



Kia America, Inc.
Corporate Headquarters
111 Peters Canyon Road, Irvine, CA 92606-1790 USA

PRODUCT IMPROVEMENT CAMPAIGN

June 11, 2026

Dear Kia Carnival and Carnival Hybrid (HEV) Vehicle Owner:

Kia America, Inc. is conducting a Product Improvement Campaign on certain 2022-2026 MY Carnival and certain 2025-2026 MY Carnival Hybrid (HEV) vehicles, equipped with manual (folding) second-row seats, to enhance the second-row seatback recliner mechanism to dampen the motion of the manual seatback angle adjustment during operation. Our records indicate that you own or lease one of the potentially affected vehicles.

Why is Kia Conducting This Product Improvement Campaign?

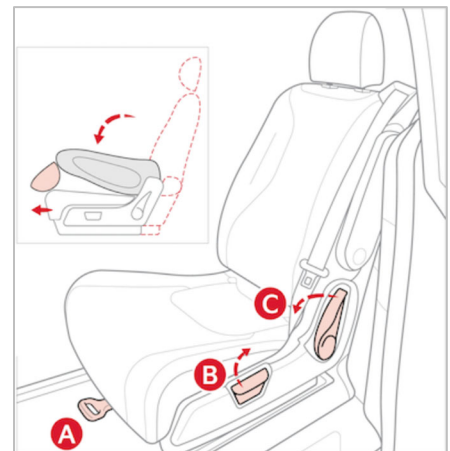
To aid in the manual adjustment of the outboard second-row seatbacks in your vehicle, the seats are equipped with recliner springs that work in conjunction with a user-controlled seatback angle lever or walk-in lever. This seatback motion is controlled by the user to achieve their desired seat position. 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. (Please note that this campaign does not affect the second-row center seat, if equipped.)

What Will Kia Do?

To improve usability, 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 you**.

Important Reminder For Manual Second-Row Seat Operation:

- There are three adjustment levers for manual second-row outboard seats:
 - A**: Forward/rearward seat adjustment
 - B**: Seatback angle adjustment and complete folding
 - C**: Activates tilt and slide feature to ease 3rd-row access, allowing seatback to tilt forward approximately 45 degrees and seat to slide forward/rearward
- When using the manual seatback angle lever **B** or walk-in lever **C** on an unoccupied seat, keep a firm hand on the seatback as you pull the lever.
- When you return the seatback to its original position, ensure it locks (clicks) into place. The lever must return to its original position for the seatback to lock.
- Refer to the Seat section in the Safety Features of your Kia in the Owner's Manual for additional information.



⚠ WARNING

Uprighting seat

Do not press the release lever on a manual seatback without holding and controlling the seatback. The seatback will spring upright, possibly impacting you or other passengers.

What Should You Do?

- Contact your Kia dealer to schedule a service appointment at your earliest convenience. The time required to perform the campaign can vary depending on the dealer's work schedule, so a service appointment is an important way of minimizing your inconvenience. Please present this notice when you arrive at the Kia dealer.
- To find your nearest dealer, visit 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 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 your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542 (Monday through Friday, 5AM to 6PM, Pacific Time), or visit <https://customercare.kiausa.com>.

Please accept our apologies for any inconvenience this situation 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.**