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|--------|---|
| GROUP | MODEL |
| ELE | 2022-2023MY Carnival (KA4) w/AVN 5.0W & RSE |
| NUMBER | DATE |
| 266 | October 2022 |

TECHNICAL SERVICE BULLETIN

SUBJECT:

AVN 5.0W SOFTWARE UPDATE FOR NETFLIX & Wi-Fi HOTSPOT FUNCTIONS ON RSE

This bulletin provides information to update the AVN 5 Wide software to improve Netflix and Wi-Fi functionality on some 2022-2023MY Carnival (KA4) vehicles, produced from January 4, 2021 through August 12, 2022, which may have issues with Netflix not working or Wi-Fi Hotspot not connecting on the Rear Seat Entertainment (RSE) system. Follow the procedure outlined in this publication to update the AVN 5 Wide software with the supplied USB drives and improve Netflix and Wi-Fi Hotspot functions with RSE.

Error Message with Netflix Running in RSE

Please make sure that your device has network connectivity and the Date and Time settings are accurate. (-3)

OK

NOTICE

This TSB only applies to Netflix or Wi-Fi hotspot inoperative with Rear Seat Entertainment (RSE). It does not apply to similar issues with another device such as a smartphone or tablet.

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Software Update Procedure:

NOTICE

- Confirm a fully charged battery is used (12.3 volts or higher is necessary).
- **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.
- If issues still exist with Netflix or Wi-Fi Hotspot function after the software update, contact Kia Techline for more information.

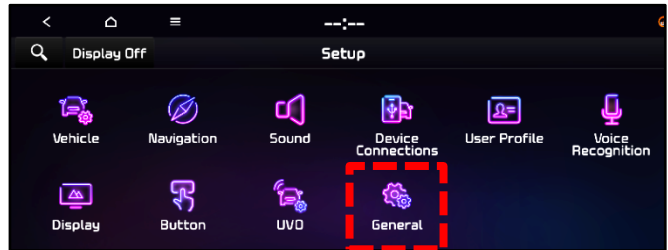
1. Press the 'START' button to turn ignition 'ON'.
(DO NOT start the engine)



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 4.

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



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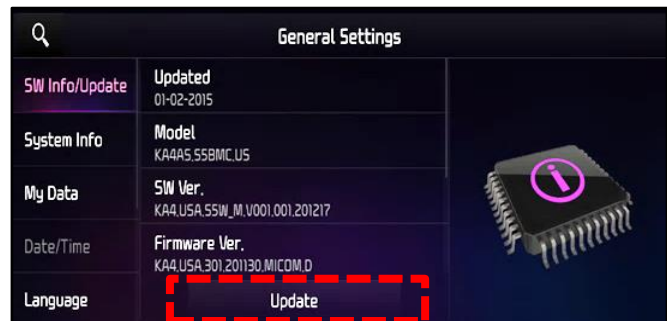
- Insert the supplied USB flash drive containing the downloaded files into the vehicle's USB port.



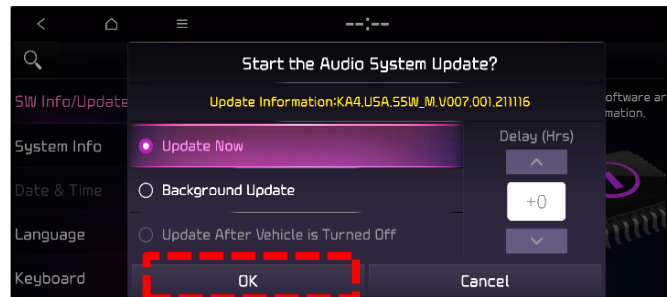
- Select 'Update'.

NOTICE

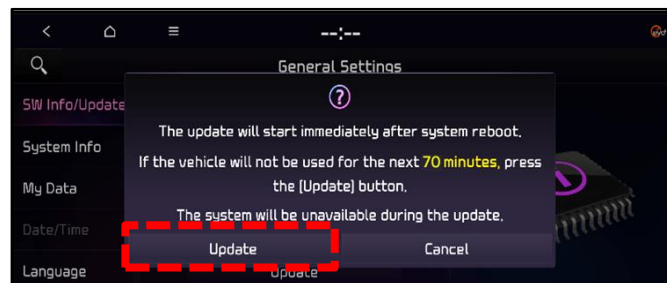
Do NOT remove the USB drive or turn off the ignition during the update.



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

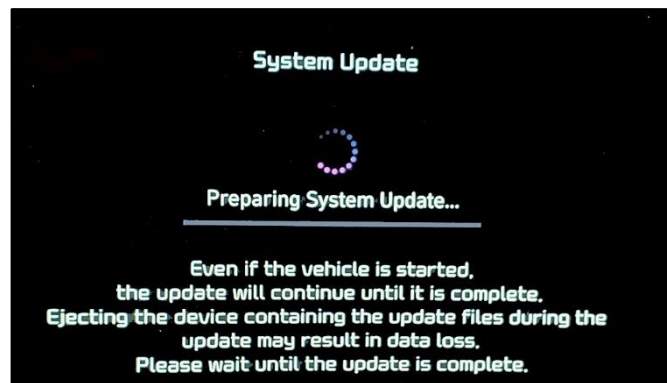


- Select 'Update'.



- The software update will begin.

- Update may take 70 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.

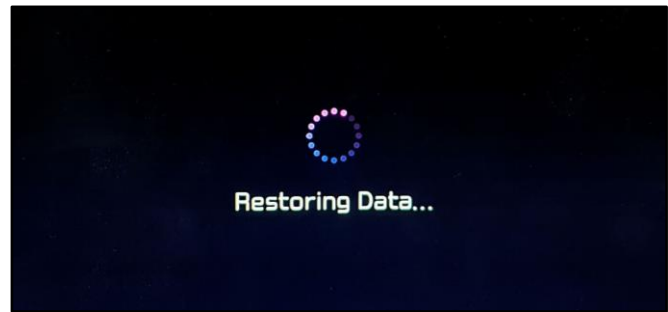


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The image shown on the right will appear when the installation is complete. Wait for the system to restart.



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



Select 'OK' on the "Update Completed" pop-up message.

- 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.V008.001.220603 (or later)**

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.V007.001.211103 or KA4.USA.S5W_M.V007.001.211116 or KA4.USA.S5W_M.V007.001.211123 or KA4.USA.S5W_M.V007.001.211130 | KA4.USA.S5W_M.V008.001.220603 (or later) |





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AFFECTED VEHICLE RANGE:

| Model | Production Date Range |
|----------------|-------------------------------------|
| Carnival (KA4) | January 4, 2021 to October 29, 2021 |

REQUIRED TOOL:

| Part Name | Figure | Comments |
|----------------------|---|---|
| USB Drive* (22MY) |  | Two (2) USB drives were auto-shipped to Dealers. <ul style="list-style-type: none"> <u>KA4 s/w update</u> - Use for 22MY <u>KA4 23MY s/w update</u> - Use for 23MY |
| USB Drive (23MY) |  | |

***Note:** The USB Drive labeled "KA4 s/w update" is also used for SA504.

If a 2022MY vehicle was previously completed under SA504, it does not need to be applied again.

WARRANTY INFORMATION:

N Code: M56 C Code: ZZ3

| Claim Type | Causal P/N | Qty. | Repair Description | Labor Op Code | Op Time | Replacement P/N | Qty. |
|------------|-------------|------|---------------------------------|---------------|---------|-----------------|------|
| W | A9965 AP510 | 0 | Standard AVN 5W Software Update | A22035R0 | 0.3 M/H | N/A | 0 |

