



GROUP

MODEL

Product Improvement
Campaign2022-2026MY
Carnival (KA4) and
2025-2026MY Carnival
Hybrid (KA4 HEV)

NUMBER

DATE

PI2602

June 2026

PRODUCT IMPROVEMENT CAMPAIGN

SUBJECT:

2ND ROW SEAT (LH & RH) FOLDING
TENSION SPRING REPLACEMENT (PI2602)

This bulletin provides information to enhance the second-row seatback recliner mechanism to dampen the motion of the manual seatback angle adjustment during the operation on certain 2022-2026MY Carnival (KA4) produced from 1/4/2021 through 4/14/2026 and certain 2025-2026MY Carnival Hybrid (KA4 HEV) vehicles produced from 5/21/2024 through 4/8/2026. To aid in the manual adjustment of the outboard second-row seatback 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.) Follow the procedure outlined in this publication to replace the second-row seat folding tension springs on the applicable vehicle. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

 NOTICE

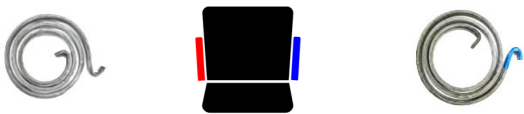
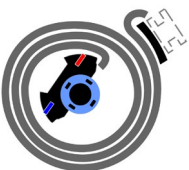
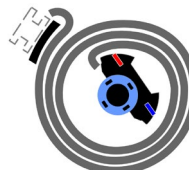
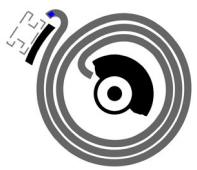
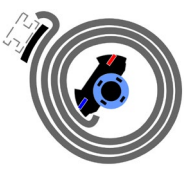
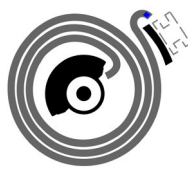
A Product Improvement Campaign is a repair program with customer notification. There is no charge to the vehicle owner for this repair.

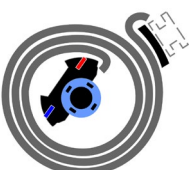
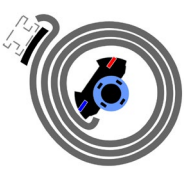
Repair status for a VIN is provided on KDealer+ (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected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

A printed copy is for reference only; publication information can be updated at any time.
Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

Seat Folding/Tension Spring Orientation: (Before and After Installation)

IMPORTANT: The 'new' **inner tension springs** are larger in diameter and must be installed in the opposite orientation (refer to the table below). The 'new' **outer tension springs** for 7 & 8-Passenger seats are also larger in diameter and are color coordinated **blue** for 7-Passenger models and **yellow** for 8-passenger model applications.

7-Passenger (Equipped with Outer & Inner Arms Rest)			
Left Rear - 2 nd . Row Seat		Right Rear - 2 nd / Row Seat	
			
Outer Before	Inner Before	Inner Before	Outer Before
			
Outer Blue After	Inner After	Inner After	Outer Blue After
			

8-Passenger (Equipped with Outer Arm Rest Only)			
Left Rear - 2 nd . Row Seat		Right Rear - 2 nd / Row Seat	
			
Outer Before	Inner Before	Inner Before	Outer Before
			
Outer Yellow After	Inner After	Inner After	Outer Yellow After
			

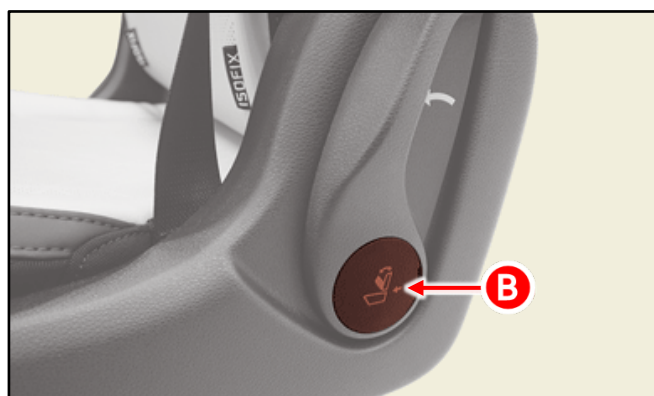
SUBJECT: 2ND ROW SEAT (LH & RH) FOLDING TENSION SPRING REPLACMENT (PI2602)**Repair Procedure:**

1. Remove both rear (left and right side) 2nd row seat assemblies (A) by referring to “Body (Interior and Exterior) → Rear Seat → Rear Seat Assembly → Removal and Installation” in the applicable Shop Manual on KGIS.

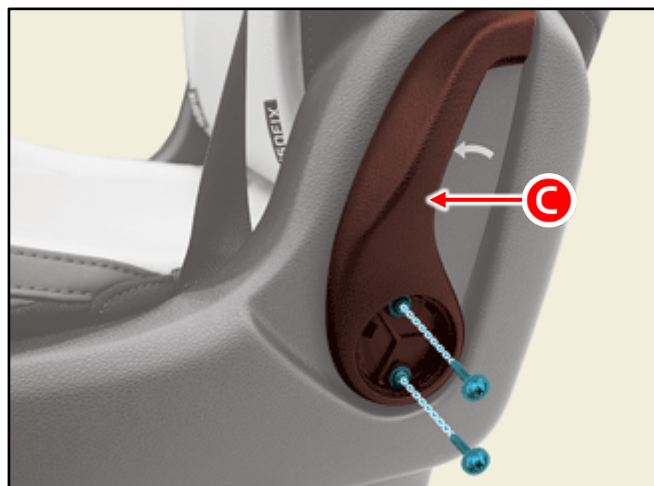
Note: Place the seat assembly on a clean table top during the procedure, with the seat back in the upright position.



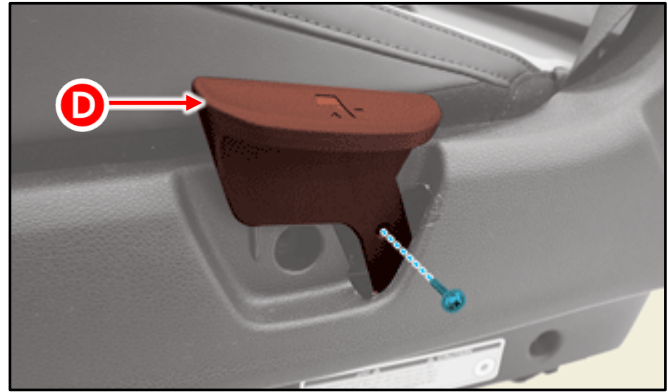
2. Using a pick tool, remove the outer seat reclining lever cap (B).



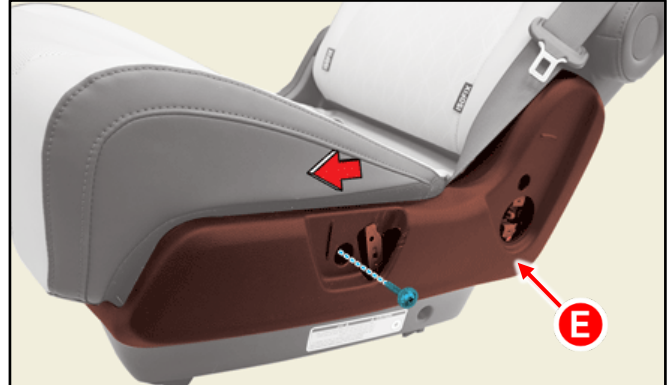
3. Remove the upper seat recliner lever assembly (C) by loosening the two (2) retaining screws.



4. Remove the lower seat recliner lever assembly (D) by loosening the one (1) retaining screws.



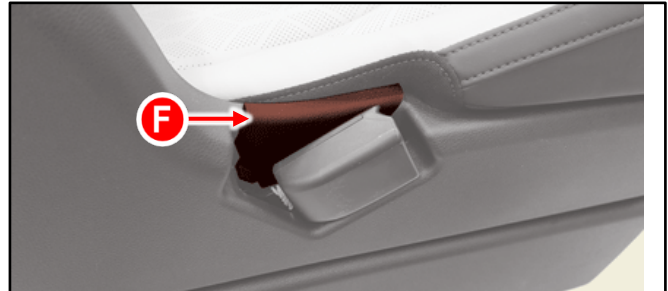
5. Remove the outer shield cover (E) by loosening the retaining screw, then pulling the rear portion outward first and sliding the cover forward to detach it from the seat frame.



6. Turn the seat around (right side).

7. Gently remove cover (F) using a small flathead screwdriver or non-marring tool.

Note: Located next to the seat buckle/inner seat side.



8. Remove the inner shield cover (G) by pulling the rear part out first and then forward to detach it from the seat frame.

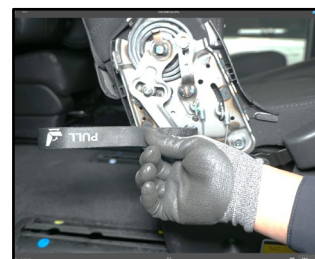
Note: The seat belt location side is the inner seat working area.



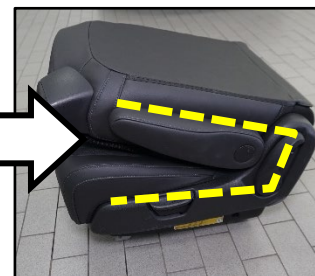
SUBJECT:

2ND ROW SEAT (LH & RH) FOLDING TENSION SPRING REPLACEMENT (PI2602)**NOTICE**

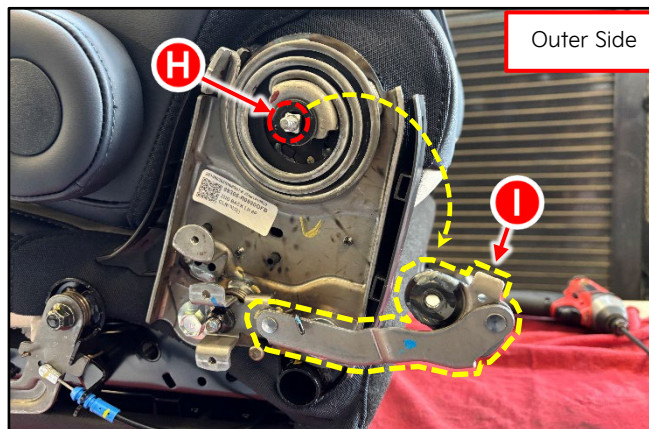
Pay close attention to the orientation of the strap. During reassembly, it should not be twisted or face reverse.



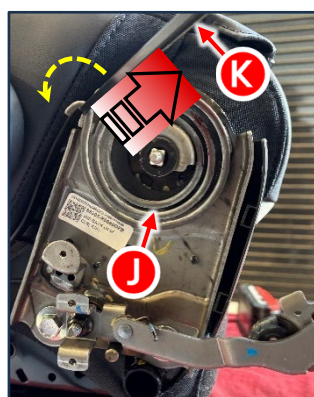
9. Temporarily reinstall the lower seat recliner lever, without the retaining screw, and place the seatback in the folded position.



10. Starting from the outer side of the seat, loosen the sub-arm retaining nut (H), then rotate the sub-arm (I) downward as shown.



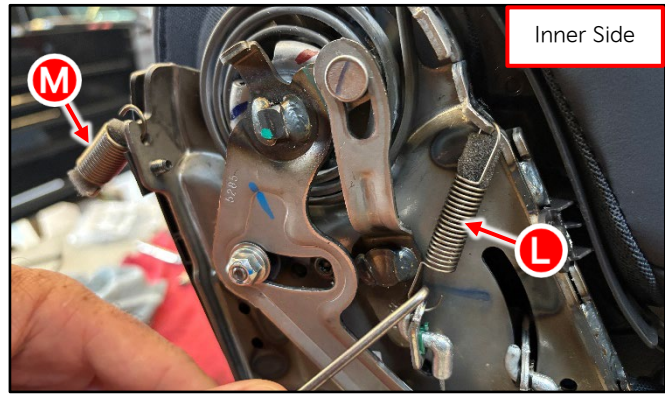
11. Mark the existing tension spring (J) with a marker to prevent it from being confused with the replacement spring.



12. Using a zip tie (K), hook it onto the curved end of the tension spring (J), then pull outward to detach the spring end from the retaining tab.

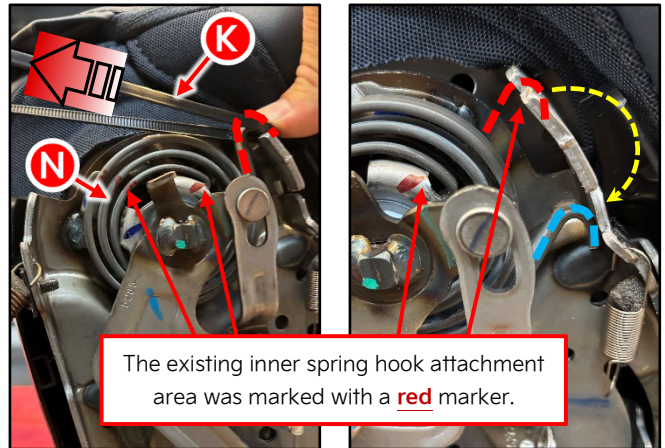
13. Remove the existing marked outer tension spring and discard.

14. Turn the seat around to the inner seat side.
15. Using a pick tool, release one end of the two (2) sub-arm mechanism springs (L & M).



16. Mark the existing inner tension spring (N) and attachment location using a marker.
17. Using a zip tie (K), hook it onto the curved end of the tension spring (N), then pull outward to detach the spring end from the retaining tab.

Note: The existing tension spring **CANNOT** be removed at this time, allow it to remain without tension. The existing inner spring hook attachment is marked with a red line.



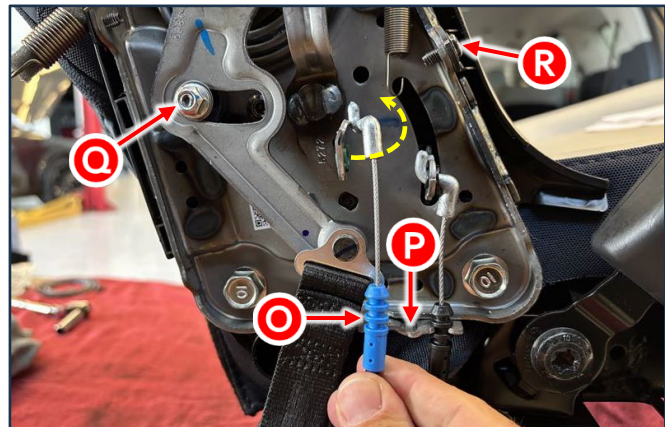
18. Reattach the lower seat recliner lever (D) from Step 4, then place the seatback in the upright position.



19. Detach the inner seat recliner cable (O) from the bracket (P).

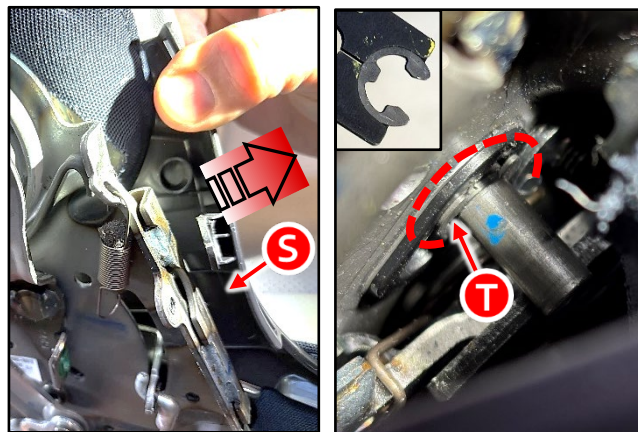
Note: Be sure to note the 'before' inserted facing orientation of the cable hook end.

20. Remove the inner sub-arm retaining nut (Q).
21. Remove the inner seat recliner cover retaining screw (R).

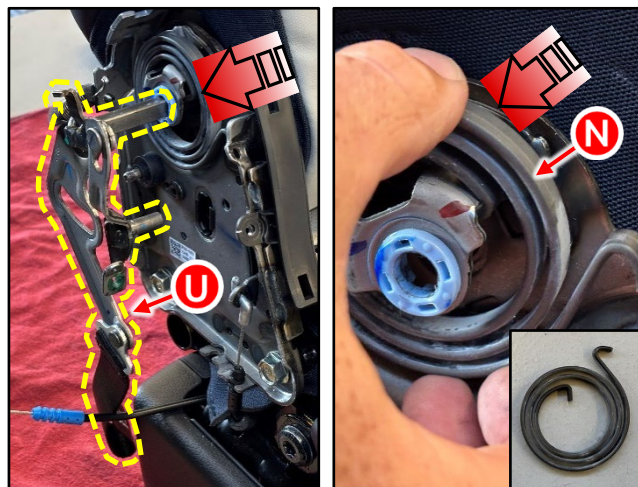


SUBJECT: 2ND ROW SEAT (LH & RH) FOLDING TENSION SPRING REPLACEMENT (PI2602)

22. Pull the inner seat recliner cover (S) outward to allow access/view into the inner recliner rod mechanism.
23. Locate the shaft locking 'E-clip' (T) and remove it using a pick tool.



24. Pull out the sub-arm (U), then slide the entire shaft assembly out of the seat recliner mechanism.
25. Remove the existing marked inner tension spring (N) and discard.

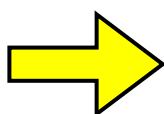


INNER RECLINER TENSION SPRING INSTALLATION

LH (Driver) Seat Sample: Inner and outer tension springs shown for reference.



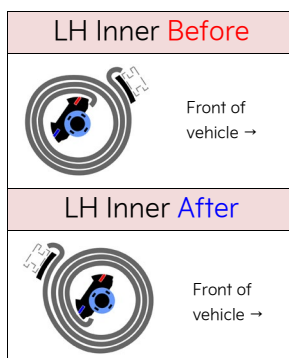
< Before >



Reverse the orientation of the Inner Tension Spring.



< After >

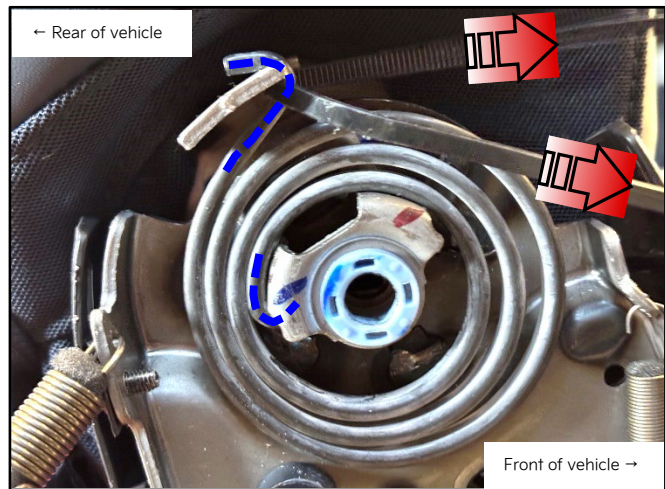


❗ IMPORTANT

The orientation of the 'new' inner recliner spring tensioner ends are different from that of the removed tension spring. The new inner spring tensioner is not marked by any coloring however, notice the larger diameter size of the new spring tensioner vs. the removed spring. **Carefully follow the outlined installation instructions. Refer to page 2 for RH seat orientation view.**

26. 7 and 8 Passenger: Install the new inner spring in the reverse direction and order of removal using a zip-tie (refer to page 2).

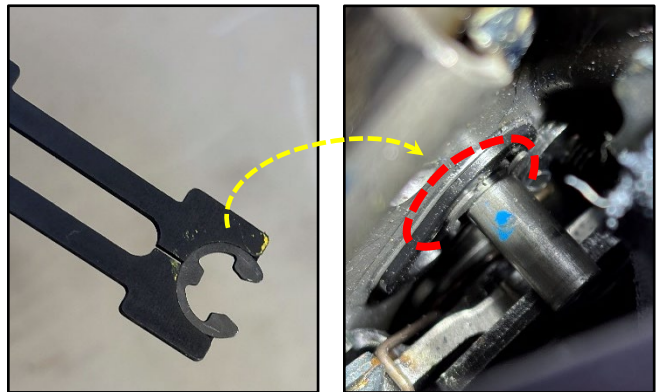
Note: Ensure that the new tension spring is fully inserted before pulling the outer end to secure it in place. The outer orientation of the new inner tension spring will now face towards the rear of the vehicle and the center orientation has changed to the blue marked location.



Note: The seat reclining angle may need to be adjusted during the installation of the outer tension spring end shown above.

27. Reinstall the sub-arm shaft assembly in the reverse order of removal by referring to step 24.
28. Reinstall the removed part in the reverse order of removal from steps 19-23.

Note: Use the required SST to install the new E-clip.

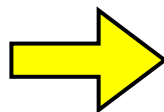


OUTER RECLINER TENSION SPRING INSTALLATION

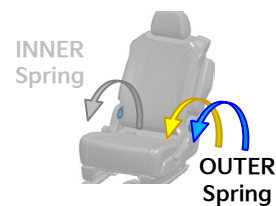
LH Seat Sample: Inner and outer tension springs shown for reference.



< Before >



Colored spring applied
Blue or Yellow
Refer to Step 29.



< After >



① IMPORTANT

The orientation of the 'new' outer recliner spring tensioner do change. The new outer spring tensioner marked in either yellow or blue and are noticeably larger in diameter size vs. the old removed spring. Carefully follow the outlined installation instructions. Refer to page 2 for RH seat orientation view.

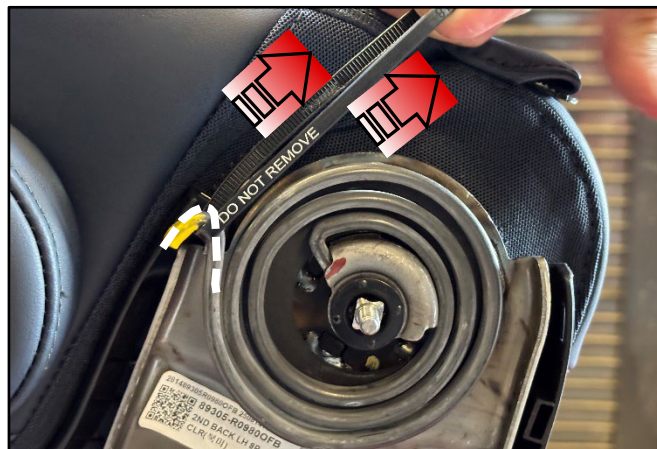
SUBJECT: 2ND ROW SEAT (LH & RH) FOLDING TENSION SPRING REPLACEMENT (PI2602)

29. 7 and 8 Passenger: Install the 'new' outer spring in the reverse order of removal using a zip-tie **however**, note that the new tension springs are marked as follows:

7- Passenger (Seat Outer) **Blue marking**

8- Passenger (Seat Outer) **Yellow marking**

Note: Ensure that the new tension spring is fully inserted before pulling the outer end to secure it in place.



30. Reinstall all other removed parts in the reverse order of removal.

NOTICE

Pay close attention to the orientation of the strap. During reassembly, it should not be twisted or face reverse.

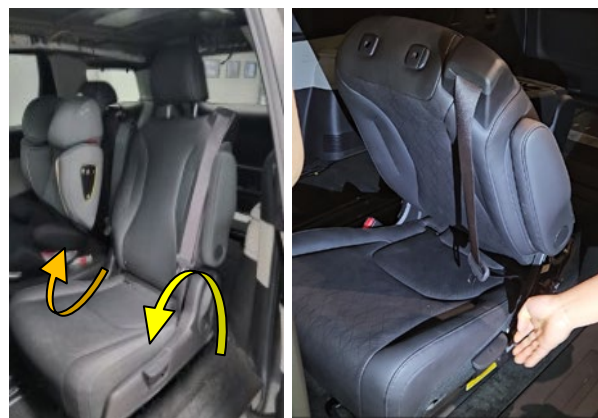

SEAT RECLINER VERIFICATION

LH Seat Sample: This may be performed while the seat is removed and still sitting on the bench.

The new tension springs will cause the seat back to tilt forward at a slower speed. If the seat back does not fold down flat to the seat cushion, then the spring tensioner(s) were not installed correctly.

The seat back should not require manual force to fold down to the seat cushion.

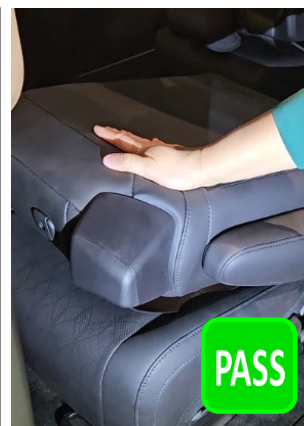
31. Verify normal operation by lifting the side lever to allow the seat back to automatically fold forward.



SUBJECT: 2ND ROW SEAT (LH & RH) FOLDING TENSION SPRING REPLACEMENT (PI2602)

32. The seat back should fold down and lay flat against the bottom seat cushion.

Reinstall the seat assembly back into the vehicle in the reverse order of removal.



SUBJECT: 2ND ROW SEAT (LH & RH) FOLDING TENSION SPRING REPLACEMENT (PI2602)**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Carnival (KA4)	January 4, 2021 to April 14, 2026
Carnival Hybrid (KA4 HEV)	May 21, 2024 to April 8, 2026

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
E-clip Installer	TBD		Auto-Shipped to Dealers

REQUIRED PART:

Part Name	Part Number	Figure	Qty.	Comments
Seat Tension Spring (Inner)	89389 R0990QQK		2	Both 7 & 8-Passenger
Seat Tension Spring (Outer, blue)	89389 R0970QQK		2	7-Passenger Only
Seat Tension Spring (Outer, yellow)	89389 R0980QQK		2	8-Passenger Only
E-Clip	14611 07001QQK		2	Both 7 & 8-Passenger

WARRANTY INFORMATION:**N Code: N99 C Code: C99**

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
All	R	89019R 0010OFB	0	(PI2602) 2 nd Row Seat Folding Return Spring Replacement	260109R0	1.0 M/H	89389 R0990QQK	2
							14611 07001QQK	2
							89389 R0970QQK or 89389 R0980QQK	2

Note: Refer to [Warranty Bulletin 2026-21](#) for claim submission procedures.

When substitute transportation is provided, manually enter sublet code 'X2' for rental expense reimbursement or one roundtrip rideshare expense.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **PI2602** when accessing the KDealer+ system.

