



GROUP  
ELE

MODEL  
2022MY Carnival  
(KA4) w/RSE

NUMBER  
236 (Rev 1, 3/29/2021)

DATE  
March 2021

## TECHNICAL SERVICE BULLETIN

SUBJECT: **SERVICE ACTION: RSE S/W UPDATE FOR WRONG LANGUAGE DISPLAY W/BLUETOOTH® SOUND SYNC (SA470)**

### \* 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 Rear Seat Entertainment (RSE) software on some 2022MYCarnival (KA4) vehicles produced from January 4, 2021 through February 26, 2021, which may incorrectly display a Spanish phrase when tapping the Bluetooth® Sound Sync button. To correct this concern, perform the head unit software update procedure outlined in this bulletin to the vehicles. 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 SA470.

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

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## Software Update Procedure:

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



2. Press 'Settings' on the Rear Seat Entertainment (RSE) unit.



3. Press 'System Information'.



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- 4a. Check the ‘**RSE APP**’ software version.
- 4b. Verify that an earlier software version is currently installed.

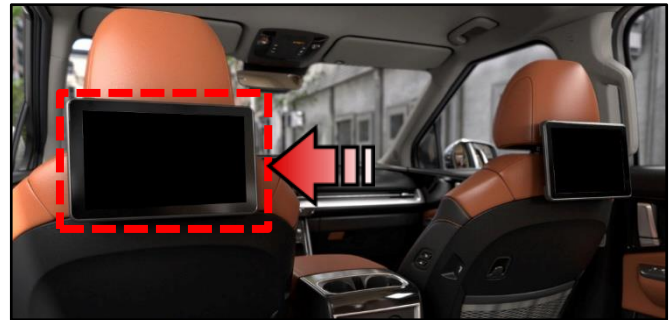
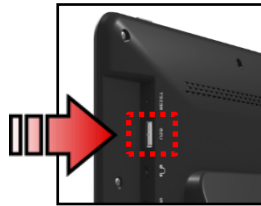
**Note:** Refer to the “Software Version” table below.

If the SW version is older than the “New Version” in the table below, proceed with the update.



Software Version (SW Ver.)	
Current Version (Before Update)	New Version (After Update)
RSE150_KA4_N_US_1.0.0.A_210118	RSE150_KA4_N_US_1.0.0.A_210302

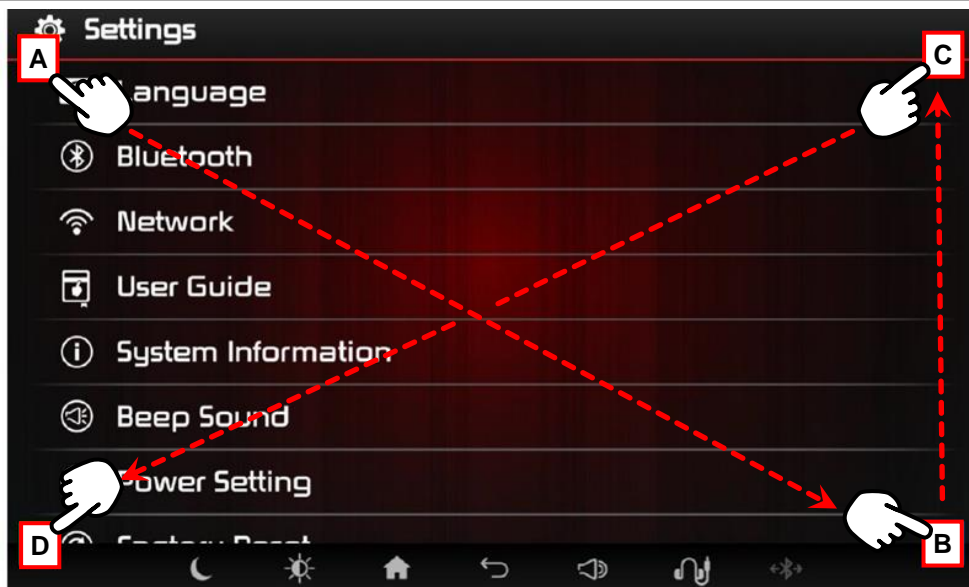
5. Insert one of the USB Flash Drives containing the update into the USB Port of the **LH** side Rear Seat Entertainment (RSE) unit.



6. On the ‘**Settings**’ screen, enter the Engineering Mode by pressing the screen in the locations shown in the following order: **A** → **B** → **C** → **D**.

## \* NOTICE

Press locations A through D without pausing in between for more than 1 second. [Click here for a demonstration.](#)



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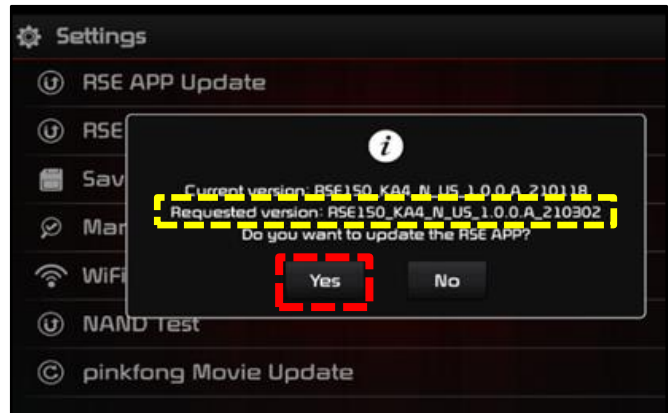
7. Press 'RSE APP Update'.



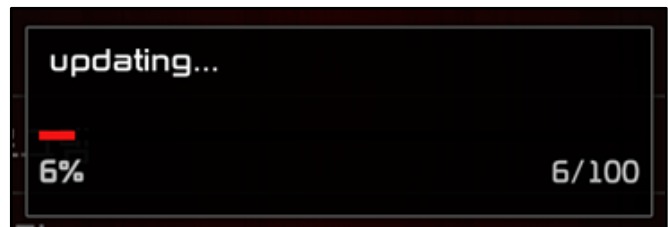
8. On the Pop-up, confirm that the "Requested version" matches the "New Version" in the Software Version table on page 3.

Select 'Yes'.

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

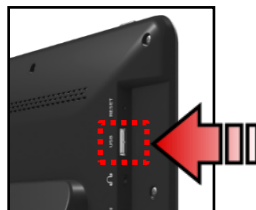
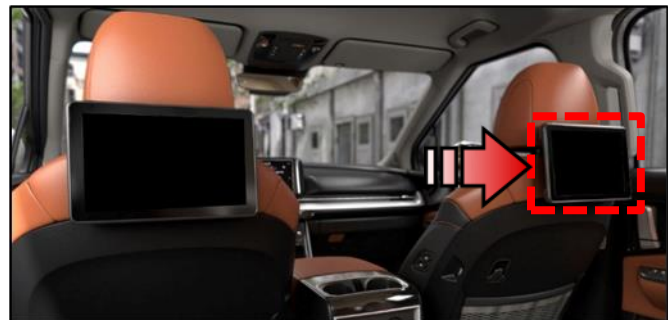


9. The software update will begin.



10. While the LH side RSE unit is updating, insert the second USB drive into the USB port of the **RH** side RSE unit.

**Follow steps 6, 7, and 8** above for the RH side RSE unit.



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11. After updating for a short time, the RSE unit will shut down automatically.  
**This is normal.**



12. During the update, the RSE unit(s) will automatically reboot several times.



12. After the system update is complete, the RSE unit will reboot again.



13. After the final rebooting, the RSE unit will automatically make a Quickboot Image.

### \* NOTICE

Do not remove the USB flash drive yet.



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14. When the update is completed, the Home screen appears.

**Note:** The entire update process takes about 7 minutes to complete.



15. Remove the USB drives from **both** RSE units.

16. Check System Information to confirm the software is now at the latest version.

- Press **'Settings'** on the head unit.



- Press **'System Information'**.



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- Check the '**RSE APP**' software version and confirm it matches the "New Version" in the "Software Version" table on page 3.



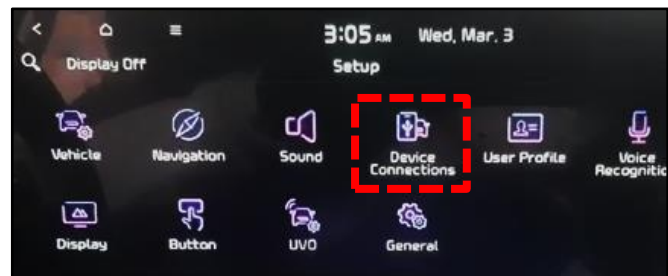
### Resetting Bluetooth® Settings:

**Note:** Resetting the AVN system's Bluetooth ensures a stable Bluetooth connection after the RSE software update.

1. On the AVN head unit, press the '**SETUP**' button.

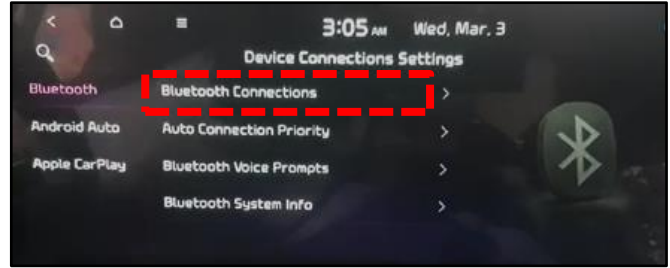


2. Press '**Device Connections**'.

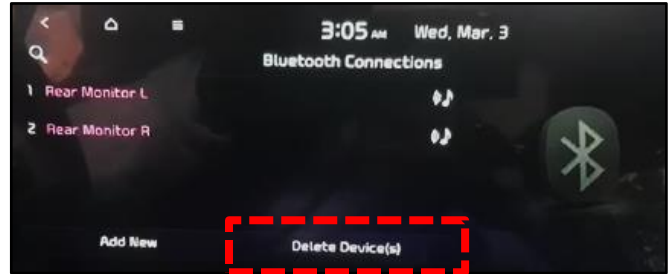


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3. Press **'Bluetooth Connections'**.

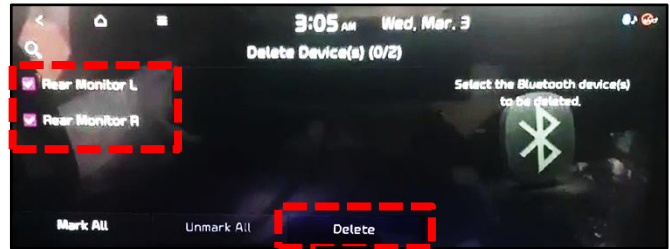


4. Press **'Delete Device(s)'**.



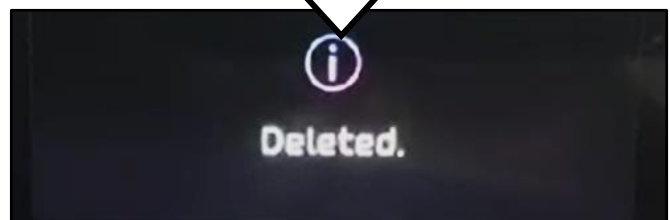
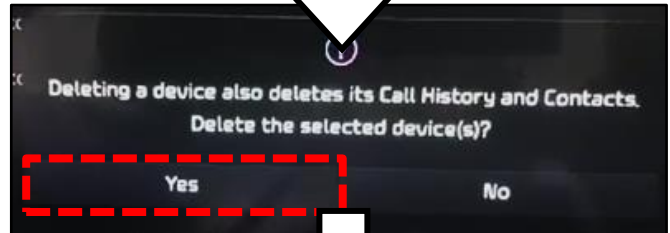
5a. Select both RSE monitors by checking the boxes next to **'Rear Monitor L'** and **'Rear Monitor R'** as shown.

Press **'Delete'**.



5b. Select **'Yes'** on the popup message.

Both monitors will disconnect from the Bluetooth connection.





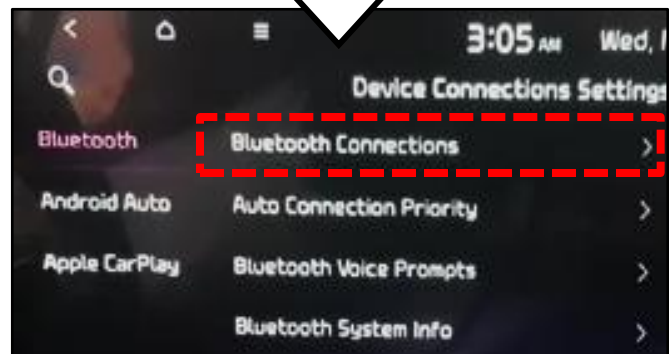
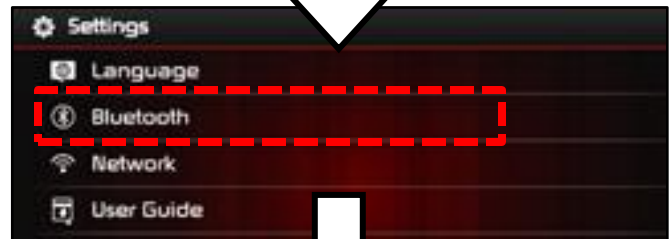
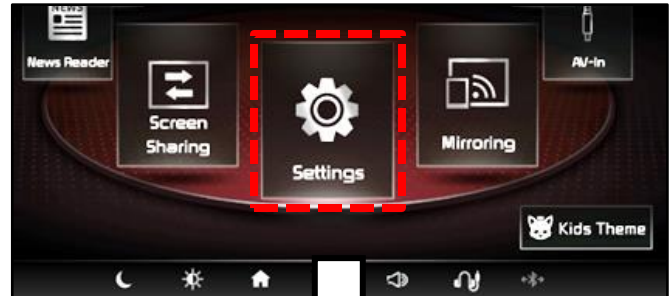
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6. Reconnect the Bluetooth connection of both RSE monitors to the AVN head unit.

On each monitor:

- Press '**Settings**'.
- Press '**Bluetooth**'.
- Press '**Bluetooth Connections**'.
- Complete connection as directed.



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**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Carnival (KA4)	January 4, 2021 to February 26, 2021

**REQUIRED PART:**

Part Name	Figure	Comments	Qty.
USB Drive		<p>Two (2) USB drives were auto-shipped to Dealers and contain the RSE Software Update (Label: RSE150 KA4 N US 1.0.0.A 210302)</p> <p>Additional USB upgrade sticks can be ordered through Motrex America at <a href="mailto:support@motrexusa.com">support@motrexusa.com</a></p>	1 pkg

**WARRANTY INFORMATION**

**N Code: N99 C Code: C99**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	A9965 AP510	0	(SA470) RSE Software Update	210035R0	0.3 M/H	N/A	0

**\* NOTICE**

**VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA470 when accessing the WebDCS system.**

