



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

IMPORTANT NONCOMPLIANCE RECALL

(NHTSA Recall Number: 22V022)

This notice applies to your vehicle: (Insert VIN)

March 8, 2022

Dear Kia Cadenza Owner:

Kia has identified a defect in your vehicle which relates to a noncompliance with a Federal Motor Vehicle Safety Standard (FMVSS).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided certain 2020 MY Cadenza vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 118, "Power-Operated Window Systems". The defect can result in the ability to operate the rear power windows after the ignition has been turned off and a front door is opened. The ability to operate the rear power windows after the ignition switch is turned off and a front door is opened increases the risk of injury due to unintentional operation. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is the Problem?

The logic that deactivates rear power window operation after the ignition switch is turned off and a front door is opened was not applied to your vehicle. As a result, the rear power windows can be operated by the driver's power window main switch even after the ignition has been turned off and a front door is opened. The ability to operate the rear power windows after the ignition switch is turned off and a front door is opened increases the risk of injury due to unintentional operation.

Kia Will Install Rear Power Windows Operation Restriction Software At No Cost To You.

Kia will install rear power windows operation restriction software to the Driver Door Module of your vehicle. The installation of the software to the Driver Door Module will restrict the operation of the rear power windows via the driver's power window main switch after the ignition switch is turned off and a front door is opened. This software will be installed at Kia's expense **at no cost to you**.

What Should You Do?

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted. The estimated time required to install this software will be approximately one (1) hour, depending on your dealer's schedule. We recommend that you contact your authorized Kia dealer to schedule a service appointment by phone or online to minimize inconvenience.
- 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 below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*):



What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

**Consumer Assistance Center
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

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. You can also contact the Consumer Assistance Center phone number listed above.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Consumer Assistance Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Consumer Affairs 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.*

