



GROUP	MODEL
ELE	2022MY Carnival (KA4) w/AVN 5.0W
NUMBER	DATE
258 (Rev 1, 01/18/2023)	August 2022

TECHNICAL SERVICE BULLETIN

SUBJECT:

SERVICE ACTION: AVN 5.0W SOFTWARE UPDATE FOR Wi-Fi FUNCTIONALITY (SA504)

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 AVN 5 Wide software to improve Wi-Fi functionality on some 2022MY Carnival (KA4) vehicles, produced from January 19, 2021 through October 29, 2021, which have no Wi-Fi Hotspot capability through the head unit. Follow the procedure outlined in this publication to update the AVN 5 Wide software with the supplied USB drive and improve the Wi-Fi functionality. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



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 SA504.

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.

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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 Wi-fi Hotspot function after the software update, contact Kia Techline for more information.

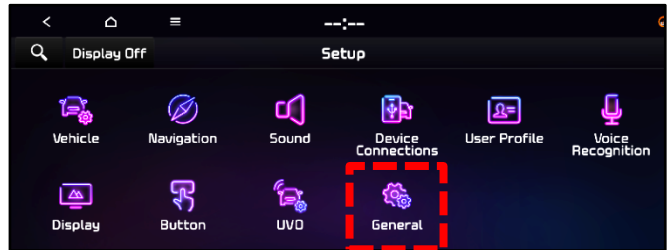
1. Press the 'START' button to turn ignition 'ON'. (DO NOT start the engine)



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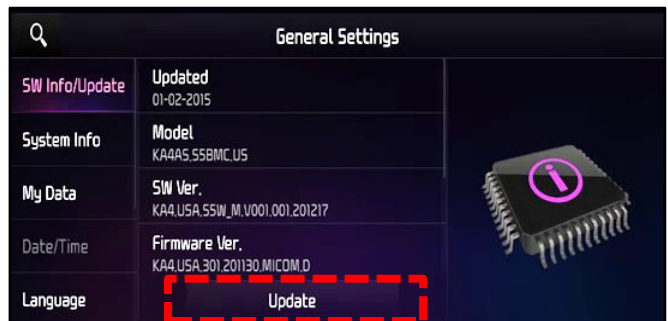
5. Insert the supplied USB flash drive containing the downloaded files into the vehicle's USB port.



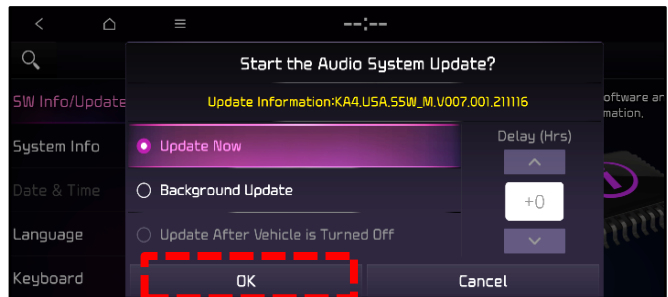
6. Select 'Update'.

NOTICE

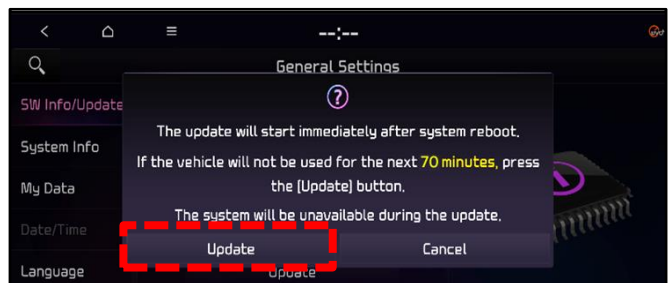
Do Not remove the USB drive or turn off the ignition during the update.



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

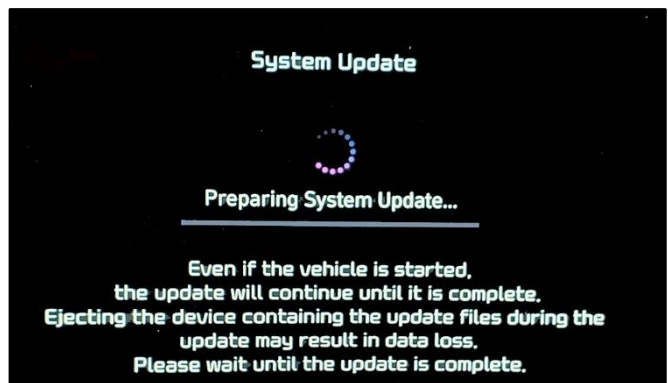


8. Select 'Update'.



9. 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.

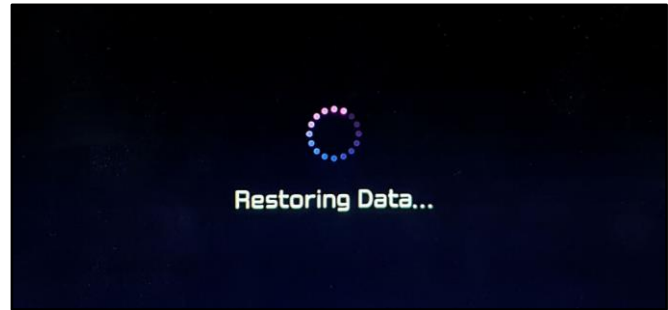


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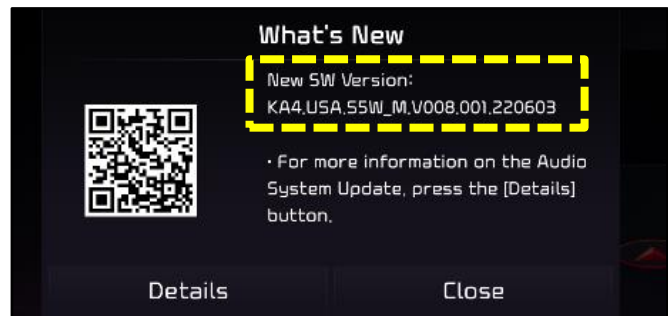
The image shown on the right will appear when the installation is complete. Wait for the system to restart.



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

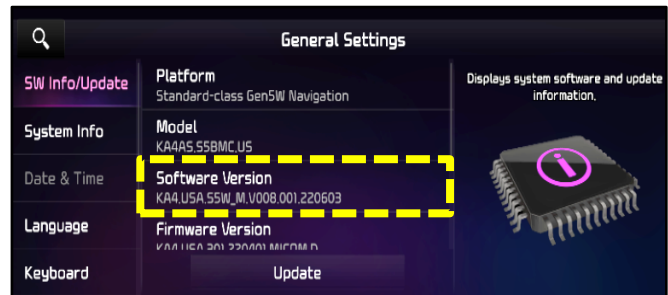


10. After the update is completed, the screen shown on the right will display with the new software version.



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



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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Carnival (KA4)	January 19, 2021 to October 29, 2021

REQUIRED PART:

Part Name	Figure	Comments
USB Drive		Auto-shipped to dealers.

Note: Two (2) USB drives for KA4 were auto-shipped to dealers.

1. [KA4 S/W Update](#) - Use this USB for 2022MY vehicles under this Service Action (SA504). (For 2022MY vehicles, VINs not included under this publication, refer to TSB [ELE266](#).)
2. [KA4 23MY S/W Update](#) - For 2023MY vehicles only. Refer to TSB ELE266.

Note: If USB drive is broken or lost, dealers can purchase replacement USB drives from Snap-On by calling: 1-888-542-1011 (When ordering, it is required to provide the Dealer Code and Service Action number)

Software update files are also available to download from. <https://update.kia.com/US/EN/Main>. A 64gb USB drive will be required to download the update files. (Refer to TSB [ELE208](#) for instructions on how to download software update files using Navigation Updater)

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 R0710WK	0	(SA504) Standard AVN 5W Software Update	220090R0	0.3 M/H	N/A	0

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference [SA504](#) when accessing the WebDCS system.