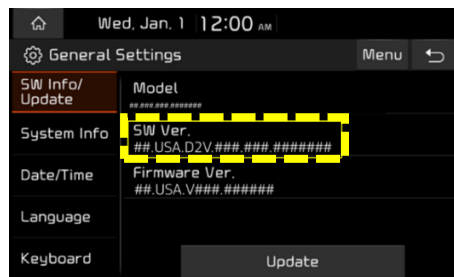# TECHNICAL SERVICE BULLETIN

SUBJECT:

SERVICE ACTION: DA 2.0V SOFTWARE UPDATE FOR WIRELESS APPLE CARPLAY® FUNCTION (SA492)

📄 **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 information to update the Display Audio 2.0V software for the wireless Apple CarPlay® function on the 2022MY models listed below that may exhibit disconnection of wireless phone projection due to interference from wireless signals in certain areas. Follow the procedure outlined in this publication to update the DA 2.0V software to improve wireless Apple CarPlay® function in these situations. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

MY	Model	Production Date Range
2022	Carnival (KA4)	April 9, 2021 - December 30, 2021
	Niro Hybrid (DE HEV)	June 4, 2021 December 31, 2021
	Niro PHEV (DE PHEV)	June 4, 2021 - December 31, 2021
	Seltos (SP2)	January 15, 2021 - December 24, 2021

📄 **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 SA492.

SUBJECT:	SERVICE ACTION: DA2V SOFTWARE UPDATE FOR WIRELESS APPLE CARPLAY® FUNCTION (SA492)

Software Download Procedure:

> ### 📄 NOTICE
>
> - **A laptop or desktop computer is required to download software.**
> - **The update software file can be downloaded from the Mobis website.**
> - **File size to be downloaded is approx. 1 GB (for each model). Be sure to use a USB Drive (new or reformatted) with enough space, minimum 4GB required.**

1. Open a browser and click the required model link (or copy and paste in the address bar) as follows:

    - 22MY Carnival (KA4): https://mobis-sw.akamaized.net/d2v_na_ppswitching/KA4.zip
    - 22MY Niro HEV (DE HEV): https://mobis-sw.akamaized.net/d2v_na_ppswitching/DE_22MY_HEV.zip
    - 22MY Niro PHEV (DE PHEV): http://mobis-sw.akamaized.net/d2v_na_ppswitching/DE_22MY_PHEV.zip
    - 22MY Seltos (SP2): https://mobis-sw.akamaized.net/d2v_na_ppswitching/SP2_22MY.zip

2. Download file to your laptop or device.

    Internet Explorer (shown at right):
    - When Dialog box appears, select "Save" to save file to your hard drive.
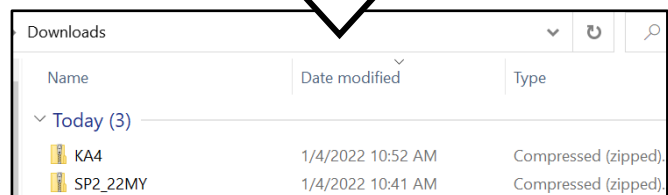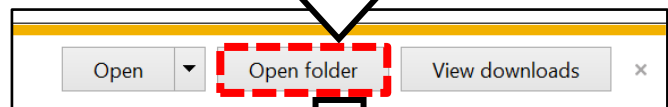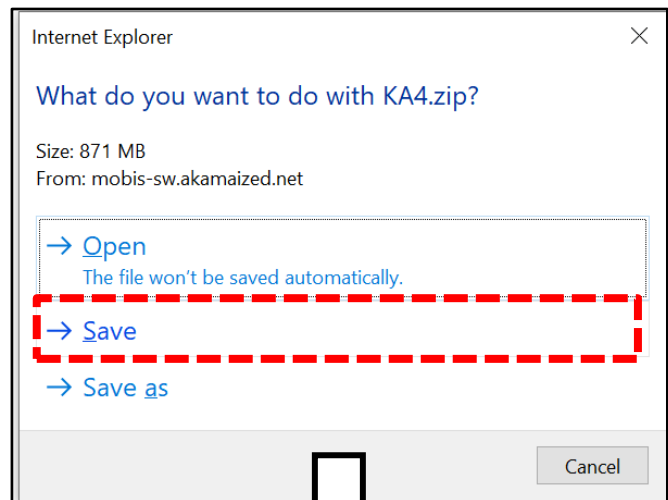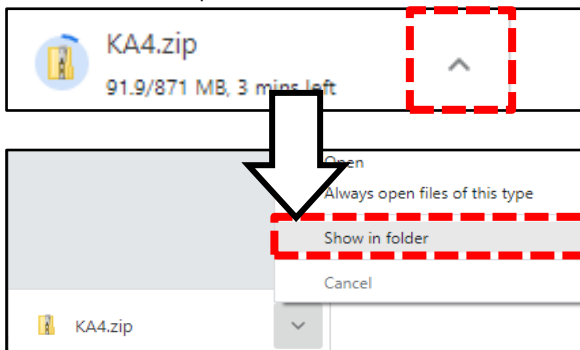   - "Open folder" to view downloaded file.

    Microsoft Edge:
    - Locate Downloads in upper right of screen.
    - Click the folder icon to open the folder where the file is located.

    Google Chrome:
    - Locate Downloads in lower left of screen.
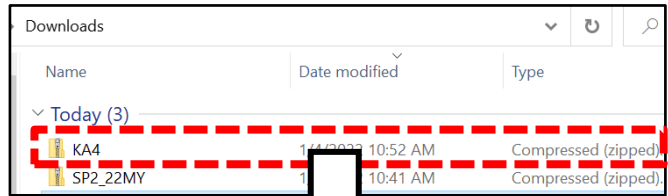   - Click the up arrow, then click "Show in folder" to open the file location.

Printed TSB copy is for reference only; information may be updated at any time. Always refer to KGIS for the latest information.

TSB: SA492 (Rev 1) Multiple Models January 2022

3.   Double-click the desired file to open it.

Note: File for Carnival (KA4) shown at right for example.
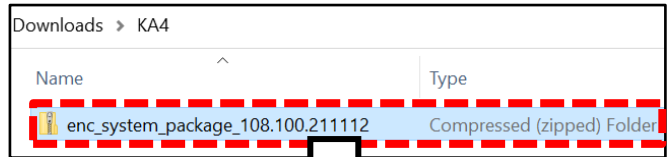
4a.   Insert a new or reformatted USB flash drive to your device (Minimum 4GB required).

4b.   Copy the file to the USB drive.
Note: Do NOT open this file.

Note: Example (shown at right), for Carnival (KA4), copy the file named:
"enc_system_package_108.100.211112".

ⓘ **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.

5.   Proceed to the 'Software Update Procedure' on page 4 to install the software to the vehicle.
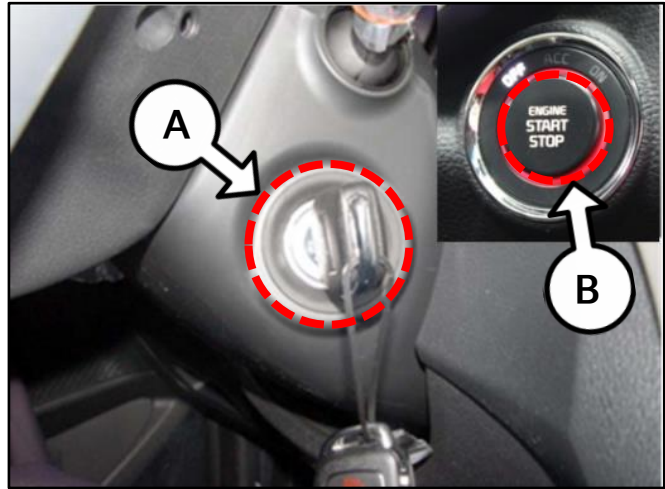
Printed TSB copy is for reference only; information may be updated at any time. Always refer to KGIS for the latest information.

TSB: SA492 (Rev 1) Multiple Models January 2022

SUBJECT:
SERVICE ACTION: DA2V SOFTWARE UPDATE
FOR WIRELESS APPLE CARPLAY® FUNCTION (SA492)
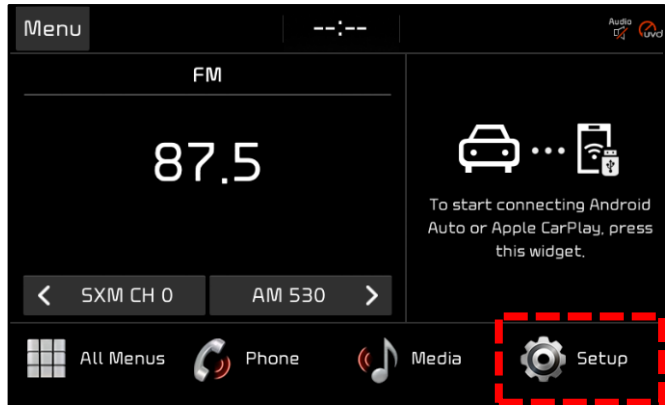
Software Update Procedure:

> 📄 **NOTICE**
>
> - **DO NOT remove the USB drive or turn the ignition 'OFF' <u>or</u> interrupt the power supply during the update.**
> - **Before conducting the update, verify that the software is <u>not</u> the latest version.**
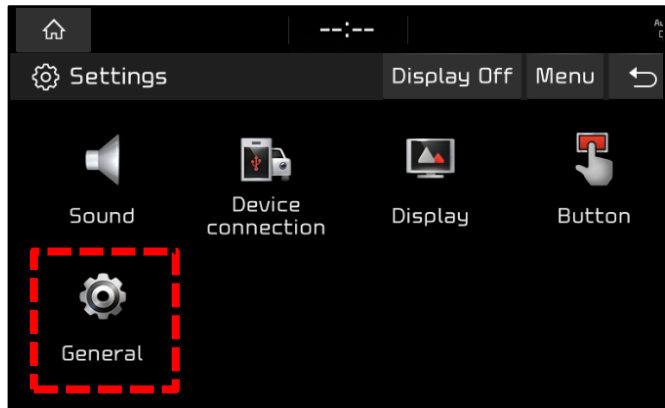
1. Turn ignition **'ON'** by using the key (A) or by pressing the **'START'** button (B).

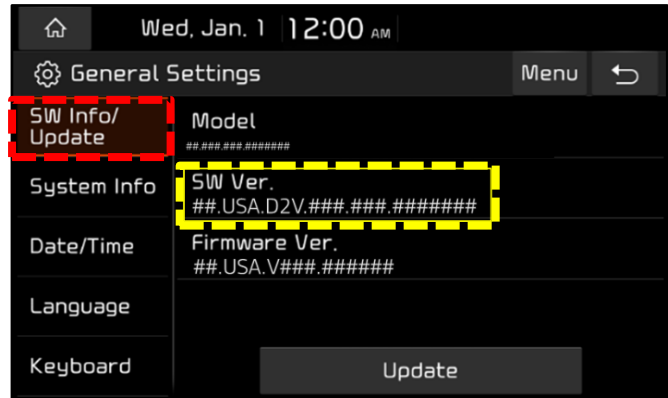2. Select **'Setup'** on the head unit.

3. Select **'General'**.

SUBJECT:

SERVICE ACTION: DA2V SOFTWARE UPDATE
FOR WIRELESS APPLE CARPLAY® FUNCTION (SA492)

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

4b. Verify that an earlier software version is currently installed. **Refer to the "Software Version" table on page 6.**

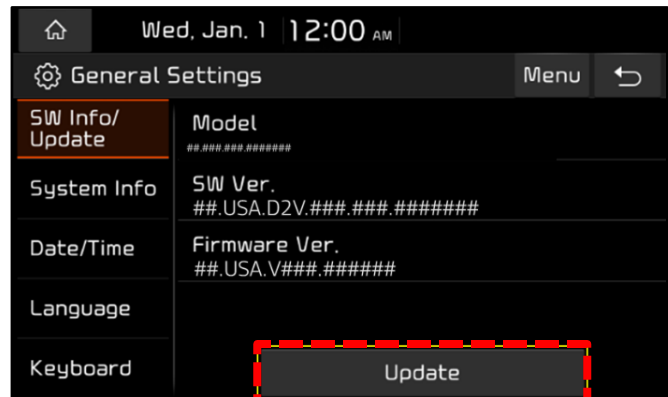If the SW version is older than the "New Version" in the table, proceed with the update.

5. Insert the USB flash drive containing the downloaded files into the vehicle's USB Port.
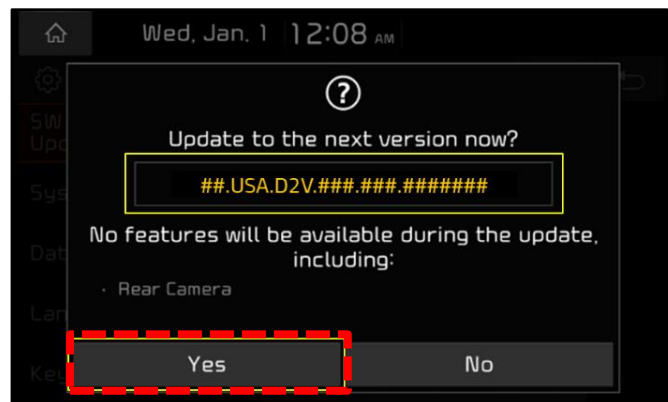
Note: Carnival shown for example.

6. Select **'Update'**.

> 📄 **NOTICE**
>
> **Do NOT remove the USB drive or turn off the ignition during the update.**
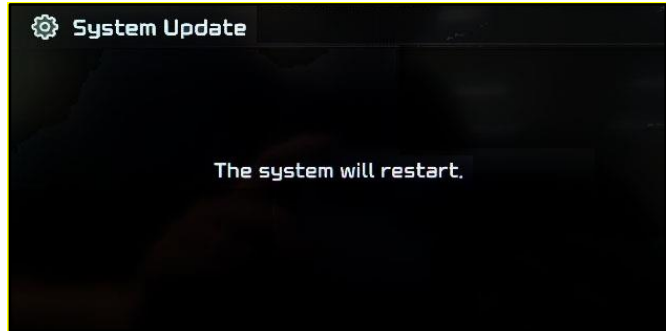

7. Select **'Yes'** on the pop-up message.

---

8. The software update will begin.

   - Update will take approximately 15 minutes.
   - 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.
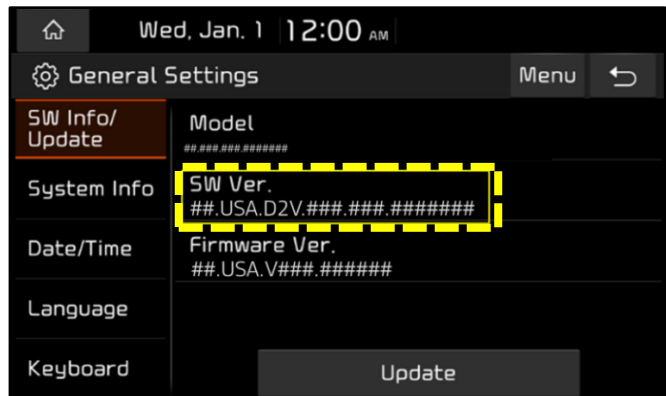
   The image shown on the right will appear when the installation is complete. Wait for the system to restart.

9. After the update is completed, confirm the new Software Version was installed correctly.

   Note:
   - Refer to steps 1-4 to go to the SW Info/Update screen.
   - Refer to the Software Version table below.

10. Remove the USB flash drive from the vehicle.

11. Verify normal operation of the head unit.

Model	Part No.	Software Version (SW Ver.)	
		Current Version	New Version
22MY Carnival (KA4)	96160 R0700 96160 R0710	KA4.USA.D2V.001.001.201217 through KA4.USA.D2V.001.001. 210618	KA4.USA.D2V.001.001.211112
22MY Niro HEV (DE HEV)	96160 G5UB0 96160 G5UD0 96160 G5UE0	DE_22MY_HEV.USA.D2V.001.001.210416 through DE_22MY_HEV.USA.D2V.001.001.210617	DE_22MY_HEV.USA.D2V.002.001.211116
22MY Niro PHEV (DE PHEV)	96160 G5XB0 96160 G5XD0	DE_22MY_PHEV.USA.D2V.001.001.210416 through DE_22MY_PHEV.USA.D2V.001.001.210617	DE_22MY_PHEV.USA.D2V.002.001.211116
22MY Seltos (SP2)	96160-Q5660	SP2_22MY.USA.D2V.001.001.210215 SP2_22MY.USA.D2V.001.001.210617	SP2_22MY.USA.D2V.001.001.211112

SUBJECT:

SERVICE ACTION: DA2V SOFTWARE UPDATE
FOR WIRELESS APPLE CARPLAY® FUNCTION (SA492)

AFFECTED VEHICLE RANGE:

Model Year	Model	Production Date Range
2022	Carnival (KA4)	April 9, 2021 - December 30, 2021
	Niro Hybrid (DE HEV)	June 4, 2021 - December 31, 2021
	Niro PHEV (DE PHEV)	June 4, 2021 - December 31, 2021
	Seltos (SP2)	January 15, 2021 - December 24, 2021

REQUIRED PART:

Part Name	Figure	Comments
USB Drive		Dealers must have 4 USB drives with a **minimum 4GB** of storage <u>each</u> Dealers will receive a one-time reimbursement for the purchase of USB drives. **A credit of $32.00 will be issued in the January parts statement.**

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	96160 Q5660DHV	0	(SA492) DA 2.0V Software Update	220001R0	0.3 M/H	N/A	0

> 📄 **NOTICE**
>
> **VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference <u>SA492</u> when accessing the WebDCS system.**