



June 9, 2026

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc. is conducting a Product Improvement Campaign to enhance the second-row seatback recliner mechanism to dampen the motion of the manual seatback angle adjustment during operation on the following vehicles equipped with manual (folding) second-row seats:

- Certain 2022-2026 MY Carnival vehicles manufactured from January 4, 2021 through April 14, 2026
- Certain 2025-2026 MY Carnival Hybrid (HEV) vehicles manufactured from May 21, 2024 through April 8, 2026

To aid in the manual adjustment of the outboard second-row seatbacks in the subject vehicles, the seats are equipped with recliner springs that work in conjunction with a user-controlled seatback angle lever or walk-in lever. This seatback motion is controlled by the user to achieve their desired seat position. To improve usability, Kia has developed a newly designed second-row seatback recliner spring that will dampen the motion of the manual second-row seatback angle adjustment.

Note: Only the second-row outboard seats are affected. The second-row center seat, if equipped, is excluded from this campaign.

Kia dealers will enhance the second-row seatback recliner mechanism by dampening the motion of the seatback angle adjustment. This Product Improvement Campaign will be performed free of charge at no cost to owners.

In addition, Kia will provide these important tips to vehicle owners when adjusting the manual second-row seat(s) using the manual seatback angle lever or walk-in lever:

- During adjustment, keep a firm hand on the seatback as the lever is pulled. If not, it may spring forward and quickly contact a person or object in its path.
- When returning the seatback to its original position, ensure it locks (clicks) into place.
- For additional information, please refer to the **Seat** section in the **Safety Features of your Kia** in the Owner's Manual.

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 during the week of **June 9, 2026**.

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 **June 11, 2026**. **We appreciate your support in encouraging customers to have this Product Improvement Campaign completed as soon 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