



**PI2602 - MANUAL SECOND-ROW SEATBACK RECLINER ENHANCEMENT
2022-2026 MY CARNIVAL & 2025-2026 MY CARNIVAL HEV VEHICLES
PRODUCT IMPROVEMENT CAMPAIGN**

**Q & A
June 9, 2026**

Q1. What type of campaign is Kia conducting?

A1. 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.

Q2. What vehicles are affected by this campaign?

*A2. 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*

Q3. Why is Kia conducting a Product Improvement Campaign?

A3. 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.*

Q4. Can you describe the Product Improvement Campaign?

A4. 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.*
- Refer to the Seat section in the Safety Features of your Kia in the Owner's Manual for additional information.*

Q5. Will this cost vehicle owners any money?

A5. No. Kia will perform the Product Improvement Campaign free of charge at no cost to the customer.

Q6. How long will the Product Improvement take?

A6. The estimated time required to perform the product improvement in the subject vehicles is approximately one (1) to two (2) hours, depending upon the dealer's work schedule, therefore, an appointment is recommended.

Q7. How will owners of the affected vehicles be notified?

*A7. Kia will be notifying owners of the affected vehicles by first-class mail starting on **June 11, 2026**.*

Q8. Where were the vehicles produced?

A8. The affected vehicles were produced at a Kia assembly plant in South Korea.

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 the internet at www.kia.com (Owner's Section).