		GROUP	MODEL
KIA		Customer Satisfaction	2011-2022MY Sorento (XMa, UMa, MQ4a)
		NUMBER	DATE
		2304 (Rev 2, 05/05/2023)	March 2023

TECHNICAL SERVICE BULLETIN

SUBJECT:

CUSTOMER SATISFACTION: ANTI-THEFT S/W LOGIC UPGRADE & DECAL INSTALLATION (CS2304)

> **📄 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 the procedure to upgrade the software logic of the Integrated Body Control Unit (IBU) or Body Control Module (BCM), or Intelligent Integrated Platform Module (IPM) system on certain 2011-2015MY Sorento (XMa), 2016-2020MY Sorento (UMa), and 2021-2022MY Sorento (MQ4a) vehicles produced within the dates outlined on page 10, which may not be equipped with an immobilizer. This logic upgrade will add anti-theft ignition start logic to the vehicle's system operation **which activates when the vehicle is locked**. Follow the procedure outlined in this publication to apply the improved logic to the 'IPM-BCM-IBU' using the KDS ECU Upgrade function as described in this bulletin. For confirmation that the latest reflash has been applied to a vehicle you are working on, verify the ROM ID using the table on pages 3-5 of this bulletin.

Window decals should also be applied to both front windows in accordance with the instructions on page 8 to indicate this anti-theft S/W logic upgrade has been completed (unless a customer specifically requests, they not be installed). An initial supply of window decals will be shipping directly to dealers. Should there be a delay in receipt of this supply, please track any customers that may need window decals installation upon receipt of the stickers.

> **📄 NOTICE**
>
> **To assure complete customer satisfaction, always remember to refer to WebDCS Warranty Coverage (validation) Inquiry Screen (Service → Warranty Coverage → Warranty Coverage Inquiry) for a list of any additional campaigns that may need to be performed on the vehicle before returning it to the customer.**

SUBJECT:

CUSTOMER SATISFACTION: ANTI-THEFT S/W LOGIC UPGRADE AND DECAL INSTALLATION (CS2304)

ⓘ **IMPORTANT**

Since the launch of this software upgrade, Kia has identified a compatibility issue involving vehicles equipped with a remote start accessory which results in the activation of the burglar alarm when the remote start is used. Therefore, we would like to delay installation of the software upgrade until we can investigate and address this compatibility issue unless the customer is aware of this issue and specifically requests the upgrade anyway.

ⓘ **IMPORTANT**

On certain **XMa** vehicles, it may be necessary to **open the driver door and turn the ignition key to the 'OFF' position** after step 7 on page 7.

ECU Upgrade Procedure:

To correct this condition, the ECU should be reprogrammed using the KDS download, as described in this bulletin.

Upgrade Event Name
#667 UMa BCM UPGRADE FOR NON-IMMO VEHICLE
#666. XMa BCM UPGRADE FOR NON-IMMO VEHICLE
#655. MQ4a IBU-BCM UPGRADE FOR NON-IMMO VEHICLE

📄 **NOTICE**

- Confirm a <u>fully charged battery</u> (12.3 volts or higher is necessary) is used <u>or</u> utilize a fully charged jump starter box connected to the battery.
- Ensure the KDS GDS is sufficiently charged at 60% or higher prior to reflash.
- All ECU upgrades must be performed with the ignition set to the 'ON' position unless otherwise stated.
- Damaged VCI II units should <u>not</u> be used and promptly replaced.
- Be careful not to disconnect the VCI-II connected to the vehicle during the ECU upgrade procedure.
- DO NOT start the engine during ECU upgrade.
- DO NOT turn the ignition key 'OFF' <u>or</u> interrupt the power supply during ECU upgrade.
- When the ECU upgrade is completed, turn the ignition 'OFF' and wait 10 seconds before starting the engine.
- ONLY use approved ECU upgrade software designated for the correct application.

ⓘ **IMPORTANT**

It is recommended to ALWAYS check the Electronic Parts Catalog (EPC) to locate the ECU Part Number respective to Auto/Manual Mode ROM IDs. DO NOT reference the parts label affixed to the ECU.

KIA

> 📄 **NOTICE**
>
> Before attempting an ECU upgrade on any Kia model, make sure to first determine whether the applicable model is equipped with an immobilizer 🔒 security system. Failure to follow proper procedures may cause the PCM to become inoperative after the upgrade and any claims associated with this repair may be subject to chargeback.

ROM ID INFORMATION TABLE:

Upgrade Event #667 (UMa)

Model	MY	System	IMMO 🔒	ECU P/No.	ROM ID Previous	ROM ID New
UMa	16-20	BCM	No	95400 C6000 95400 C6010 95400 C6020 95400 C6030 95400 C6040 95400 C6050 95400 C6200 95400 C6210 95400 C6220 95400 C6230 95400 C6240 95400 C6250	1.00 1.01 1.02 1.03 1.04 1.05	3.00
				95400C6510 95400C6520 95400C6525 95400C6540 95400C6550 95400C6555 95400C6560 95400C6570	2.00 2.01	3.00
				954A0C6010 954A0C6020 954A0C6030 954A0C6050 954A0C6060 954A0C6070 954A0C6040 954A0C6080	2.02	3.00

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Upgrade Event #666 (XMa)

Model	MY	System	IMMO 🚗	ECU P/No.	ROM ID	
					Old	New
XMa	11-15	IPM/BCM	No	95400 1U001 95400 1U011 95400 1U021	10 11 12	I0
				95400 1U003 95400 1U013 95400 1U023	30 40	I0
				95400 1U002 95400 1U012 95400 1U022	30 40	I0
				95400 1U200 95400 1U210	10 20 21 30 40	I0

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Upgrade Event #655 (MQ4a)

Model	MY	System	IMMO 🚗	ECU P/No.		ROM ID	
						Old	New
MQ4a	21-22	IBU/BCM	No	95400	P4BW0, P4BX0, P4BY0 P4BZ0, P4CE0, P4CF0 P4CG0, P4CH0, P4DG0 P4DH0, P4DI0, P4DJ0 P4DK0, P4DL0, P4DM0 P4DN0, R5330, R5350 R5370, R5410, R5800 R5820, R5840, R5880	0	1
				954A0	P4CA0, P4CB0, P4CC0 P4CD0, P4CJ0, P4CK0 P4CL0, P4CM0, P4DN0 P4DP0, P4DQ0, P4DR0 P4DS0, P4DT0, P4DU0 P4DV0, R5330, R5350 R5370, R5410, R5800 R5820, R5840, R5880		
				954B0	P4CA0, P4CB0, P4CC0 P4CD0, P4CJ0, P4CK0 P4CL0, P4CM0, P4DN0 P4DP0, P4DQ0, P4DR0 P4DS0, P4DT0, P4DU0 P4DV0, R5330, R5350 R5370, R5410, R5800 R5820, R5840, R5880		

To verify the vehicle is affected, be sure to check the Calibration Identification of the vehicle's ECM ROM ID and reference the Information Table as necessary.
DO NOT perform a 'Manual Mode' upgrade if the ECU PN is not listed.

SUBJECT: CUSTOMER SATISFACTION: ANTI-THEFT S/W LOGIC UPGRADE AND DECAL INSTALLATION (CS2304)

> 📄 **NOTICE**
>
> **Prior to performing the ECU upgrade, be sure to check that the KDS is fully charged.**

1. Connect the VCI-II to the OBD-II connector, located under the driver's side of the instrument panel.

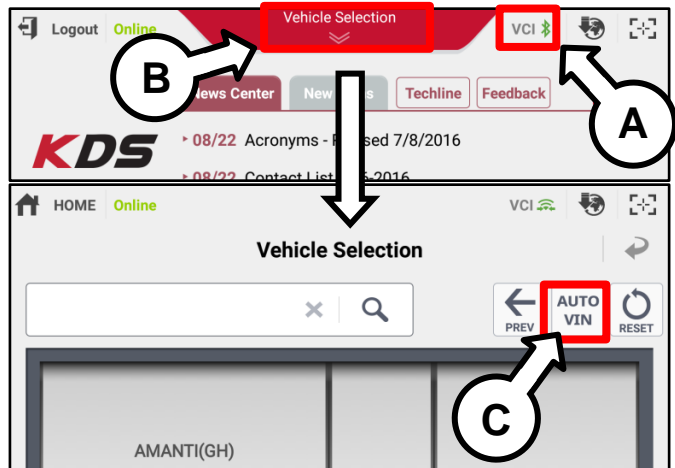   > 📄 **NOTICE**
   >
   > **The ECU upgrade function on KDS operates wirelessly. It is not necessary to perform the upgrade via USB cable.**

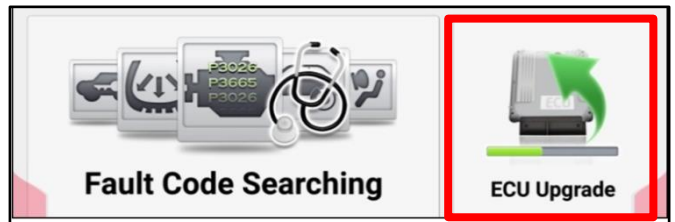2. With the ignition **ON**, turn ON the KDS tablet. Select **'KDS'** from the home screen.

3. Confirm communication with VCI (A) and then configure the vehicle (B) using the **'AUTO VIN'** (C) feature.
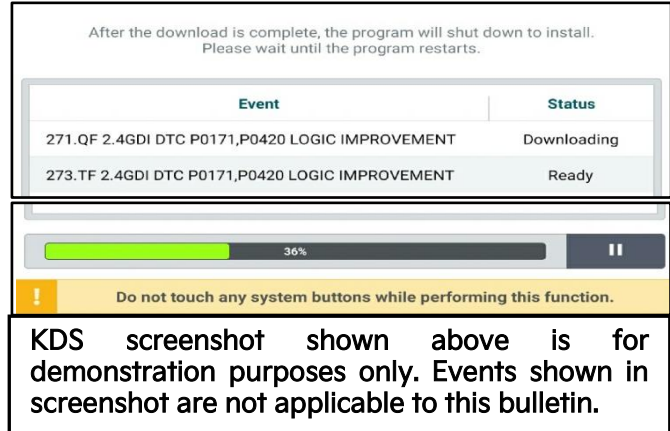
4. Select **'ECU Upgrade'**.

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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5. The KDS will check the server for recently uploaded Events and then automatically download **#667 (UMa), #666 (XMa), or #655 (MQ4a).**

> 📄 **NOTICE**
>
> **The vehicle must be identified in Vehicle Selection to download an Event for that vehicle.**

After the download is complete, the program will shut down to install. Please wait until the program restarts.

Event	Status
271.QF 2.4GDI DTC P0171,P0420 LOGIC IMPROVEMENT	Downloading
273.TF 2.4GDI DTC P0171,P0420 LOGIC IMPROVEMENT	Ready

36% ⏸

⚠ Do not touch any system buttons while performing this function.

KDS screenshot shown above is for demonstration purposes only. Events shown in screenshot are not applicable to this bulletin.

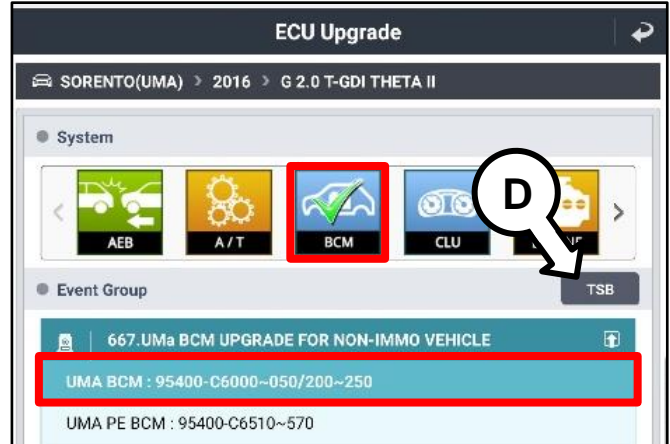6. Select **Auto Mode**.

> ⚠ **CAUTION**
>
> **Do NOT attempt to perform a Manual Mode upgrade UNLESS Auto Mode fails. Always follow the instructions given on the KDS in either Auto or Manual mode.**

Auto Mode   **Manual Mode**
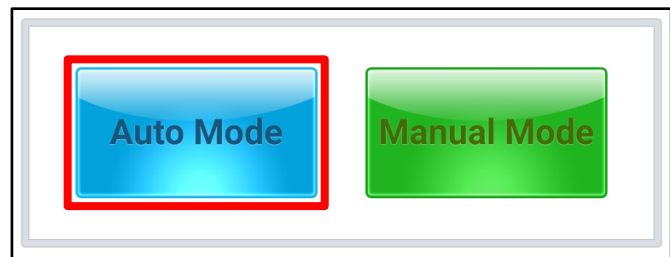
7. Select the **IBU-BCM-IPM** system under the System selection menu. Touch ID Check (D) and confirm that the latest update is available.
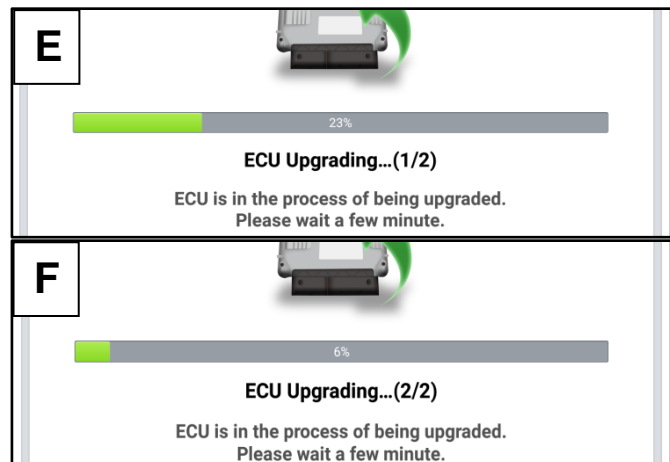
   Select Upgrade Event:

   #667 (UMa), #666 (XMa), or #655 (MQ4a). and select Upgrade to continue.

ECU Upgrade ↩

🚗 SORENTO(UMA) › 2016 › G 2.0 T-GDI THETA II

● System

AEB   A/T   BCM   CLU   (D)   TSB

● Event Group

📄 | 667.UMa BCM UPGRADE FOR NON-IMMO VEHICLE ⬆

UMA BCM : 95400-C6000~050/200~250

UMA PE BCM : 95400-C6510~570

8. The ECU upgrade will begin and the progress of the upgrade will appear on the bar graph. Upgrade part (1/2) (E) will download the upgrade event to the VCI-II. Upgrade part (2/2) (F) will upgrade the ECU.

> ⚠ **CAUTION**
>
> **Do not touch the system buttons (like 'Back', 'Home', 'etc.') while performing ECU Upgrade.**

E

23%

ECU Upgrading...(1/2)

ECU is in the process of being upgraded. Please wait a few minute.

F

6%

ECU Upgrading...(2/2)

ECU is in the process of being upgraded. Please wait a few minute.

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9. If a "Communication Fail" screen appears, verify that the VCI-II and KDS are communicating properly. Select **'OK'** and restart the from step 4.

> 📄 **NOTICE**
>
> **If an error notice continues to appear or if the upgrade cannot be performed, DO NOT disconnect the KDS/VCI-II. Contact GIT America Help Desk at (888) 542-4371 or Techline.**

Notice

Communication Fail!
Please recheck selected system, IG key, DLC cable connection.
And retry the communication.

Error Code : 5004-00-0000

OK
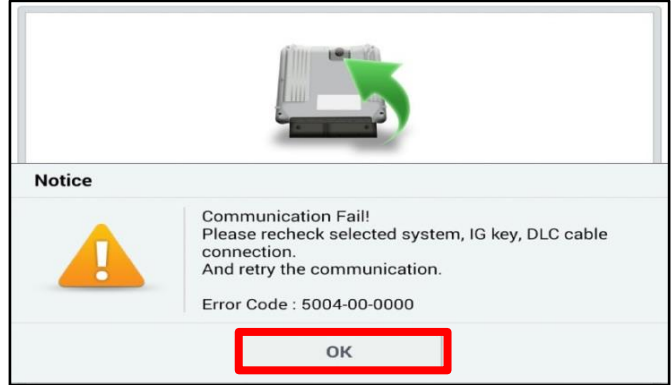
10. When instructed on the KDS, turn the ignition **OFF** for ten (10) seconds then back on. Select **'OK'** to continue.

100%

ECU Upgrading...(2/2)

Turn IG off for 10 seconds and then back on. Click the OK button to continue.

● ROM ID

Currently in Vehicle | ####
Latest Update | ####

OK

11. Once the upgrade is complete, select **'OK'** to finalize the procedure.

100%

Succeed

The ECU Upgrade is successfully finished.

● ROM ID

Currently in Vehicle | ####
Latest Update | ####

OK

12. When prompted, select **'YES'** to check for Diagnostic Trouble Codes (DTC) and erase any DTCs stored such as EPS, ESC, and TPMS that may have been set during the upgrade.

Notice

Do you want to run Fault Code Searching?
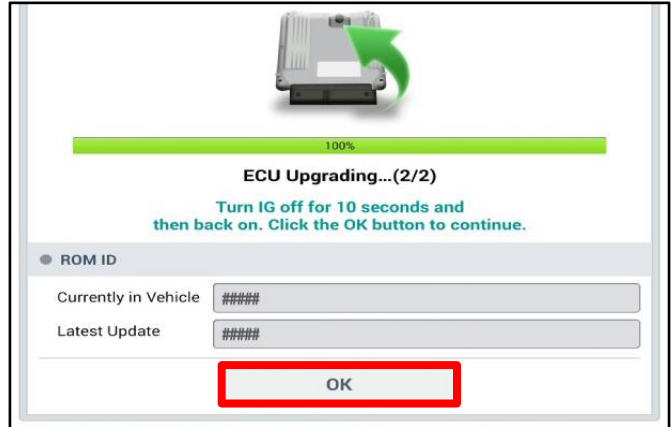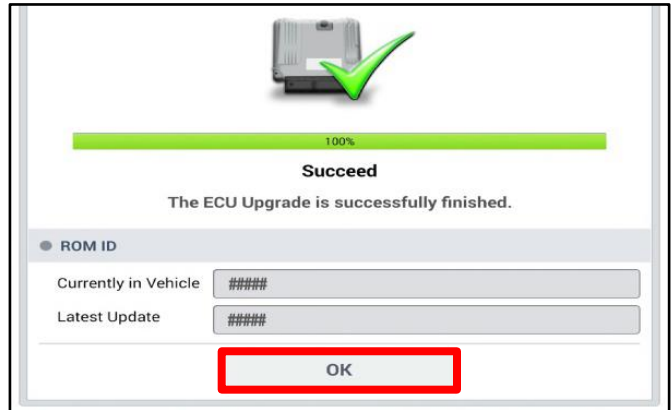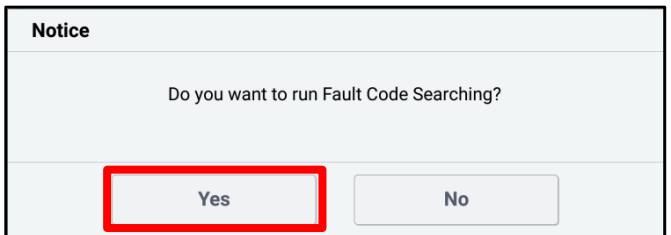
Yes | No

13. Start the engine to confirm normal operation of the vehicle.

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Manual Upgrade Procedure:

> 📄 **NOTICE**
>
> **The manual upgrade should ONLY be performed if the automatic upgrade fails.**
>
> **If the automatic upgrade fails, turn the ignition 'OFF' for about 10 seconds then place it back in the 'ON' position to reset the control unit BEFORE performing manual upgrade.**
>
> **See table below for 'Manual Mode' passwords.**

Manual Mode ECU Upgrade Passwords

No.	Menu	Password
#667	UMa BCM: 95400-C6000~050/200~250	0050
	UMa BCM: 95400-C6510~570	6510
	UMa BCM: 954A0-C6010~080	6010
#666	XMa IPM : 95400-1U001	1001
	XMa IPM : 95400-1U011	1101
	XMa IPM : 95400-1U021	1201
	XMa IPM : 95400-1U003	3001
	XMa IPM : 95400-1U013	3101
	XMa IPM : 95400-1U023	3201
	XMa IPM : 95400-1U002	2001
	XMa IPM : 95400-1U012	2101
	XMa IPM : 95400-1U022	2201
	XMa IPM : 95400-1U200	0021
	XMa IPM : 95400-1U210	0121
#655	MQ4a IBU-BCM : 95400-P4***/R5***, 954A0-P4***/R5***, 954B0-P4***/R5***	5400

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1. Within the ECU Upgrade screen displayed, select **Manual Mode**.

2. Select the **IBU-BCM-IPM** system under the System selection menu. Select **Upgrade Event #667 (UMa), #666 (XMa),** or **#6585 (MQ4a)** and select **Upgrade** to continue.

3. Select the appropriate control unit part number with reference to the ROM ID Information Table on page 3, and select **OK**.

4. Enter the appropriate password from the Manual Mode password table above and select **OK**.

5. The upgrade will begin and the progress of the upgrade will appear on the bar graph.

6. When instructed on the KDS, turn the ignition **OFF** for ten (10) seconds then back on. Select **OK**.

7. Once the upgrade is complete, select **OK** to finalize the procedure.

8. When prompted, select **YES** to check for Diagnostic Trouble Codes (DTC) and erase any DTCs stored such as EPS, ESC, and TPMS that may have been set during the upgrade.

9. Start the engine to confirm proper operation of 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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Decal Installation Procedure:

1. <u>Print this page to 100% scale.</u>

   Cut-out the template sheet along the black dotted lines.
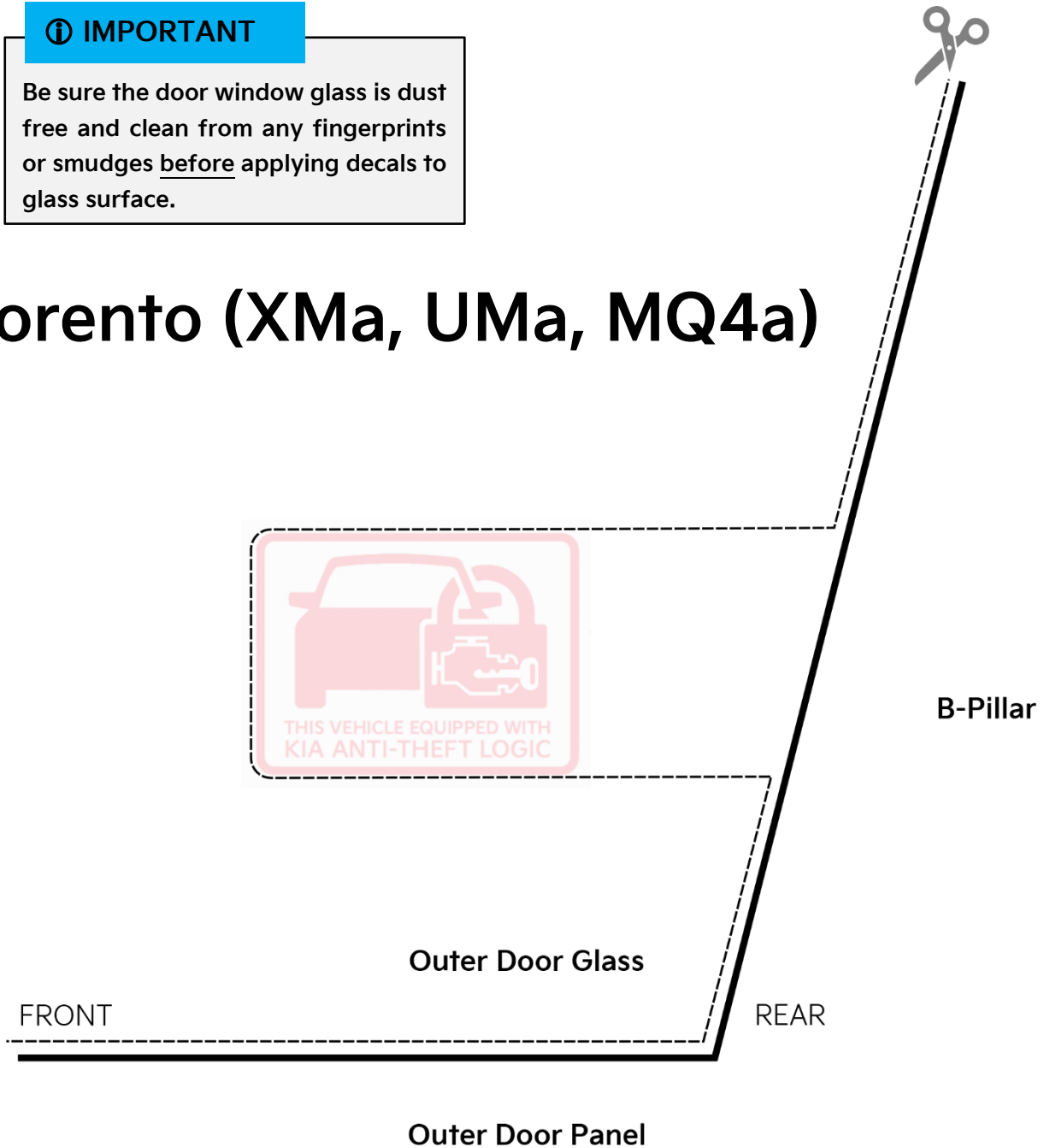
2. **(Save the template for future use on other vehicles)**

Two (2) decals required per vehicle.

ⓘ **IMPORTANT**

Be sure the door window glass is dust free and clean from any fingerprints or smudges <u>before</u> applying decals to glass surface.

Sorento (XMa, UMa, MQ4a)

B-Pillar

Outer Door Glass

FRONT   REAR

Outer Door Panel

3a. Confirm that the door glass is completely in the up position.

3b. Using masking tape (or similar no-residue tape), <u>adhere the template sheet to the outside</u> of the left driver front door glass as shown.

Note: Be sure that the template outlined edges are flush against the inner side and bottom door window trim.
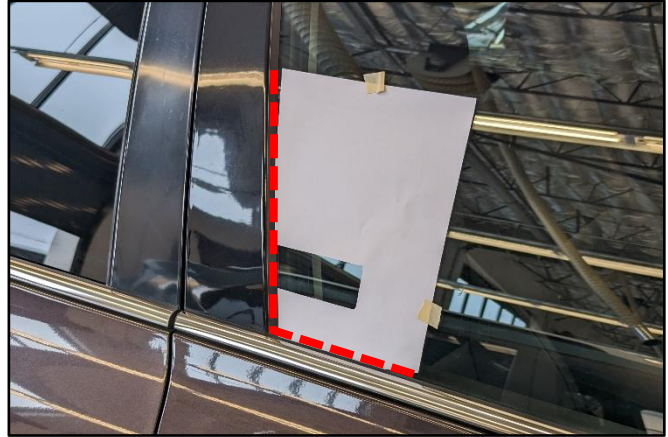
4a. Carefully expose leading edge of label adhesive by simultaneously pulling back on liner and pushing leading edge of label forward. DO NOT TOUCH ADHESIVE.

4b. Once approximately half of the label is removed from the liner, position the label on the INSIDE of the driver's door window (aligned to template box).
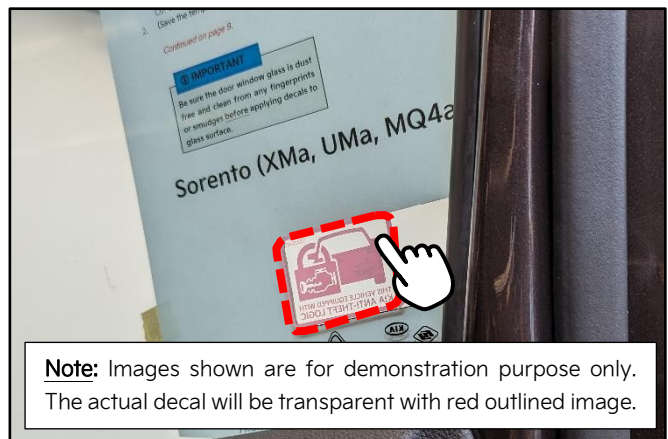
Note: Images shown are for demonstration purpose only. The actual decal will be transparent with red outlined image.

5a. From the outside of the vehicle, confirm that the decal is perfectly aligned inside the template box.

5b. From the inside, begin to press on the decal in a forward direction (pushing any air bubbles out) until the label is fully applied to the window.
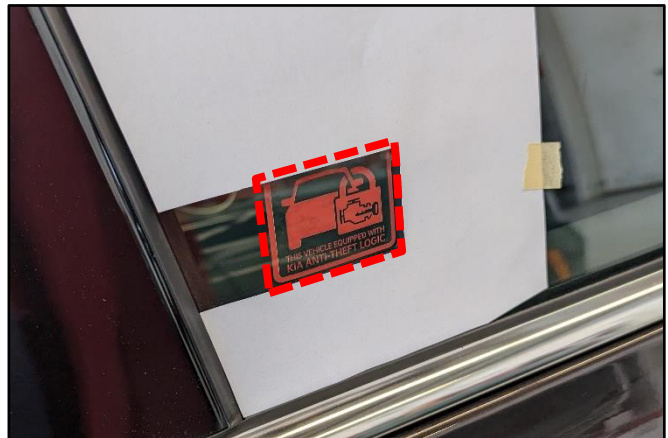
6. Remove the template sheet from the door glass and <u>turn the paper sheet over</u> to prepare for use on the right passenger side.

7. Repeat steps 1-5 for the right passenger side door glass.

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Other things to consider:

Vehicles equipped with 'aftermarket' window tint:

Be sure to get the customer's approval to install the 'Kia Anti-Theft Logic' decals if the vehicle has aftermarket window tint installed as they will adhere to the tint film surface and not the door glass surface, and alert customer that the 'Kia Anti-Theft Logic' decals may not be visible through the tint film from outside the vehicle.

For 'California' state vehicles only:

The Proposition 65 decal may still be present on the inner front door glass. Be sure to get the customer's approval to remove this decal from the inner door glass before installing the 'Kia Anti-Theft Logic' decals.

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (XMa)	October 24, 2009 to December 11, 2014
Sorento (UMa)	October 27, 2014 to November 4, 2020
Sorento (MQ4a)	September 10, 2020 to December 1, 2021

REQUIRED TOOL:

Tool Name	Figure	Comments
KDS		Kia Diagnostic System

REQUIRED PART:

Part Name	Part Number	Figure	Qty
'Kia Anti-Theft Logic' Decal*	SO230 ATL		2 (Auto-shipped to dealers in a roll containing 100 qty.)

*Note: Additional orders may be made through Archway (866) 542-6268. Please track any customers that may require window decals if unavailable at the time of the anti-theft S/W upgrade.

WARRANTY INFORMATION:

N Code: N99   C Code: C99

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
XMa					CS2304RA			
UMa	V	95400 C6000	0	IBU-BCM S/W Logic Upgrade + Decal(s) Installation	CS2304RB	0.3 M/H	N/A	0
MQ4a					CS2304RC			