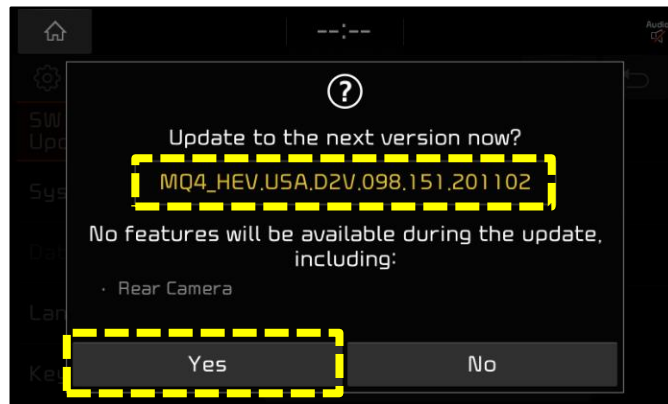
	GROUP ELE	MODEL 2021MY K5 (DL3a) Sorento (MQ4) Sorento Hybrid (MQ4 HEV)
	NUMBER 229	DATE January 2021

TECHNICAL SERVICE BULLETIN

**SUBJECT: SERVICE ACTION: DISPLAY AUDIO 2.0
SOFTWARE UPDATE FOR WIRELESS CARPLAY ISSUE (SA460)**

This bulletin provides the procedure to update the head unit software on some 2021MY K5 (DL3a), Sorento (MQ4a), and Sorento Hybrid (MQ4 HEV) vehicles (refer to affected vehicle range on page 6), equipped with a Display Audio 2.0 head unit, which may exhibit a wireless CarPlay connectivity issue with Apple phones running iOS14 software version. **To correct this concern, perform the head unit software update procedure outlined in this bulletin to vehicles in dealer stock only.** Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



★ 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 SA460.

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: DISPLAY AUDIO 2.0 SOFTWARE UPDATE FOR WIRELESS CARPLAY ISSUE (SA460)

Software Download Procedure:

1. Open the browser and paste the required model link in the address bar.

*** NOTICE**

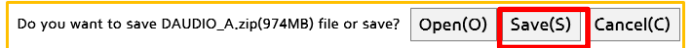
Use a previously shipped USB drive from a “closed” Service Action (Ex. SA386) or other locally sourced USB drive available. If the USB is new, no formatting is required. Use one USB per software download.

- **Sorento (MQ4a):**
http://mobis-sw.akamaized.net/daudio2v_usa_ios/MQ4.zip
- **Sorento Hybrid (MQ4 HEV):**
http://mobis-sw.akamaized.net/daudio2v_usa_ios/MQ4_HEV.zip
- **K5 (DL3a):**
http://mobis-sw.akamaized.net/daudio2v_usa_ios/DL3.zip

Note: One USB per vehicle model is required.

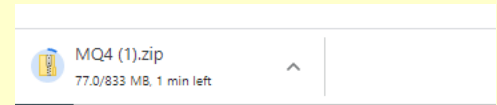
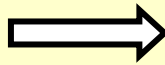
- 2a. If you are using internet explorer, it will ask you to save the file.
- 2b. If you are using chrome browser, the download will start automatically at the bottom of the page.

Internet Explorer:



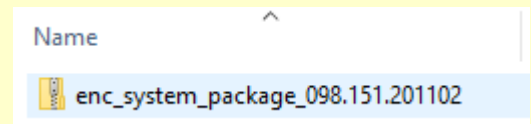
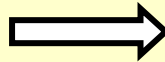
Chrome:

- 2c. Save it in the desktop/laptop. **Note where the file was saved.**
Example: MQ4 (1).zip shown



3. From the desktop/laptop, open the downloaded file (un-zip or extract) and copy the included folder/file shown.

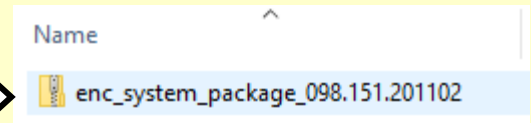
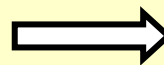
Copy this file to the USB driver.



4. Insert the “blank” USB drive to the desktop/laptop USB port.



5. Copy this file to the USB driver. **DO NOT unzip/extract this file.**
ecn_system_package_XXX.XXX.XXXX XX.zip



IMPORTANT

If the USB drive is used, be sure to “format/delete” the driver content prior to use.

Note: The same USB can be used on multiple vehicles after the initial download.

6. Proceed to the ‘**Software Update Procedure**’ on page 3 to install the software to the vehicle.



SUBJECT: SERVICE ACTION: DISPLAY AUDIO 2.0 SOFTWARE UPDATE FOR WIRELESS CARPLAY ISSUE (SA460)

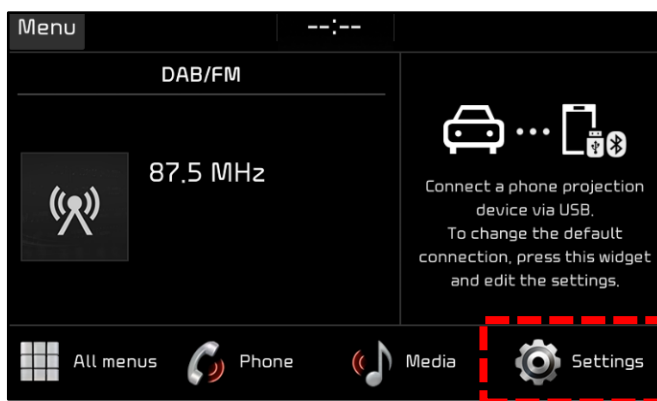
Software Update Procedure:

1. Press the 'Start' button to ignition 'ON'.

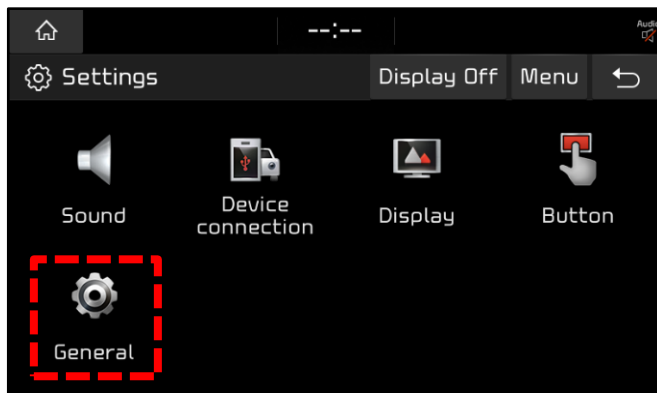


2. Press 'Settings' on the head unit.

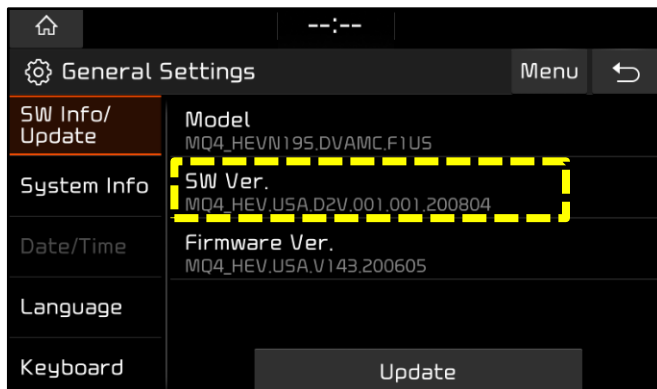
*** NOTICE**
 All images used throughout this service bulletin are for reference use only. Disregard time and date displayed in each step.



3. Select 'General'.



- 4a. Select 'SW Info/Update'.
- 4b. Verify that an earlier software version is currently installed. Refer to the "Software Version" table on page 4.



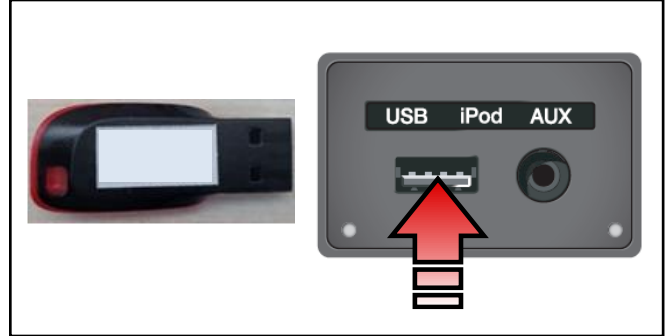
If the SW version is older than the new version in the table, proceed with the update.



SUBJECT:

SERVICE ACTION: DISPLAY AUDIO 2.0 SOFTWARE UPDATE FOR WIRELESS CARPLAY ISSUE (SA460)

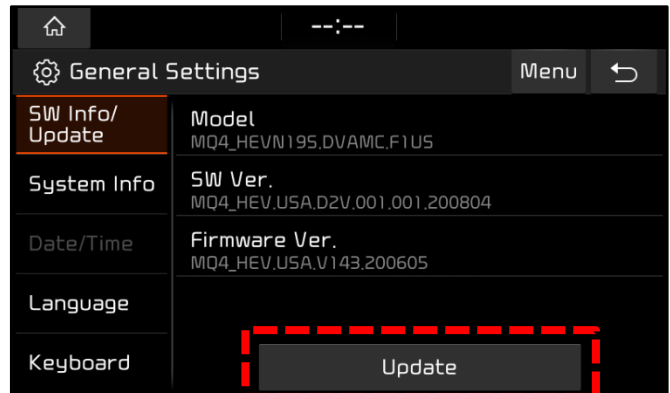
5. Insert USB Flash Drive into the vehicle's USB Port. (Location will vary by model)



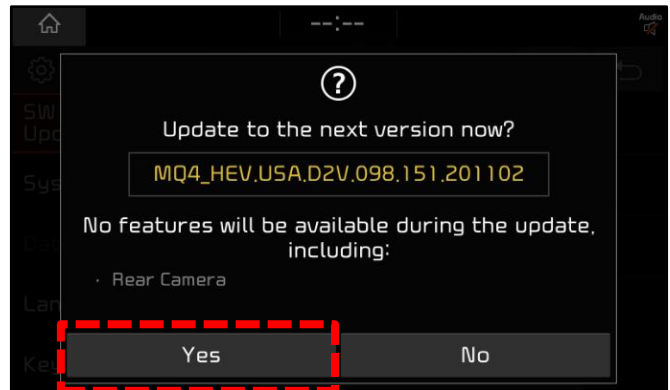
6. Press 'Update'.

*** NOTICE**

Do not remove the USB flash drive or turn off the ignition during the update.



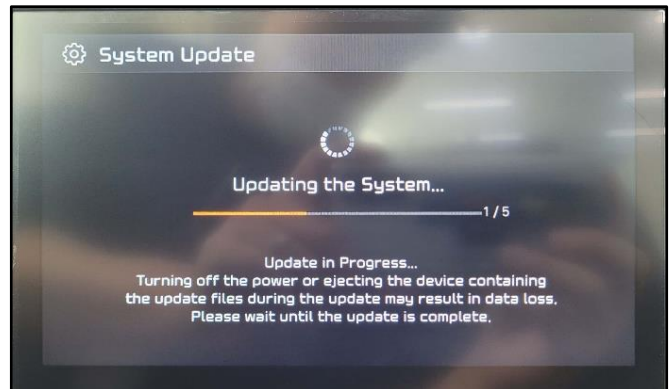
7. Select 'Yes' on the pop-up.



- 8a. The software update will begin.

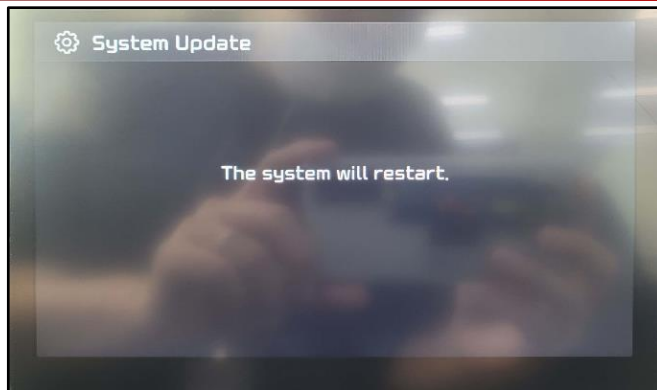
NOTE:

- Wait until the updated is complete, approximately 15 minutes.
- The KIA logo may appear several times, or the display will be black during the update. This is normal.
- System will reboot automatically.



SUBJECT: SERVICE ACTION: DISPLAY AUDIO 2.0 SOFTWARE UPDATE FOR WIRELESS CARPLAY ISSUE (SA460)

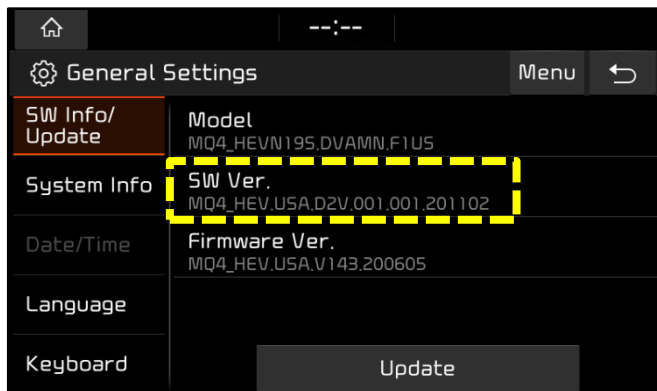
8b. When the update has completed, the image shown at right will appear, and the system will restart automatically.



9. Confirm the new “SW Ver.” was installed correctly.

Note: Refer to the Software Version table below.

10. Remove the USB flash drive from the vehicle.



11. Shut engine off.

Model	Software Version (SW Ver.)	
	Current Version	New Version
K5 (DL3a)	DL3.USA.D2V.001.001.200408 DL3.USA.D2V.001.001.200630 DL3.USA.D2V.002.100.200723	DL3.USA.D2V.003.100.201016
Sorento (MQ4a)	MQ4.USA.D2V.001.001.200804	MQ4.USA.D2V.001.001.201102
Sorento Hybrid (MQ4a)	MQ4_HEV.USA.D2V.001.001.200804	MQ4_HEV.USA.D2V.001.001.201102



SUBJECT:

SERVICE ACTION: DISPLAY AUDIO 2.0 SOFTWARE UPDATE FOR WIRELESS CARPLAY ISSUE (SA460)

AFFECTED VEHICLE RANGE:

Model	Production Date Range
K5 (DL3a)	May 27, 2020 to December 17, 2020
Sorento (MQ4a)	September 10, 2020 to December 16, 2020
Sorento Hybrid (MQ4 HEV)	September 2, 2020 to November 26, 2020

REQUIRED PART:

Part Name	Figure	Comments
USB Drive		Dealers need to have 3 USB drives with a minimum 2GB of storage each. Reimbursement of \$16 will be credited to each dealer's parts account for the purchase of USB drives.

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.
DL3a	V	96160 L3700FHL	0	(SA460) D-Audio 2.0 Software Update	200A23R0	0.3 M/H	N/A	0
MQ4a								
MQ4 (HEV)					200139R0			

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA460** when accessing the WebDCS system.