



| | |
|---------------|---------------------------------------|
| GROUP ELE | MODEL 2020MY Niro (DE HEV/PHEV) |
| NUMBER 219 | DATE January 2021 |

TECHNICAL SERVICE BULLETIN

**SUBJECT: SERVICE ACTION: AVN SOFTWARE UPDATE
FOR DTC P17A0 (SA446)**

This bulletin provides the procedure to update the head unit software on some 2020MY Niro (DE HEV/PHEV), which may experience a MIL with DTC P17A0. To correct this concern, perform the head unit software update procedure outlined in this bulletin. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

**DTC Description:
P17A0 – Navigation Control Module Requested MIL Illumination**



* NOTICE

A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

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

This issue number is **SA446**

Printed TSB copy is for reference only; information may be updated at any time.
Always refer to KGIS for the latest information.

Circulate To: General Manager Service Manager Parts Manager
 Service Advisors Technicians Body Shop Manager Fleet Repair

SUBJECT:

SERVICE ACTION: AVN SOFTWARE UPDATE FOR DTC P17A0 (SA446)

Software Update Procedure:

1. Apply the parking brake and start the engine, either using the key or the Start Stop button, and record customer radio presets.

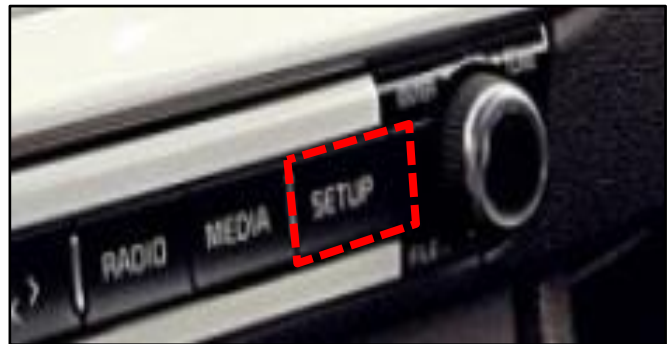


2. Insert USB Flash Drive into the vehicle's USB Port. (Location may vary by model)

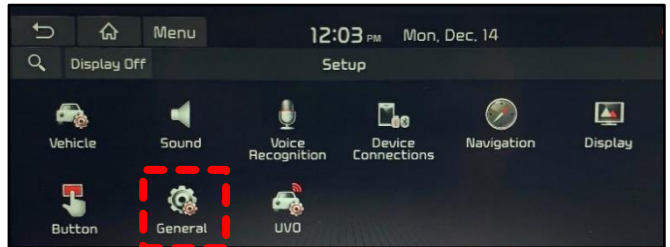


3. Press the **SETUP** hard key on the head unit.

*** NOTICE**
All images used throughout this service bulletin are for reference use only. Disregard time and date displayed in each step.

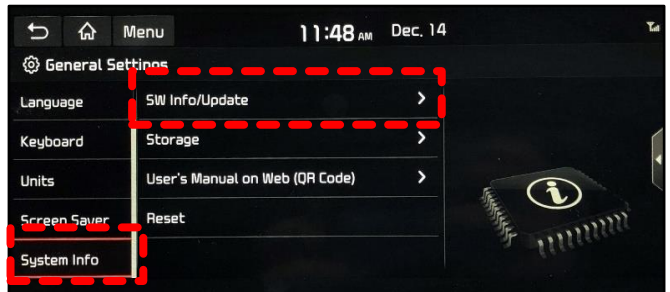


4. Select **“General”**.



- 5a. Select **“System Info”**

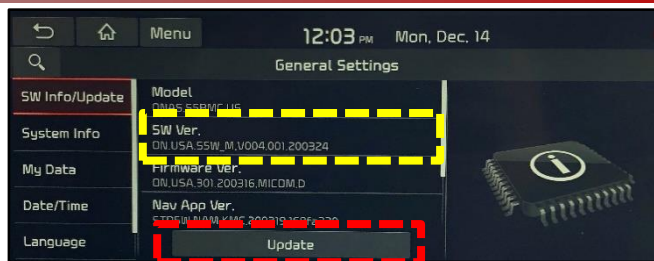
- 5b. Select **“SW Info/Update”**.



SUBJECT:

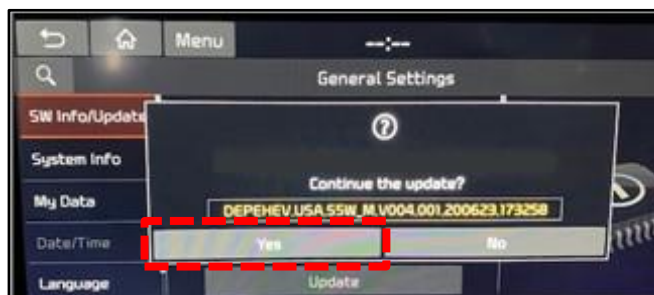
SERVICE ACTION: AVN SOFTWARE UPDATE FOR DTC P17A0 (SA446)

6a. Verify that an earlier software version is currently installed. Refer to “Software Version” table on page 4.



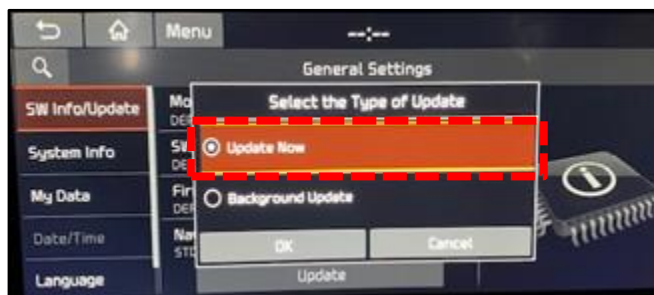
6b. Press “Update”.

7. Press “Yes” to begin the software update.

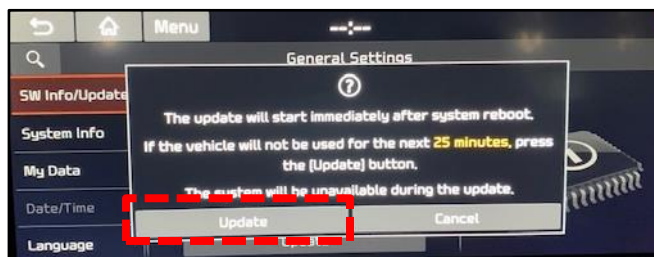


8. Press “Update Now” or “Quick update”.

Note: Prompt message will vary.

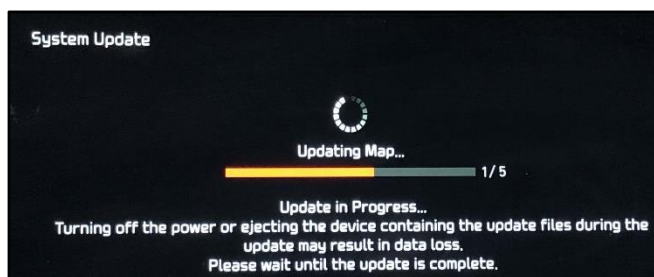


9. Press “Update”.



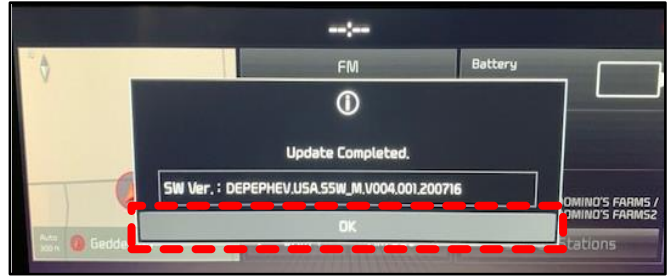
10. The update will proceed as shown.

- Wait for 10 – 20 minutes for the software update to complete.
- System will reboot automatically.
- After rebooting, wait again until the update is finished.



SUBJECT: SERVICE ACTION: AVN SOFTWARE UPDATE FOR DTC P17A0 (SA446)

11. Select “OK” to complete update.



12. Repeat steps 3 through 6 to confirm the **SW Ver.** (Refer to table below) was installed correctly.

13. If the new version (shown on the right) is NOT displayed, repeat the **Software Update Procedure** in this bulletin.



14. Restore radio presets recorded in step 1 and shut engine off.

SOFTWARE VERSION:

| Model | | New Software Version (SW Ver.) |
|---------|------|------------------------------------|
| Niro DE | HEV | DEPEHEV.USA.S5W_M.V004.001.200623 |
| | PHEV | DEPEPHEV.USA.S5W_M.V004.001.200716 |



SUBJECT:

SERVICE ACTION: AVN SOFTWARE UPDATE FOR DTC P17A0 (SA446)

AFFECTED VEHICLE RANGE:

| Model | Production Date Range |
|----------------|--------------------------------------|
| Niro (DE HEV) | November 19, 2019 to August 10, 2020 |
| Niro (DE PHEV) | November 19, 2019 to July 13, 2020 |

REQUIRED TOOL:

| Tool Name | Figure | Comments |
|-----------|---|---|
| USB Drive |  | <p>Includes both DE (HEV) and (PHEV) model Software Updates</p> <p>Auto-shipped to Dealers.</p> <p>Additional USB upgrade sticks can be ordered through Snap-on Business Solutions at (888) 542-1011.</p> |

WARRANTY INFORMATION:

N Code: M62 C Code: ZZ3

| Model | Claim Type | Causal P/N | Qty. | Repair Description | Labor Op Code | Op Time | Replacement P/N | Qty. |
|---------|------------|----------------|------|--|---------------|------------|-----------------|------|
| Niro DE | V | 96560G 5180 | 0 | (SA446) AVN 5 Wide SW Update, DTC P17A0 (HEV) | 200094R0 | 0.3 M/H | N/A | 0 |

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA446 when accessing the WebDCS system.

