TECHNICAL SERVICE BULLETIN

SUBJECT:

SERVICE ACTION: DA 2.0V SOFTWARE UPDATE FOR KIA ACCESS APP MISSING ODOMETER READING (SA493)

This bulletin provides information to update the Display Audio 2.0 Value software on some 2021-2022MY Niro EV, HEV and PHEV models listed below, which may not report/display the odometer reading through the Kia Access App (a Connected Car Telematics app). The odometer reading displayed on the vehicle is not affected. Follow the procedure outlined in this publication to update the DA 2.0V software to resolve this condition. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

MY	Model	Production Date Range
2021	Niro EV (DE EV)	January 14, 2021 through May 18, 2021
2021	Niro HEV & PHEV (DE P/HEV)	January 13, 2021 through May 27, 2021
2022	Niro EV (DE EV)	July 20, 2021. through January 21, 2022
2022	Niro HEV & PHEV (DE P/HEV)	June 4, 2021 through January 13, 2022

> 📄 **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 SA493.**

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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, <u>minimum 4GB required</u>. (SanDisk® brand recommended.)

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

   - 2021MY Niro HEV/PHEV/EV (DE HEV/PHEV/EV):

     http://mobis-sw.akamaized.net/ded2v_na_odometer/DE21MY_HEV_PHEV_EV.zip

   - 2022MY Niro HEV/PHEV/EV (DE HEV/PHEV/EV):

     http://mobis-sw.akamaized.net/ded2v_na_odometer/DE22MY_HEV_PHEV_EV.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.
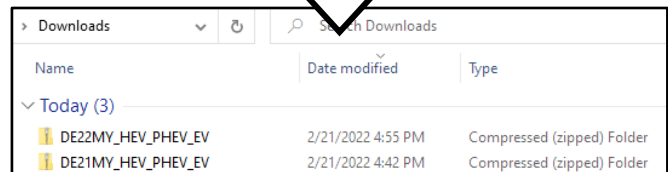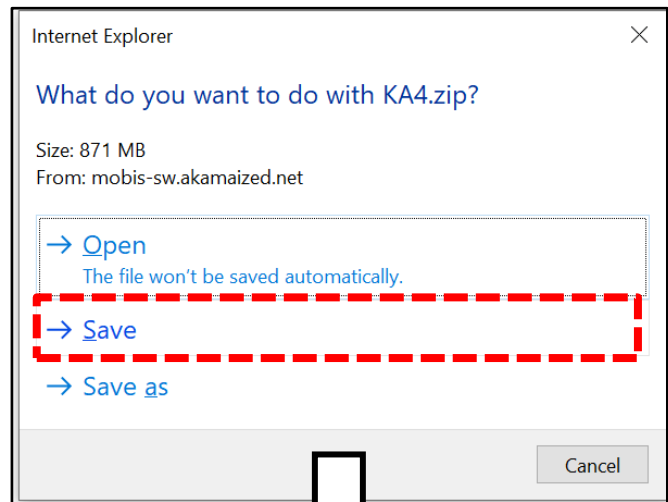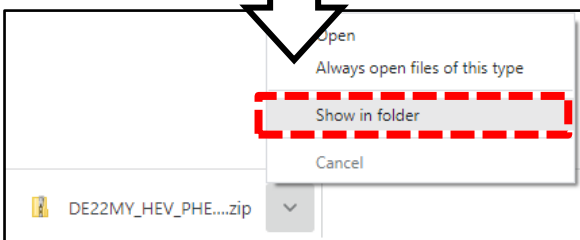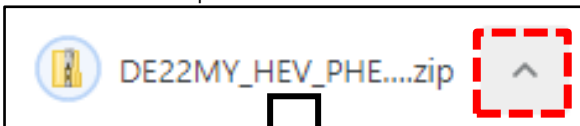   - "Open folder" to view downloaded file.

   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.

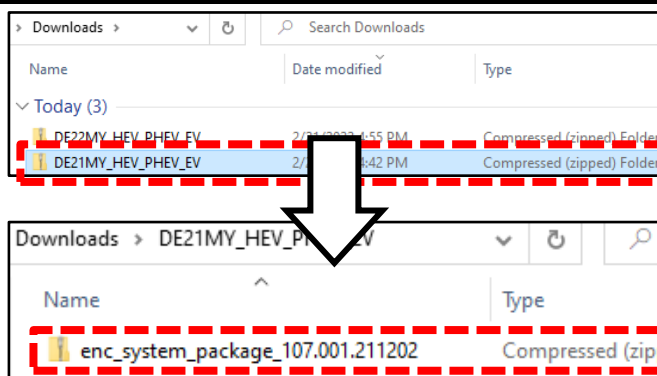NOTE: Images shown are for demonstration purposes only.

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

- 2021MY DE HEV/PHEV/EV:
  enc_system_package_107.001.211202.zip

- 2022MY DE HEV/PHEV/EV:
  enc_system_package_111.004.211116.zip

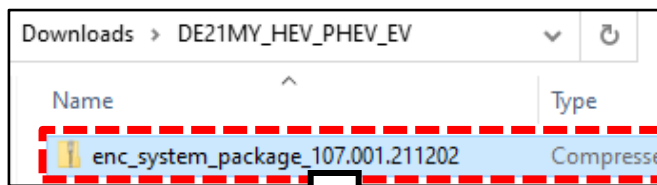Note: File for 2021MY shown at right for example.

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 2021MY, copy the file named:
"enc_system_package_107.001.211202".

ⓘ 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.

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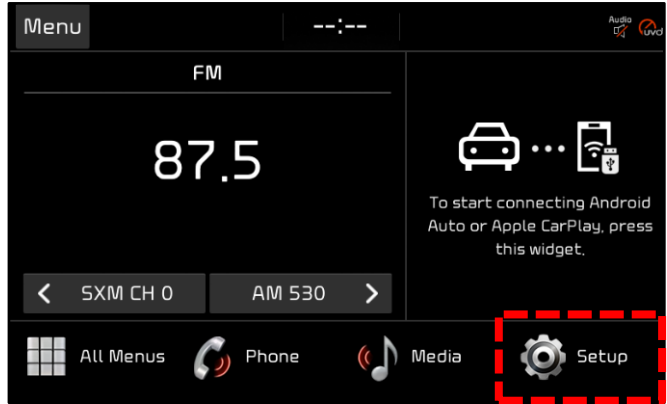| SUBJECT:	SERVICE ACTION: DA 2.0V SOFTWARE UPDATE FOR KIA ACCESS APP MISSING ODOMETER READING (SA493)

Software Update Procedure:

> ### 📄 NOTICE
>
> - **Confirm the 12V battery is sufficiently charged to ensure a steady power supply.**
> - **DO NOT remove the USB drive or turn the ignition 'OFF' or interrupt the power supply during the update.**
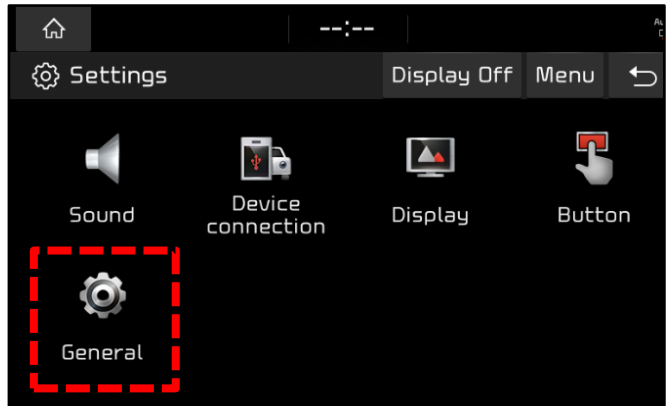> - **Before conducting the update, verify that the software is not the latest version.**

1. Turn ignition **'ON'** by pressing the **'START'** button (A).
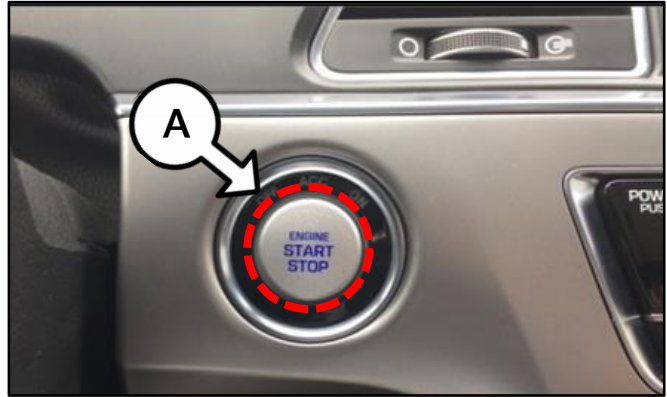
2. Select **'Setup'** on the head unit.


3. Select **'General'**.

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

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

Note: 2021MY Niro EV shown at right for example.

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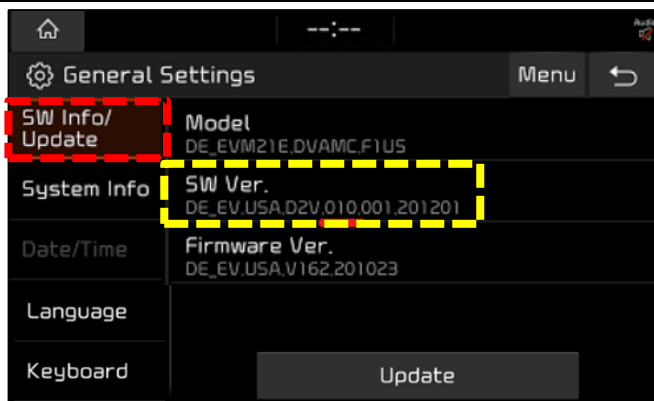

ⓘ IMPORTANT

Be careful to install the USB drive with the <u>correct</u> model year software of the vehicle you are updating. Refer to the images below for help identifying the model year by the SW version displayed in the vehicle. Installing software for the incorrect model year may cause other issues, such as unusual noises from the HVAC system.

2021MY Niro HEV/PHEV/EV: Can be identified by ".**010**" after "**D2V**" in SW Version.

2022MY Niro HEV/PHEV/EV: Can be identified by beginning digits "**DE_22MY**" in SW Version.
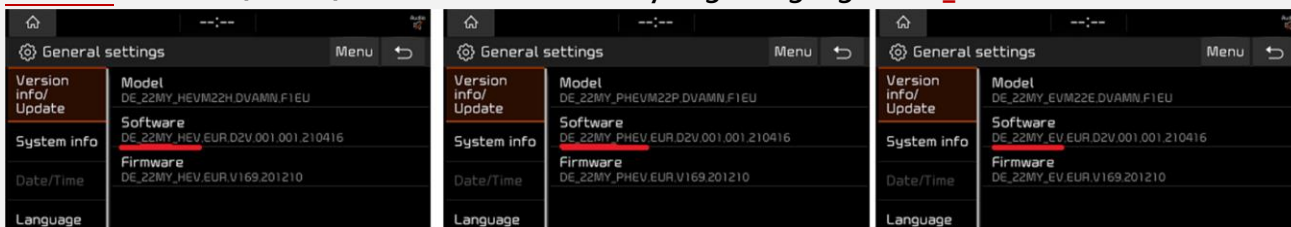
5. Insert the USB flash drive containing the downloaded files into the vehicle's USB Port.
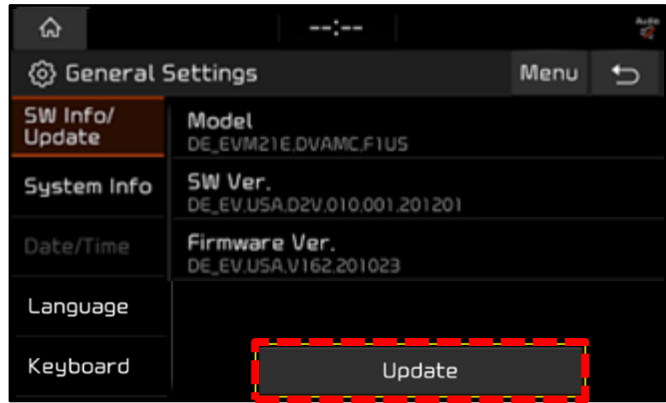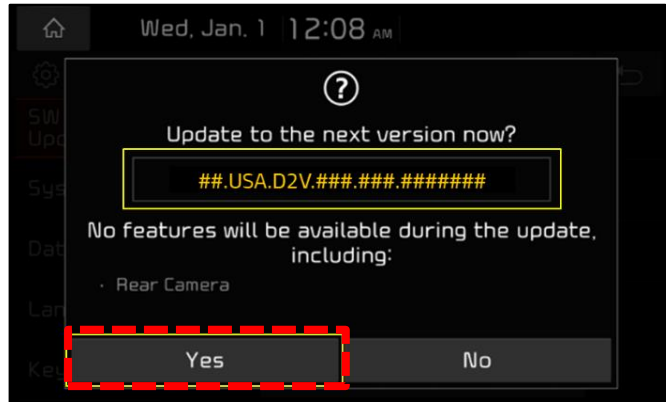
Note: Niro HEV shown at right for example.

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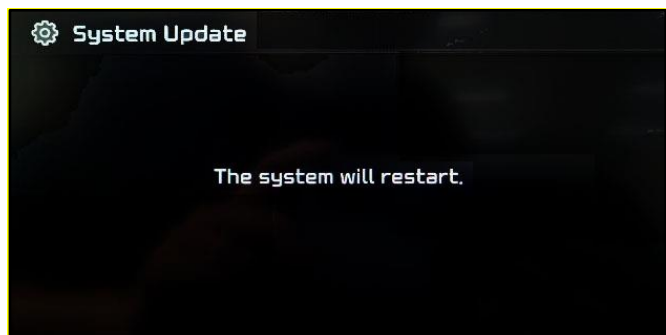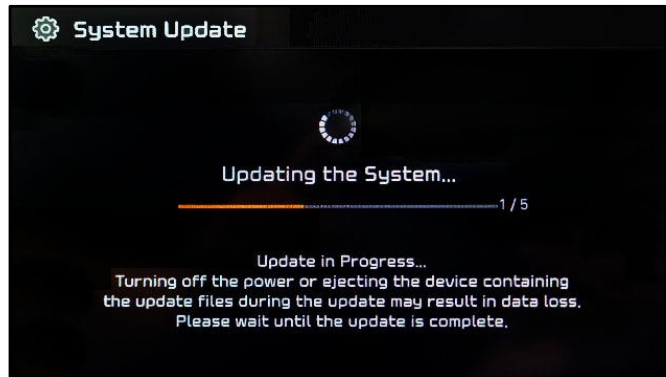
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9. After the update is completed, confirm the new Software Version was installed correctly.

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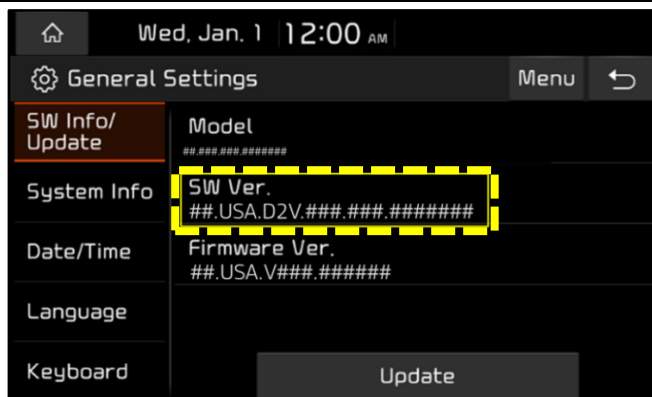   - Refer to steps 1-4 to go to the SW Info/Update screen.
   - Refer to the Software Version table below.

10. Remove the USB flash drive from the vehicle.

11. Verify normal operation of the head unit and that the Kia Access App displays the odometer reading correctly.

Model	Part No.	Software Version (SW Ver.)	
		Current Version	New Version
2021MY Niro HEV (DE HEV)	96160-G5LC0 96160-G5LD0	DEPE_HEV.USA.D2V.010.001.201201 through DEPE_HEV.USA.D2V.010.002.210201	DEPE_HEV.USA.D2V.010.002.211202
2021MY Niro PHEV (DE PHEV)	96160-G5PC0 96160-G5PD0	DEPE_PHEV.USA.D2V.010.001.201201 through DEPE_PHEV.USA.D2V.010.002.210201	DEPE_PHEV.USA.D2V.010.002.211202
2021MY Niro EV (DE EV)	96160-Q4650 96160-Q4660	DEPE_EV.USA.D2V.010.001.201201 through DEPE_EV.USA.D2V.010.002.210201	DE_EV.USA.D2V.010.002.211202
2022MY Niro HEV (DE HEV)	96160-G5UC0 96160-G5UD0	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
2022MY Niro PHEV (DE PHEV)	96160-G5XC0 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
2022MY Niro EV (DE EV)	96160-Q4950 96160-Q4960	DE_22MY_EV.USA.D2V.001.001.210416 through DE_22MY_EV.USA.D2V.001.001.210617	DE_22MY_EV.USA.D2V.002.001.211116

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AFFECTED VEHICLE RANGE:

Model Year	Model	Production Date Range
2021	Niro EV (DE EV)	January 14, 2021 to May 18, 2021
	Niro HEV & PHEV (DE P/HEV)	January 13, 2021 to May 27, 2021
2022	Niro EV (DE EV)	July 20, 2021. to January 21, 2022
	Niro HEV & PHEV (DE P/HEV)	June 4, 2021 to January 13, 2022

REQUIRED PART:

Part Name	Figure	Comments
USB Drive (SanDisk® brand recommended)		Dealers must have 2 USB drives with a **minimum 4GB** of storage each Dealers will receive a one-time reimbursement for the purchase of USB drives. **A credit of $16.00 will be issued in the March 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 G5LD0	0	(SA493) DA 2.0V Software Update	220019R0	0.3 M/H	N/A	0

> 📄 **NOTICE**
>
> **VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA493 when accessing the WebDCS system.**

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