be Sure that the outer seat rail lock lever aligns with the inner seat rail side from step 7c.

14. Confirm that the seat is properly mounted by verifying the 'green' alignment indicator on the side of the seat and that the seat slides normally front to back.





#### Page 8 of 12

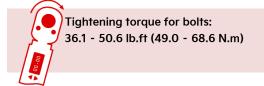
#### SUBJECT:

## 2<sup>ND</sup>-ROW SEAT RAIL COVER INSTALLATION (PI2501)

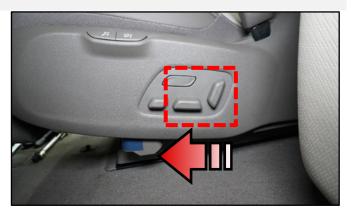
#### Repair Procedure: (7-Seat Relax)

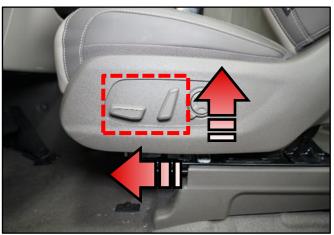
- 1a. Slide the left front seat to max front.
- 1b. Recline the left front seatback to max front.

- 2a. Recline the left  $2^{nd}$  row seatback to the max 'FRONT'.
- 2b. Raise the left 2<sup>nd</sup> row seats to max 'UP'.
- 2c. Slide the left 2<sup>nd</sup> row seat to max 'FRONT'.
- 3. Remove the six (6) rear 2<sup>nd</sup> row seat rail retaining bolts.

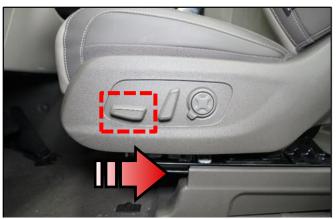


4. Slide the left  $2^{nd}$  row seat to max 'REAR'.

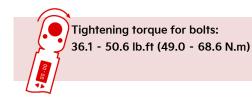






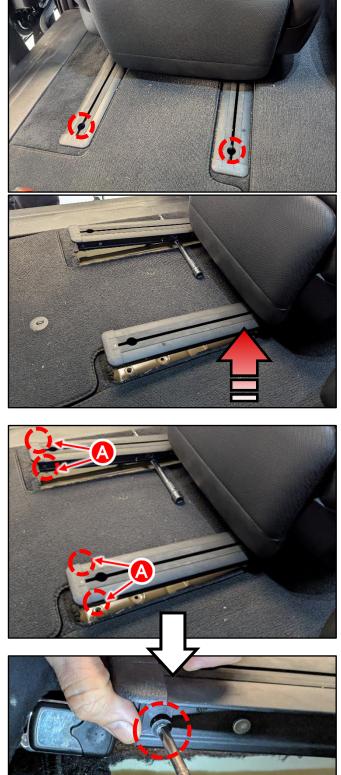


5. Remove the two (2) front 2<sup>nd</sup> row seat rail retaining bolts.



 Use a long extension or similar tool/object to prop up the 2<sup>nd</sup> row seat and seat rail assembly as shown.

6. Loosen the four (4) end cap cover retaining screws (A).

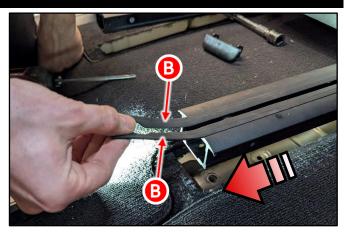


#### Page 10 of 12

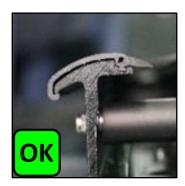
#### SUBJECT:

## 2<sup>ND</sup>-ROW SEAT RAIL COVER INSTALLATION (PI2501)

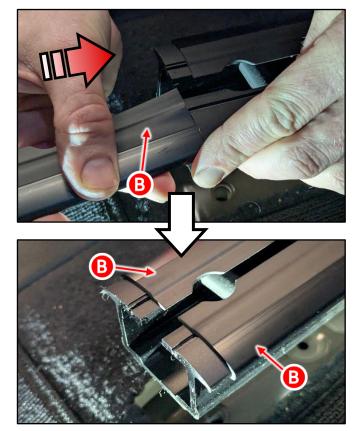
7. Remove the seal rail covers (B).



8. Install the new seat rail cover (B).







- 9. Reinstall all removed parts in reverse order of removal and confirm that the seat slides normally front to back.
- Repeat steps 1 9 to install the seat rail cover on the right (passenger) side seat rails to complete this service.

### AFFECTED VEHICLE RANGE:

Model	Production Date Range				
Carnival (KA4)	January 4, 2021 to March 31, 2025				

### **REQUIRED PART:**

Part Name	Part Number	Comment	Figure	Qty.
Center and Left Seat Rail Cover	89517 R0980QQK	8-Seater		2
Center and Right Seat Rail Cover	89518 R0980QQK	0-Sealer		2
Left	89517 R0950QQK	8-Seater		4
Seat Rail Cover		7-Seater		
Right	89518 R0950QQK	8-Seater		4
Seat Rail Cover		7-Seater		
Left Seat Rail Cover	89517 R0780QQK	7-Seat Relax	Relax	4
Right Seat Rail Cover	89518 R0780QQK			4
Damper Bracket	895H7 R0010QQK	8-Seater		6
		7-Seater		4

<u>Note</u>: The replacement part numbers will require a VIN entry for parts ordering. DO NOT order these parts for stocking purposes, related to this Campaign. Supply is very limited. Until supply stabilizes, please confirm part availability before scheduling customers. Please be sure to expedite warranty claim filing.

SUBJECT:

## 2<sup>ND</sup>-ROW SEAT RAIL COVER INSTALLATION (PI2501)

## WARRANTY INFORMATION:

#### N Code: N99 C Code: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
	89522 R09100FB		Seat Rail Cover + Damper Bracket Installation <b>(7-Seater)</b>	250010R0	0.9 M/H	89517 R0950QQK	4
		0				89518 R0950QQK	4
						895H7 R0010QQK	4
	89530 O R09110FB O	0	Seat Rail Cover + Damper Bracket Installation <b>(8-Seater)</b>	250010R1	1.2 M/H	89517 R0980QQK	2
V						89518 R0980QQK	2
v						89517 R0950QQK	4
						89518 R0950QQK	4
						895H7 R0010QQK	6
	89522 R0771OFB	Seat Rail Cover O Installation <b>(7-Seater Relax)</b>	250010R2	0.7	89517 R0780QQK	4	
				2001012	M/H	89518 R0780QQK	4

<u>Note:</u> Refer to <u>Warranty Bulletin 2025-10</u> for claim submission procedures. Manually enter sublet code 'X2' for reimbursement of one roundtrip rideshare expense or up to three (3) days of rental expense, with supporting documentation.

### 

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference <u>PI2501</u> when accessing the KDealer+ system.