



December 9, 2021

ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign on certain 2022 MY Kia Carnival vehicles manufactured from July 28, 2021 through October 14, 2021.

Certain plastic holders inside the release actuator within the passenger-side power sliding door remote controller assembly may have been manufactured out of specification by the supplier. As a result, binding between the drum and holder can cause the latch to intermittently stick in the open position. If the latch becomes stuck in the open position, the passenger-side power sliding door will not latch and the door can open while driving, increasing the risk of injury.

Kia dealers will replace the passenger-side power sliding door release actuator's drum and holder with new ones as a pair in the remote controller assembly.

PARTS INFORMATION: Due to limited supply, we'll be auto shipping parts Kits for 100% of dealer stock on 12/9. Dealers may order additional part Kits with VIN requirement. Please schedule/plan ahead to ensure parts arrive before customer.

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 in the week of **December 9, 2021**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. A list of vehicles affected by this recall can be accessed on WEBDCS. Log onto the site, select the Campaigns Tab, click on Open Campaign Report in the left side menu, and select **SC221** to generate the list.

Kia will start notifying vehicle owners on **December 16, 2021**. Please start performing the repairs immediately on any affected vehicles currently in your inventory. Note that any vehicle owners who have already paid for Remote Controller Assembly repairs related to passenger-side power sliding door concerns can submit a request for reimbursement online via the Owner's Section of www.kia.com.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

NHTSA ADVISORY: It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

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 safety recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,
Kia Service Department