



GROUP  
ELE

MODEL  
2021MY  
K5 (DL3a)  
Sorento (MQ4) and  
Hybrid (MQ4 HEV)

NUMBER  
229 (Rev 3, 04/09/2021)

DATE  
January 2021

## TECHNICAL SERVICE BULLETIN

SUBJECT:

DISPLAY AUDIO 2.0 VALUE SOFTWARE UPDATE  
FOR WIRELESS CARPLAY IMPROVEMENT

### \* 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 Value head unit, which may exhibit a wireless CarPlay connectivity issue with Apple phones running iOS14 software version. Once the update is performed on the head unit, please follow the instructions 'For Customer' at the end of the procedure in this bulletin.

**Note:** This publication was previously released as a Combination TSB/Service Action SA460 which is now CLOSED and only referred to as TSB ELE229 for claim submission.



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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## DISPLAY AUDIO 2.0 VALUE SOFTWARE UPDATE FOR WIRELESS CARPLAY IMPROVEMENT

### 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.

#### ❗ IMPORTANT

If the USB drive is previously used, be sure to “format” it to “FAT32” prior to use. This will erase all previous content on the drive.

- **Sorento (MQ4a):**  
[http://mobis-sw.akamaized.net/daudio2v\\_usa\\_ios/MQ4.zip](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](http://mobis-sw.akamaized.net/daudio2v_usa_ios/MQ4_HEV.zip)
- **K5 (DL3a):**  
[http://mobis-sw.akamaized.net/daudio2v\\_usa\\_ios/DL3.zip](http://mobis-sw.akamaized.net/daudio2v_usa_ios/DL3.zip)

**Note:** One USB (4GB minimum storage) per vehicle model is required.

- 2a. If you are using internet explorer, it will ask you to save the file.

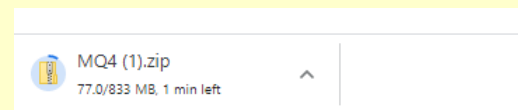
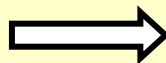
Internet Explorer:

Do you want to save DAUDIO\_A.zip(974MB) file or save?

- 2b. If you are using chrome browser, the download will start automatically at the bottom of the page.

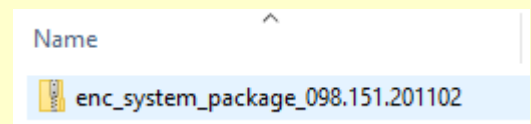
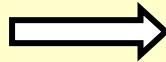
Chrome:

- 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.

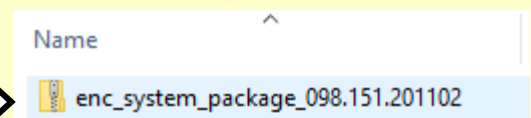
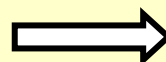
Copy this file to the USB drive.



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



5. Copy this file to the USB drive. **DO NOT unzip/extract this file.**  
**enc\_system\_package\_XXX.XXX.XXXX**  
**XX.zip**



**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.

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### Software Update Procedure:

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



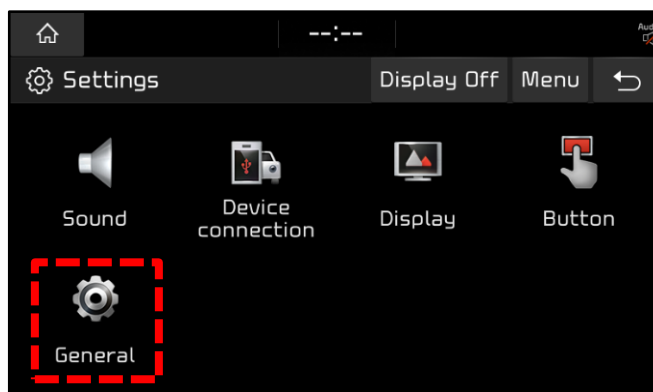
2. Press 'Settings' on the head unit.

### \* NOTICE

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

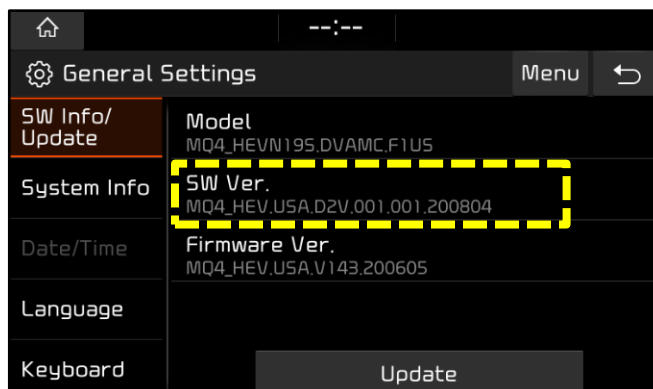


3. Select 'General'.



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

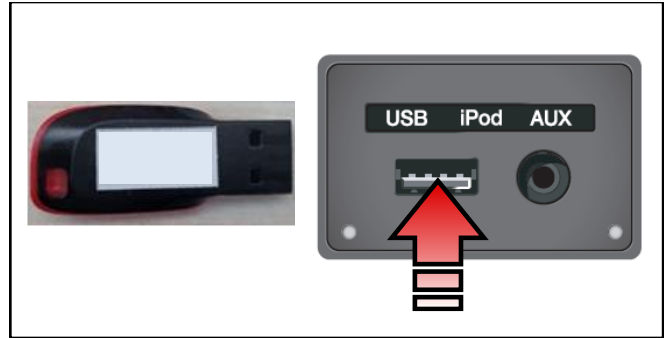
If the SW version is older than the new version in the table, proceed with the update.



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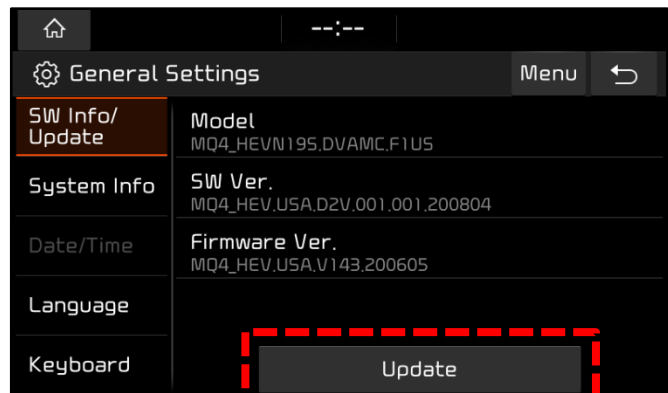
5. Insert USB Flash Drive into the vehicle's USB Port. (Location will vary by model)



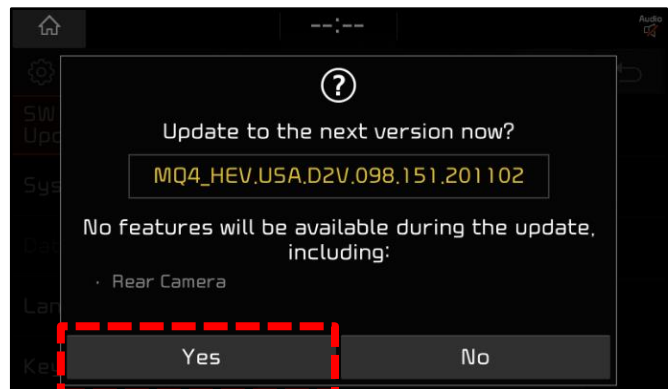
6. Press 'Update'.

### ★ NOTICE

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



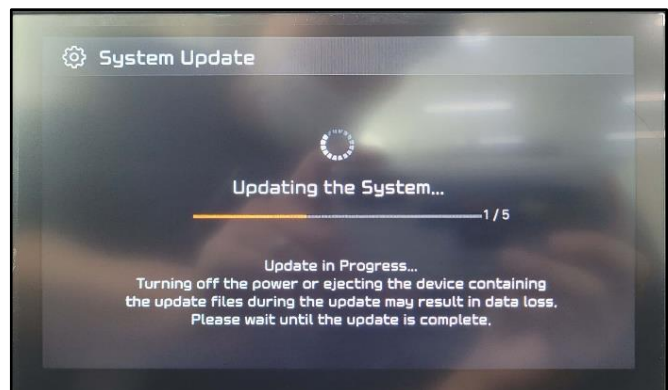
7. Select 'Yes' on the pop-up.



- 8a. The software update will begin.

### NOTE:

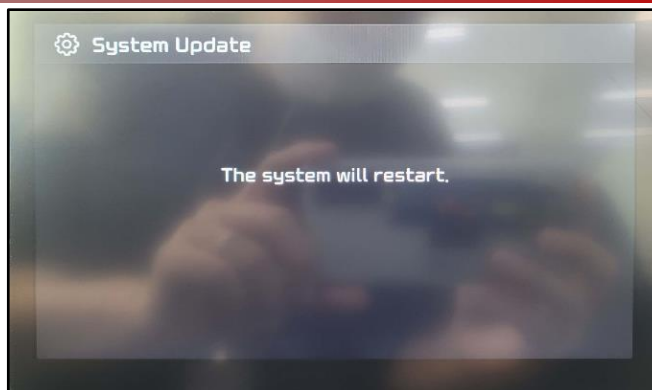
- Wait until the updated is complete, approximately 15 minutes.
- The KIA logo may appear several times, or the display will be black during the update. This is normal.
- System will reboot automatically.



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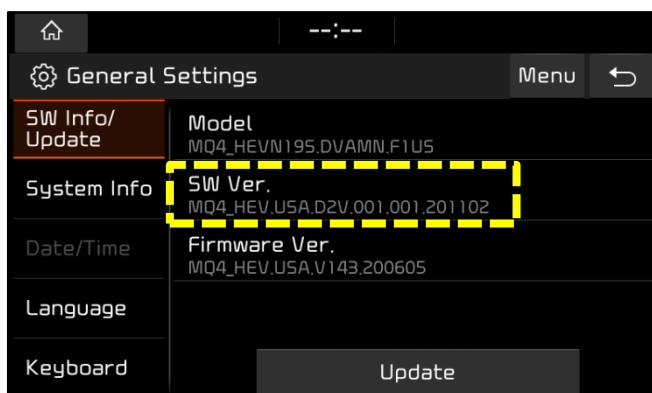
- 8b. When the update has completed, the image shown at right will appear, and the system will restart automatically.



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

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## 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 <b>minimum 4GB</b> 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: 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	D-Audio 2.0 Software Update	96160Q0A	0.3 M/H	N/A	0
MQ4a		96160 R5700FHL						
MQ4 (HEV)		96160 P4700FHL						

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