	GROUP ELE	MODEL 2021MY K5 (DL3a) Sorento (MQ4) and Hybrid (MQ4 HEV)
	NUMBER 229 (Rev 1, 02/04/2021)	DATE January 2021

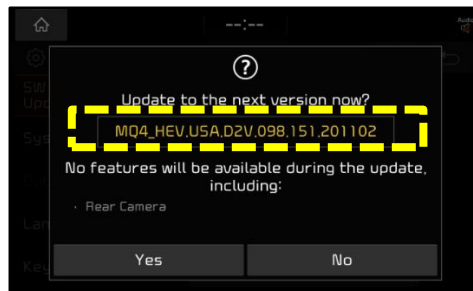
TECHNICAL SERVICE BULLETIN

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

★ NOTICE

This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

This bulletin provides the procedure to update the head unit software on some 2021MY K5 (DL3a), Sorento (MQ4a), and Sorento Hybrid (MQ4 HEV) vehicles 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 the vehicles in dealer stock and customer vehicles. Once the update is performed on the head unit, please follow the instructions 'For Customer' at the end of the procedure in this bulletin.



★ 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: COMBINATION TSB / 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.

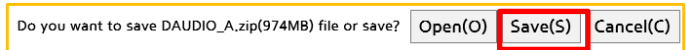
*** NOTICE**
 Use a previously shipped USB drive from a “closed” Service Action (Ex. SA386) or other locally sourced USB drive available. If the USB is new, no formatting is required. Use one USB per software download.

- **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

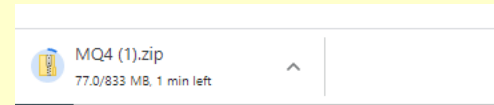
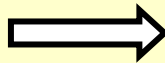
Note: One USB per vehicle model is required.

- 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:

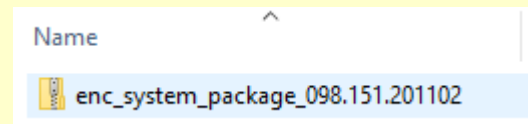
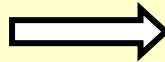


- 2c. Save it in the desktop/laptop. **Note where the file was saved.**
Example: MQ4 (1).zip shown



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

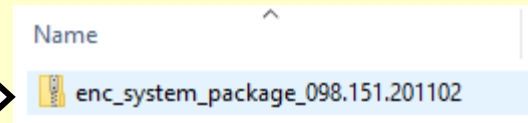
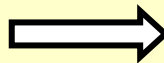
Copy this file to the USB driver.



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 on the same model after the initial download.

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



SUBJECT:

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

Software Update Procedure:

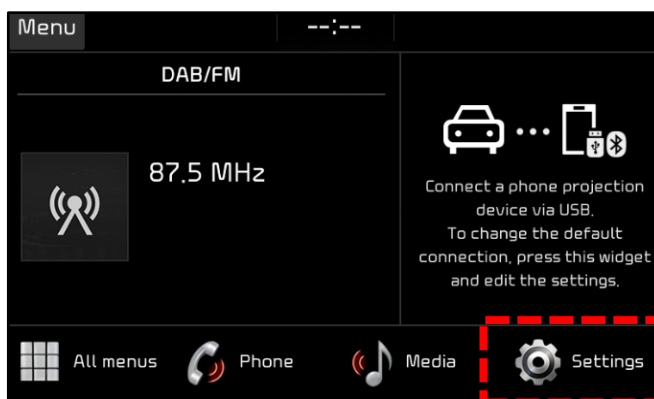
1. Press the 'Start' button to ignition 'ON'.



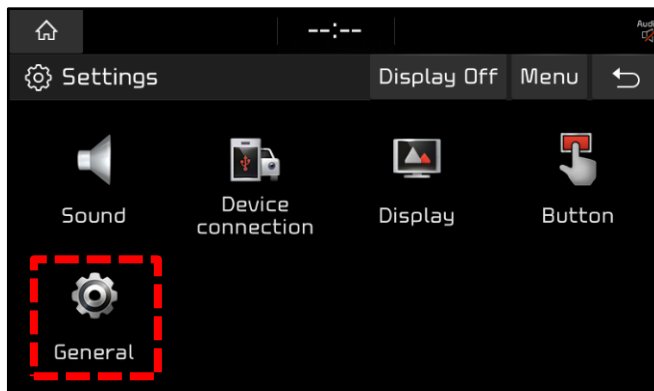
2. Press 'Settings' on the head unit.

* NOTICE

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



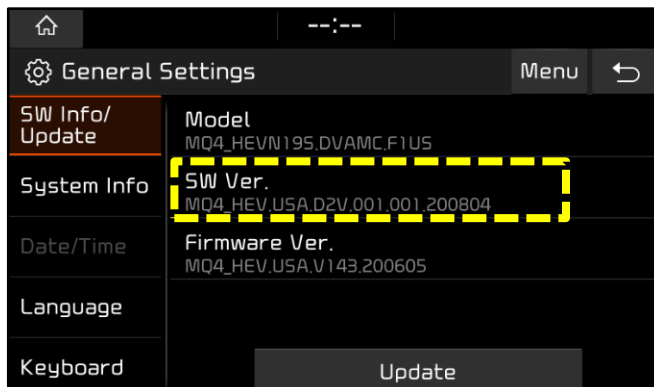
3. Select 'General'.



- 4a. Select 'SW Info/Update'.

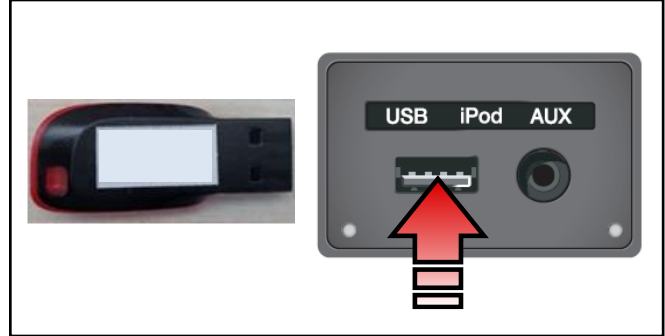
- 4b. Verify that an earlier software version is currently installed. Refer to the "Software Version" table on page 4.

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



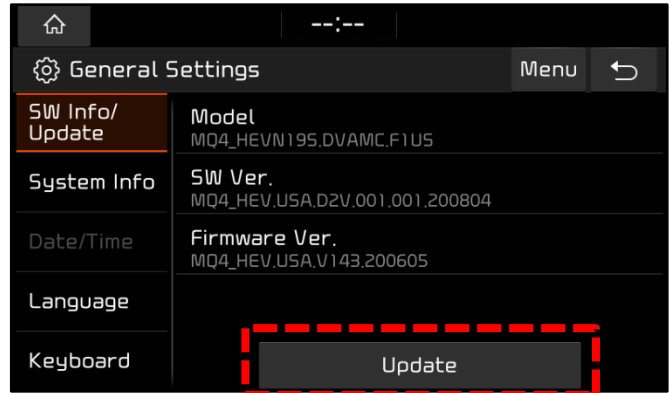
SUBJECT: COMBINATION TSB / SERVICE ACTION: DISPLAY AUDIO 2.0 SOFTWARE UPDATE FOR WIRELESS CARPLAY ISSUE (SA460)

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

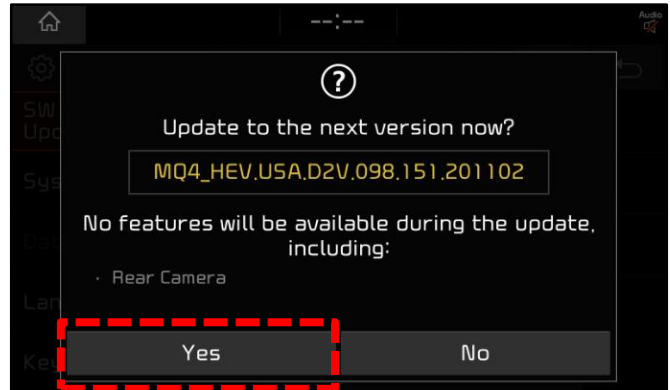


6. Press 'Update'.

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



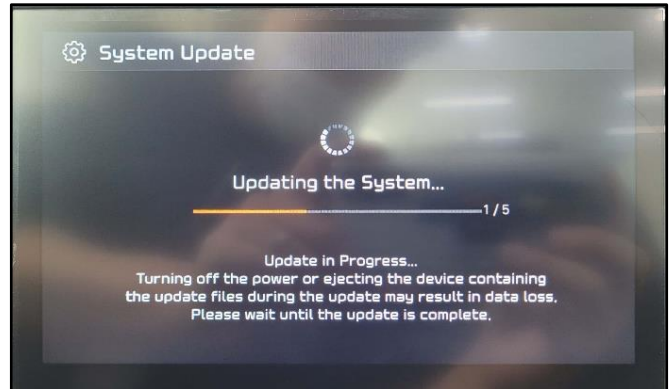
7. Select 'Yes' on the pop-up.



8a. The software update will begin.

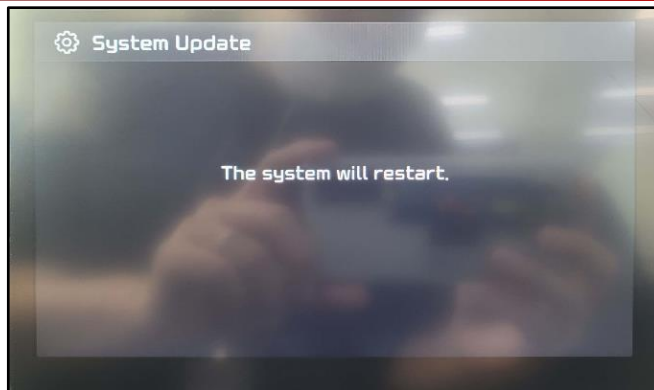
NOTE:

- 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: COMBINATION TSB / SERVICE ACTION: DISPLAY AUDIO 2.0 SOFTWARE UPDATE FOR WIRELESS CARPLAY ISSUE (SA460)

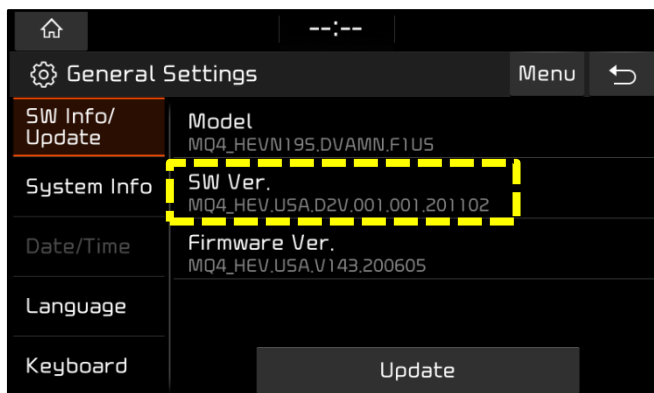
8b. When the update has completed, the image shown at right will appear, and the system will restart automatically.



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.

For Customers:

After the head unit is updated, please inform customers to do the following:

- iPhone:
 - Update to latest iOS available software version.
 - Go to Settings > General > CarPlay and delete all the vehicles previously added.
 - Go to Settings > Bluetooth and delete all the devices.
- Head unit:
 - Go to SETUP > Device Connection > Bluetooth Connection and delete all the paired devices.
 - Go to SETUP > Device Connection > Phone Projection > Apple CarPlay and delete all the paired devices.
- Re-pair the Bluetooth and CarPlay freshly with the vehicle head unit and start using it.

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: COMBINATION TSB / 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: SERVICE ACTION

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			

STANDARD WARRANTY CLAIM INFORMATION:

Use this information only to file a warranty claim for vehicles for which:

1. A customer complains of the same concern, as described on Page 1.
2. The VIN does not appear on the Affected Vehicles list for Service Action 447.
3. The vehicle model year and production date range are as identified in this bulletin.

N Code: H12 C Code: ZZ3

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
DL3a	W	96160 L3700FHL	0	(SA460) D-Audio 2.0 Software Update	96160Q0A	0.3 M/H	N/A	0
MQ4a								
MQ4 (HEV)								

*** NOTICE**

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