



GROUP	MODEL
ELE	2022MY Multiple Models Listed
NUMBER	DATE
250 (Rev 2, 07/13/2022)	January 2022

TECHNICAL SERVICE BULLETIN

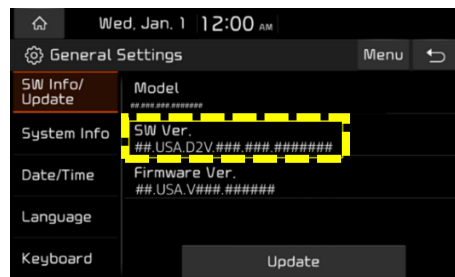
SUBJECT: SERVICE ACTION: DA 2.0V SOFTWARE UPDATE FOR WIRELESS APPLE CARPLAY® FUNCTION (SA492)

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 KDealer+ (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected vehicles.

This issue number is SA492.

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.

SUBJECT:

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

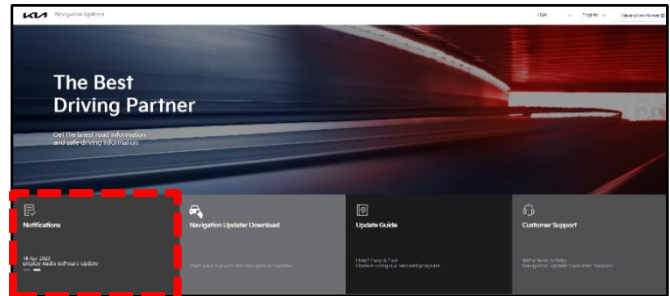
Software Download Procedure:

NOTICE

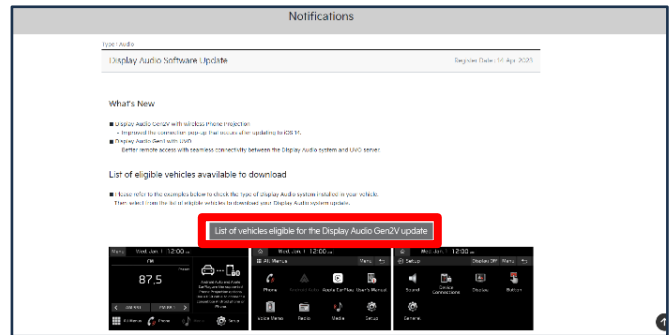
- A laptop or desktop computer is required to download software.
- The update software file can be downloaded from the Kia website.
- File size to be downloaded is approx. 2 GB (for each model). Be sure to use a USB Drive (new or reformatted) with enough space, **minimum 4GB required**.

1. Open a browser and visit www.update.kia.com

2. Click on 'Display Audio Software Update' in the Notifications box.



3. Scroll down and select on 'List of vehicles eligible for the Display Audio Gen2V update'.



4. Download the software files by selecting the 'Download' link to the right of the selected model.

Update Guide for Display Audio Gen2V

Depending on the vehicle and specification, your screen may differ from the actual screen displayed.

Software Download Process (Computer):

Select the download file from the following list that corresponds to your vehicle.

Vehicle	Model	SW version	Download
CARNIVAL	2022 CARNIVAL	KA4USA.D2V.003.200.220927	Download
	2023 CARNIVAL	KA4_23MYUSA.D2V.003.200.220927	Download
FORTE	2021-22 FORTE	BD_PEUSA.D2V.003.200.220927	Download
	2022-23 FORTE	BD_23MYUSA.D2V.003.200.220927	Download
KS	2021 KS	DL3USA.D2V.003.200.220927	Download
	2022 KS	DL3_22MYUSA.D2V.003.200.220927	Download
NIRO	2021 NIRO	DEPE_HEVUSA.D2V.003.200.220927	Download
	2022 NIRO	DE_22MY_HEVUSA.D2V.003.200.220927	Download
	2021 NIRO Electric	DE_EVUSA.D2V.003.200.220927	Download
	2022 NIRO Electric	DE_22MY_EVUSA.D2V.003.200.220927	Download
	2021 NIRO Plug-In Hybrid	DEPE_PHEVUSA.D2V.003.200.220927	Download
2023 NIRO	2022 NIRO Plug-In Hybrid	DE_22MY_PHEVUSA.D2V.003.200.220927	Download
	2023 NIRO	SG2_HEVUSA.D2V.001.001.220927	Download
SORENTO	2021 NIRO Plug-In Hybrid	SG2_PHEVUSA.D2V.001.001.220927	Download
	2021 SORENTO	MQ4USA.D2V.003.200.220927	Download
	2022 SORENTO	MQ4_23MYUSA.D2V.003.200.220927	Download
	2023 SORENTO	MQ4_23MYUSA.D2V.003.200.220927	Download
SORENTO	2021 SORENTO Hybrid	MQ4_HEVUSA.D2V.003.200.220927	Download
	2022 SORENTO Hybrid	MQ4_22MY_HEVUSA.D2V.003.200.220927	Download
	2023 SORENTO Hybrid	MQ4_23MY_HEVUSA.D2V.003.200.220927	Download
RIO	2021 RIO	SC_PEUSA.D2V.003.200.220927	Download
	2022 RIO	SC_22MYUSA.D2V.003.200.220927	Download
SOU	2023 RIO	SC_23MYUSA.D2V.003.200.220927	Download
	2022 SOUL	SK3_22MYUSA.D2V.003.200.220927	Download
SELTOS	2021 SELTOS	SP2USA.D2V.003.200.220927	Download
	2022 SELTOS	SP2_22MYUSA.D2V.003.200.220927	Download
	2023 SPORTAGE	NGEUSA.D2V.003.200.220927	Download



SUBJECT:

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5. Download the file to your laptop or device.

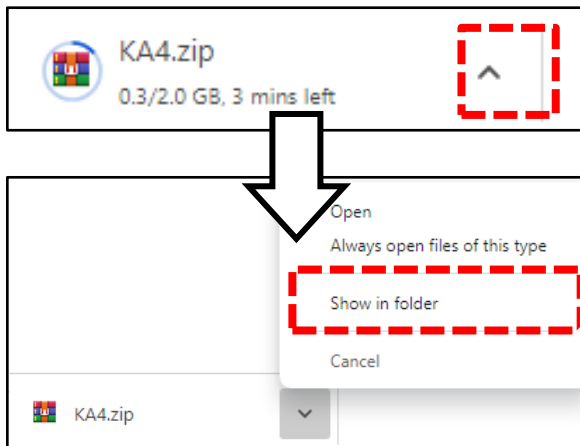
Microsoft Edge

- Locate 'Downloads' in the upper right of the screen.
- Click the 'Folder' icon to open the folder where the file is located.



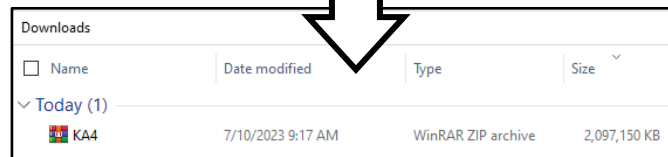
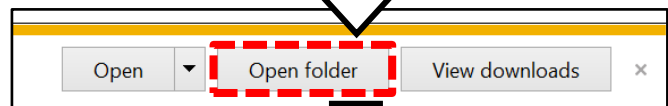
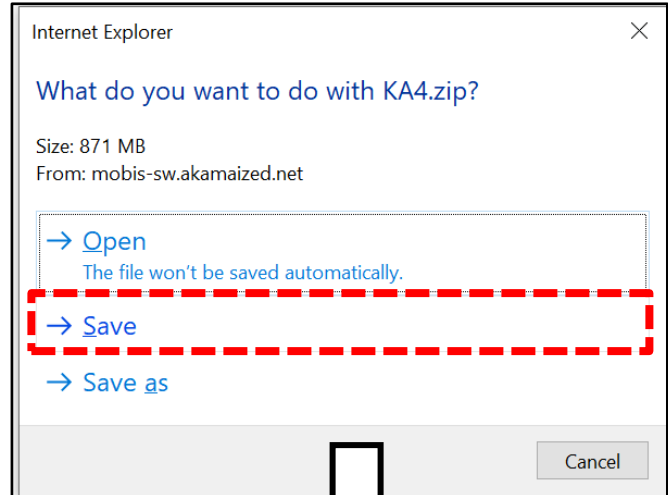
Google Chrome

- Locate 'Downloads' in the lower left of the screen.
- Click the 'UP arrow', then click 'Show in folder' to open the file location.



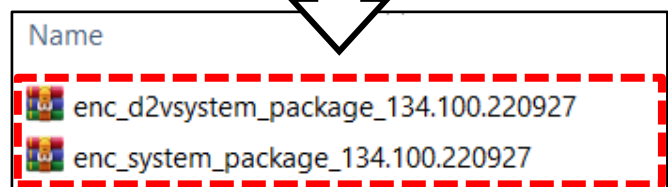
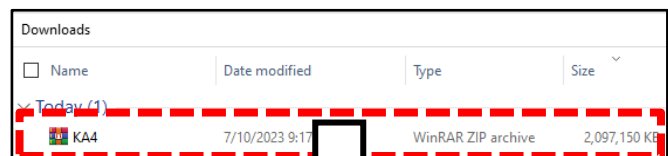
Internet Explorer

- When Dialog box appears, select 'Save' to save file to your hard drive.
- 'Open Folder' to view downloaded file.



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

Note: File for Carnival (KA4) shown at right for example.



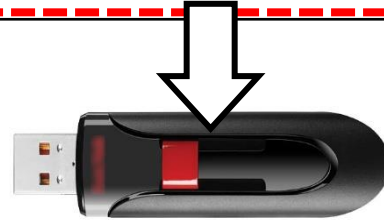
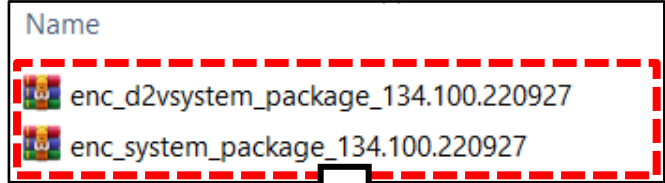
SUBJECT: **SERVICE ACTION: DA2V SOFTWARE UPDATE FOR WIRELESS APPLE CARPLAY® FUNCTION (SA492)**

7a. Insert a new or reformatted USB flash drive to your device **(Minimum 4GB required)**.

7b. Copy the two files to the USB drive.
Note: Do NOT open these files.

Note: Example (shown at right), for Carnival (KA4), copy the files named:

“enc_d2vsystem_package_134.100.220927”
and “enc_system_package_134.100.220927”



ⓘ 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.

8. Proceed to the ‘Software Update Procedure’ on page 5 to install the software to the vehicle.



SUBJECT:

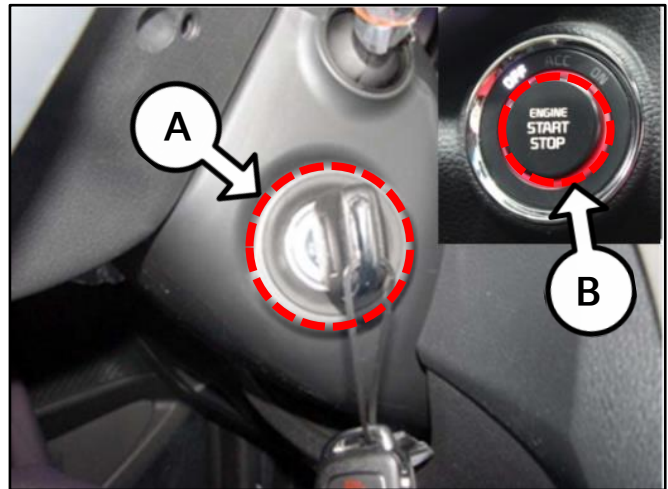
SERVICE ACTION: DA2V SOFTWARE UPDATE FOR WIRELESS APPLE CARPLAY® FUNCTION (SA492)

Software Update Procedure:

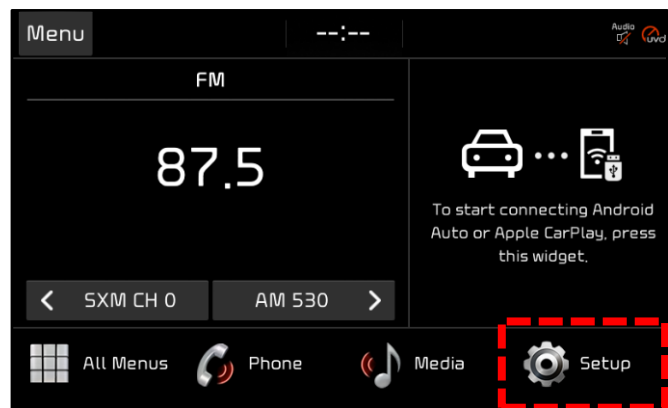
NOTICE

- **DO NOT** remove the USB drive or turn the ignition 'OFF' or interrupt the power supply during the update.
- Before conducting the update, verify that the software is not the latest version.

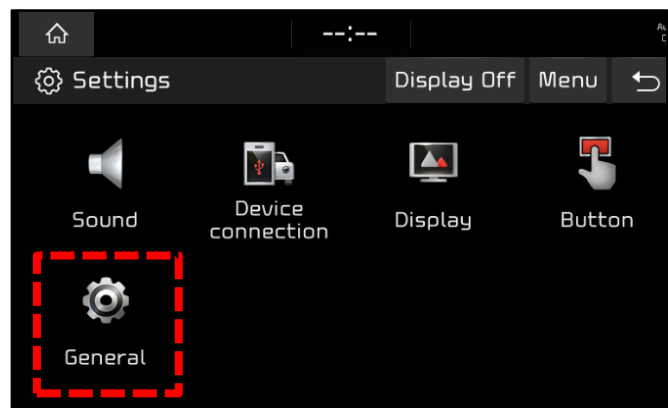
1. Turn ignition 'ON' by using the key (A) or by pressing the 'START' button (B).



2. Select 'Setup' on the head unit.



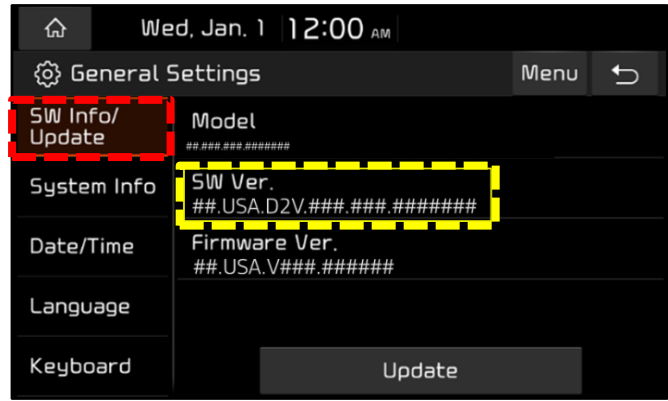
3. Select 'General'.



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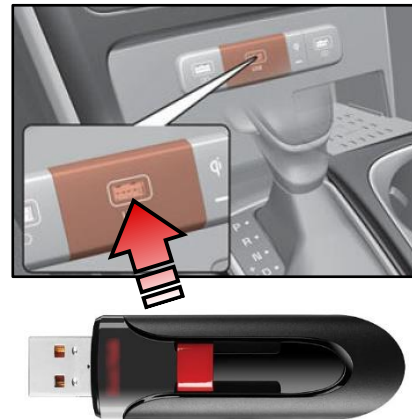
- 4a. Select 'SW Info/Update'.
- 4b. Verify that an earlier software version is currently installed. Refer to the 'Software Version' table on page 7.

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



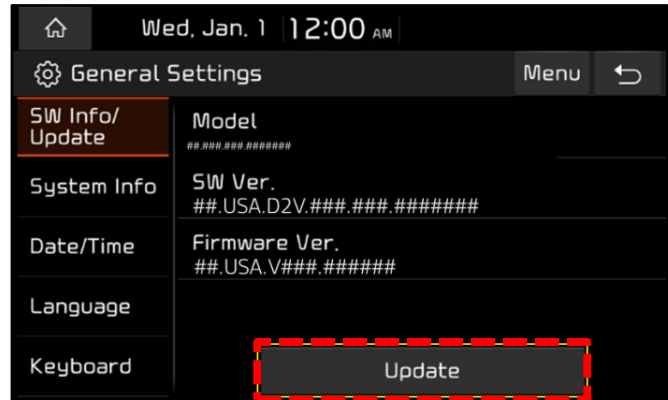
- 5. Insert the USB flash drive containing the downloaded files into the vehicle's USB Port.

Note: Carnival shown for example.

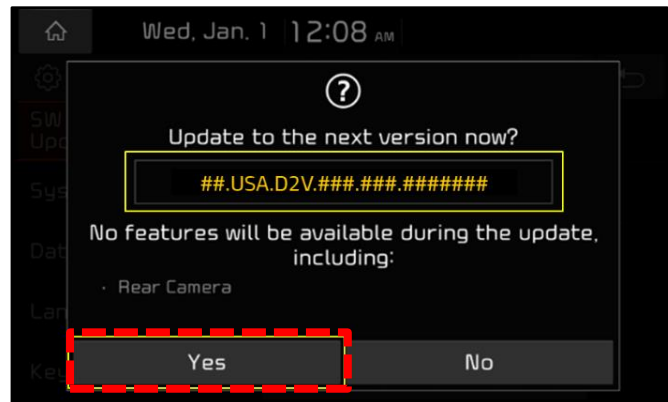


- 6. Select 'Update'.

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



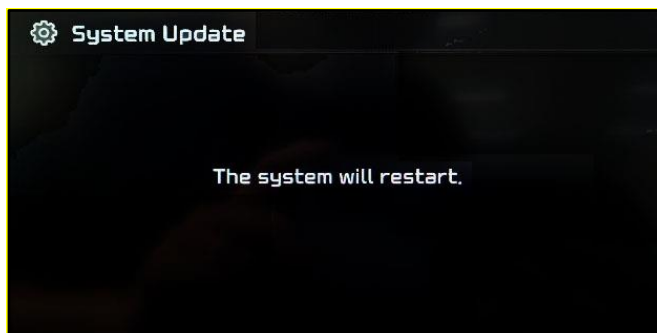
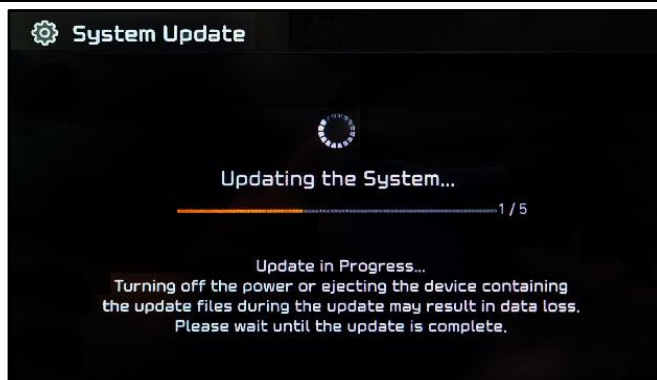
- 7. Select 'Yes' on the pop-up message.



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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.

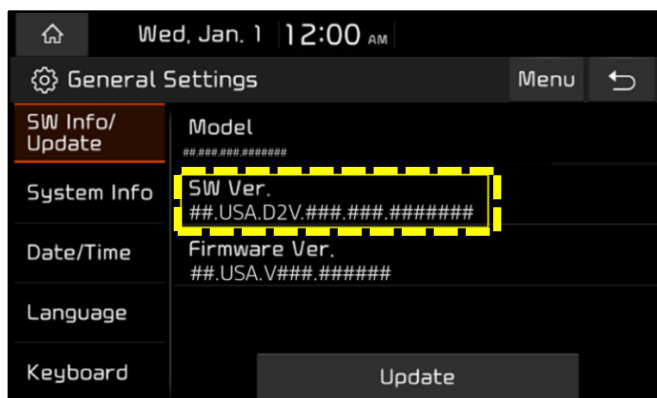
The image shown on the right will appear when the installation is complete. Wait for the system to restart.



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.003.200.220927 (or later)
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.003.200.220927 (or later)
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.003.200.220927 (or later)
22MY Seltos (SP2)	96160-Q5660	SP2_22MY.USA.D2V.001.001.210215 SP2_22MY.USA.D2V.001.001.210617	SP2_22MY.USA.D2V.003.200.220927 (or later)




**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		<p>Dealers must have 4 USB drives with a minimum 4GB of storage <u>each</u></p> <p>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.</p>

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 SA492 when accessing the KDealer+ system.

