2025-2026 MY CARNIVAL HYBRID (HEV) VEHICLES
HVAC CONTROL SOFTWARE LOGIC UPGRADE
VOLUNTARY SERVICE CAMPAIGN (SC352)
Q & A
November 10, 2025

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

A1. *Kia America, Inc. is conducting a Voluntary Service Campaign on certain 2025-2026 MY Carnival Hybrid (HEV) vehicles to update the Heating, Ventilation, and Air Conditioning (HVAC) control software.*

Q2. **What vehicles are affected by the service campaign?**

A2. *Certain 2025-2026 MY Carnival Hybrid (HEV) vehicles, manufactured from May 16, 2024 through September 8, 2025.*

Q3. **How many customer vehicles are affected by this service campaign?**

A3. *Approximately **40,456** vehicles.*

Q4. **What is the concern with the HVAC control software?**

A4. *While the engine is below operating temperature, the PTC Heater is used to provide additional heat to the cabin. In very cold environments and under high electrical load, the PTC heater in the subject vehicles may discharge the 12V battery faster than it can charge. If the 12V battery becomes excessively discharged, the vehicle may enter Limp Home Mode with speed temporarily limited to a maximum of 31mph until the vehicle reaches normal engine operating temperature. There are no warning lamps or warning messages associated with this condition.*

Q5. **Can you describe the service campaign fix?**

A5. *Dealers will update the HVAC control software to prevent excessive discharging of the 12V battery by the PTC heater.*

Q6. **How will owners of the affected vehicles be notified?**

A6. *Kia will send a letter notifying owners of the affected vehicles by first-class mail beginning on **November 12, 2025.***

Q7. **What should vehicle owners do when they receive the notification?**

A7. *Upon receipt of the letter, owners are to contact their authorized Kia dealer to arrange to have the campaign performed on their vehicle.*

Q8. **Will this cost vehicle owners any money?**

A8. *No. Kia will perform the campaign free of charge at no cost to the customer.*

Q9. **Are there any restrictions on an owner's eligibility?**

A9. *No.*

Q10. **If a customer has an immediate question, where can they get further information?**

A10. *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 https://customercare.kiausa.com.*