



GROUP	MODEL
ELE	2022MY Carnival (KA4) w/AVN 5.0W
NUMBER	DATE
249	November 2021

TECHNICAL SERVICE BULLETIN

SUBJECT: **SERVICE ACTION: AVN 5.0W SOFTWARE UPDATE FOR Wi-Fi HOTSPOT FUNCTION (SA488)**

This bulletin provides information to update the AVN 5 Wide software for the Wi-Fi Hotspot function on some 2022MY Carnival (KA4) vehicles, produced from January 15, 2021 through November 10, 2021. If the head unit displays the "UVO" icon instead of the "Data/Network" icon in the 'Setup' menu (shown below), then the software update is required. Follow the procedure outlined in this publication to update the AVN 5 Wide software to setup the Wi-Fi Hotspot function. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

 Shown below: If "Data/Network" appears in Setup menu, then Wi-Fi Hotspot is enabled.	 If "UVO" is displayed instead, then <u>software update is needed</u> .
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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 **SA488**.

A printed copy is for reference only; publication information can be updated at any time. Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

SUBJECT:

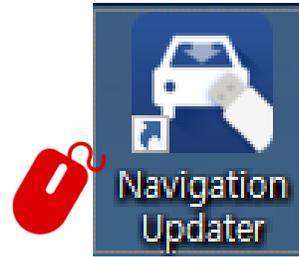
SERVICE ACTION: AVN 5.0W SOFTWARE UPDATE FOR WIFI HOTSPOT FUNCTION (SA488)

Software Download Procedure:

NOTICE

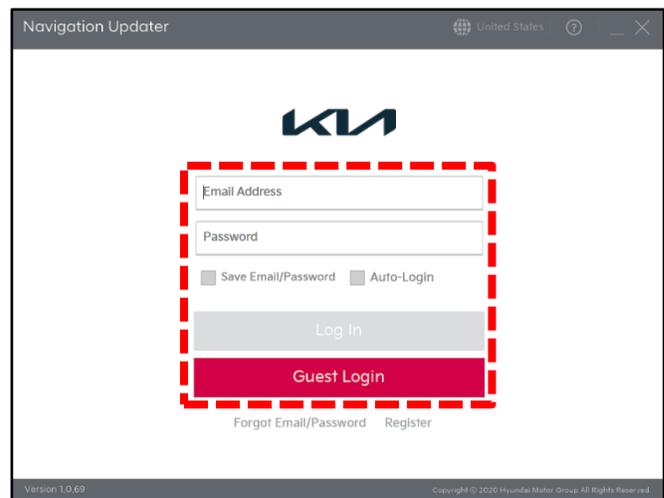
- A laptop or desktop computer is required to download software.
- The update software file can be downloaded from the Navigation Updater Program (NaU).
- File size to be downloaded is 27GB. Be sure to use a USB Drive (new or reformatted) with enough space, **minimum 32GB required, but 64GB is recommended.**

- 1a. Visit the [Kia Navigation Updates](https://update.kia.com) webpage and download the 'Navigation Updater' program.
- 1b. Once installed, open the 'Navigation Updater' program from your device's desktop.

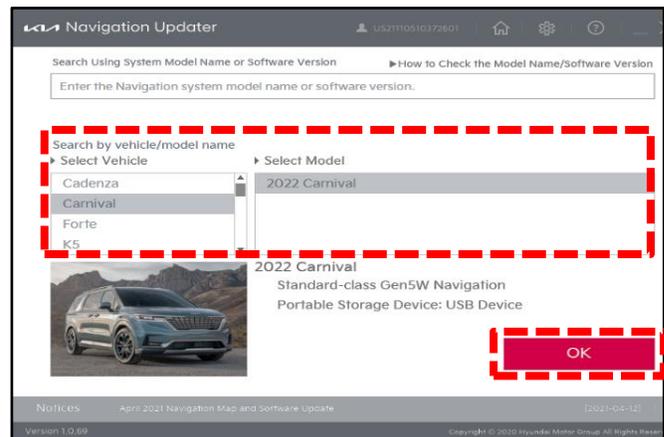


2. Log in to 'Navigation Updater'.

Note: The "Guest Login" may be used if you are not registered.



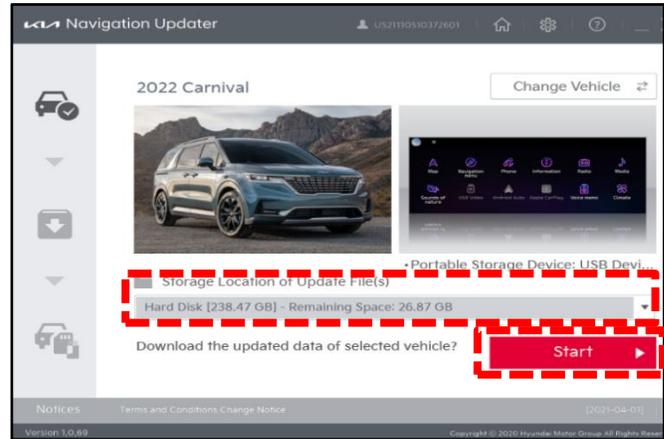
- 3a. Select the applicable vehicle model.
- 3b. Select 'OK'.



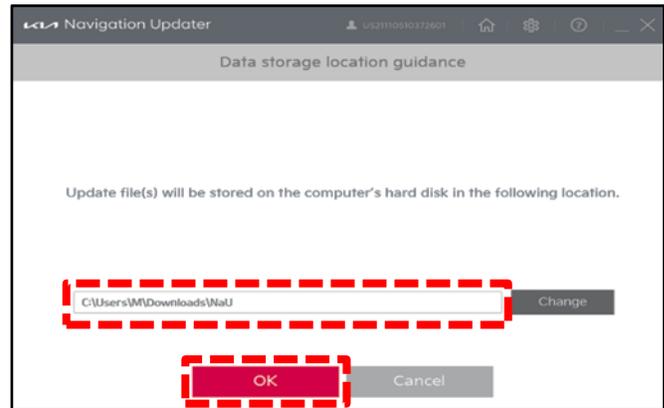
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- 4a. Select 'Hard disk'.
- 4b. Select 'Start'.



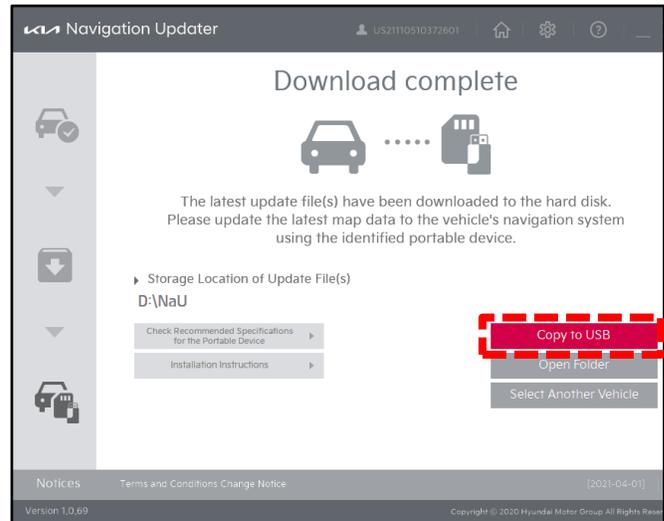
- 5a. Choose the desired location/folder to save the files to on your device.
- 5b. Select 'OK' and wait for download to complete.



- 6a. Insert a new or reformatted USB flash drive to your device (**Minimum 32GB required, 64GB is recommended**)
- 6b. Select 'Copy to USB' to save the downloaded files to the USB drive.

IMPORTANT

If the USB drive was previously used, be sure to "format" it to "FAT32" prior to use. This will delete all previous content on the drive.



Note: For more detailed instructions, go to: <https://update.kia.com/US/EN/navigationUpdate>

- 7. Proceed to the 'Software Update Procedure' on page 4 to install the software to the vehicle.



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Software Update Procedure:

NOTICE

- Confirm a fully charged battery (12.3 volts or higher is necessary) is used.
- **DO NOT** remove the USB drive or turn the ignition 'OFF' or interrupt the power supply during the upgrade.
- Before conducting the update, verify that the software is not the latest version.
- If issues still exist with Wi-fi Hotspot function after the software update, Kia Techline for more information.

1. Press the 'START' button to turn ignition 'ON'. (DO NOT start the engine)



2. Select 'Setup' on the head unit.



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 6.



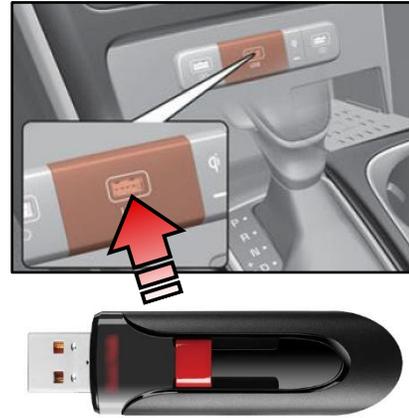
If the SW version is older than the "New Version" in the table, proceed with the update.



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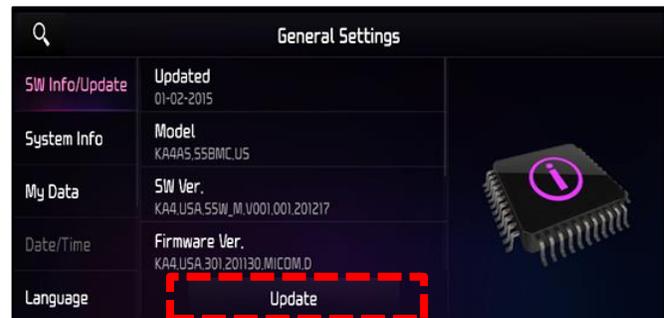
- Insert the USB flash drive containing the downloaded files into the vehicle's USB Port.



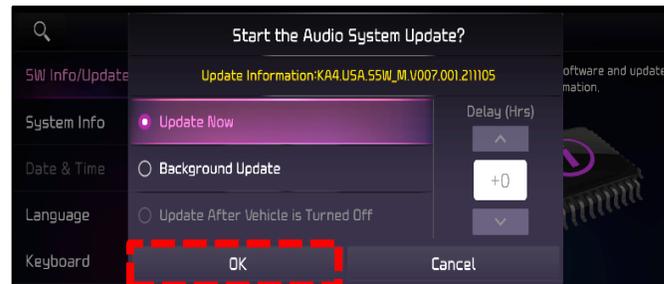
- Select 'Update'.

NOTICE

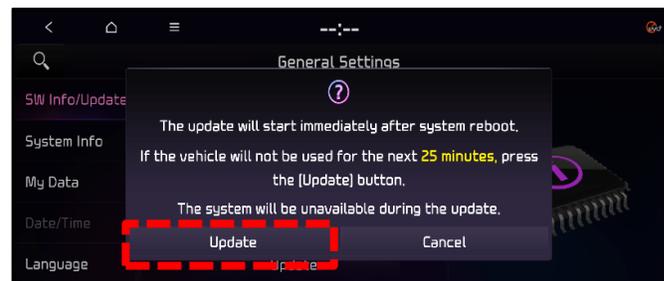
Do NOT remove the USB drive or turn off the ignition during the update.



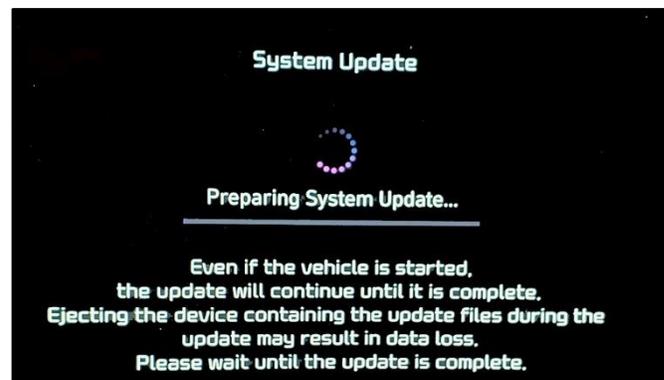
- Select 'OK' on the pop-up message.



- Select 'Update'.



- The software update will begin.
 - Update may take 35 minutes or more.
 - Do **NOT** turn off power or remove the USB drive. Removing it during the update may cause data loss or system failure.
 - There will be multiple occurrences where the Kia logo will appear, or the display will be black during the update process. This is normal.



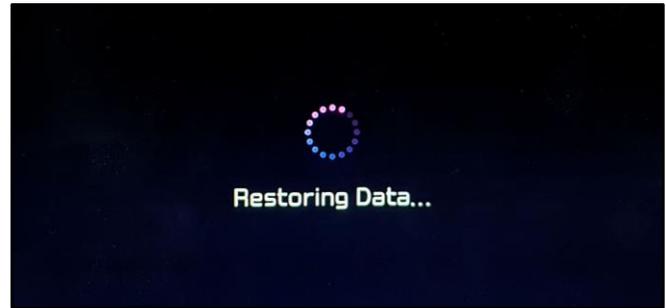
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SUBJECT:

The image shown on the right will appear when the installation is complete. Wait for the system to restart.



After the system reboots once, the 'Restoring Data' message will be displayed. The system will automatically reboot once again.



- 10. After the update is completed, the screen shown on the right will display with the new software version.



- 11. Confirm the new Software Version was installed correctly. Updated software version should be: KA4.USA.S5W_M.V007.001.211116.

Note: Refer to the Software Version table below.



- 12. Remove the USB flash drive from the vehicle.
- 13. Verify normal operation of the head unit.

Model	Software Version (SW Ver.)	
	Current Version	New Version
Carnival (KA4)	KA4.USA.S5W_M.V001.001.210105 or KA4.USA.S5W_M.V001.001.210608 or KA4.USA.S5W_M.V007.001.211103	KA4.USA.S5W_M.V007.001.211116



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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Carnival (KA4)	January 15, 2021 to November 10, 2021

REQUIRED PART:

Part Name	Figure	Comments
USB Drive		<p>Dealers must have 1 USB drive with a minimum 32GB of storage (32GB is required, 64GB is recommended)</p> <p>Reimbursement of \$16 will be credited to each dealer's parts account for the purchase of USB drives.</p>

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	96560 R0710 WK	0	(SA488) Standard AVN 5W Software Update	210157R0	0.7 M/H	N/A	0

📄 NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA488 when accessing the WebDCS system.