



GROUP	MODEL
ELE	2021-2022MY Niro (DE EV, P/HEV) w/DA 2.OV
NUMBER	DATE
251 (Rev 1, 07/06/2023)	March 2022

TECHNICAL SERVICE BULLETIN

**SUBJECT: SERVICE ACTION: DA 2.OV SOFTWARE UPDATE FOR KIA
ACCESS APP MISSING ODOMETER READING (SA493)**

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 2.0 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.OV 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
	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
	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 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 SA493.

SUBJECT:

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

Software Download Procedure:

1. Open the internet browser and visit www.update.kia.com.

Note: One USB (4GB minimum storage) per vehicle model is required.

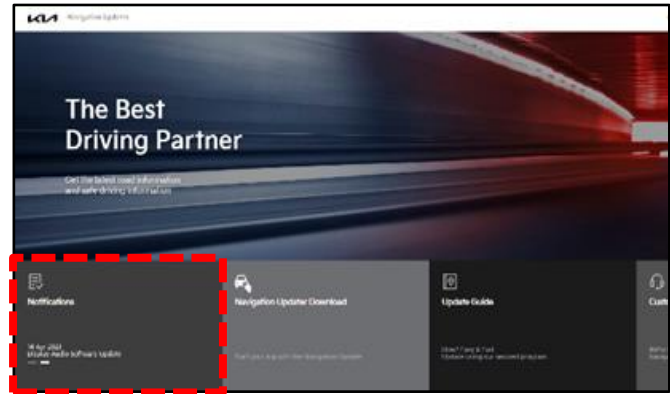
IMPORTANT

If the USB drive is previously used, be sure to "format" it to "FAT32" prior to use. This will erase all previous content on the drive.

NOTICE

Use a previously shipped USB drive from a "closed" Service Action (Ex. SA386) or other locally sourced USB drive available. If the USB is new, no formatting is required. Use one USB per software download.

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



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



4. Download the software files by clicking 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	2023 CARNIVAL	KA4USA.D2V.003.200.220927	Download
	2021-22 CARNIVAL	KA4_23MYUSA.D2V.003.200.220927	Download
FORTE	2021-23 FORTE	BD_FEUSA.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_23MYUSA.D2V.003.200.220927	Download
NIRO	2021 NIRO	DEPE_HEVUSA.D2V.003.200.220927	Download
	2022 NIRO	DE_23MY_HEVUSA.D2V.003.200.220927	Download
	2021 NIRO Electric	DE_EVUSA.D2V.003.200.220927	Download
	2022 NIRO Electric	DE_23MY_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_23MY_PHEVUSA.D2V.003.200.220927	Download
	2023 NIRO	SG2_HEVUSA.D2V.001.001.220927	Download
2023 NIRO	2023 NIRO Plug-In Hybrid	SG2_PHEVUSA.D2V.001.001.220927	Download
	2021 SORENTO	MG4USA.D2V.003.200.220927	Download
	2022 SORENTO	MG4_23MYUSA.D2V.003.200.220927	Download



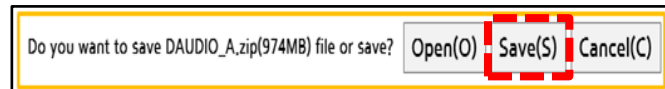
SUBJECT:

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

5. Download file to your laptop or device.

Internet Explorer:

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



Google Chrome:

Google Chrome:

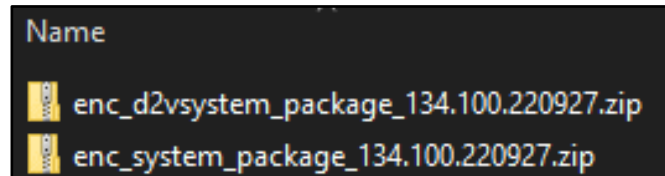
- The download will start automatically at the bottom of the page.



Note: Make a note of where the file was saved.

Example - DE.zip shown.

6. From the desktop/laptop, open the downloaded file (un-zip or extract) and copy the two (2) included files shown.



7. Insert the "blank" USB drive to the desktop/laptop USB port.



8. Copy the files to the USB drive. DO NOT unzip/extract the files.

enc_d2vsystem_package_XXX.XXX.XXXXXX.zip

enc_system_package_XXX.XXX.XXXXXX.zip

Note: The same USB can be used on multiple vehicles of the same model after the initial download.

9. Proceed to the 'Software Update Procedure' on page 4 to install the software to the vehicle.

SUBJECT:

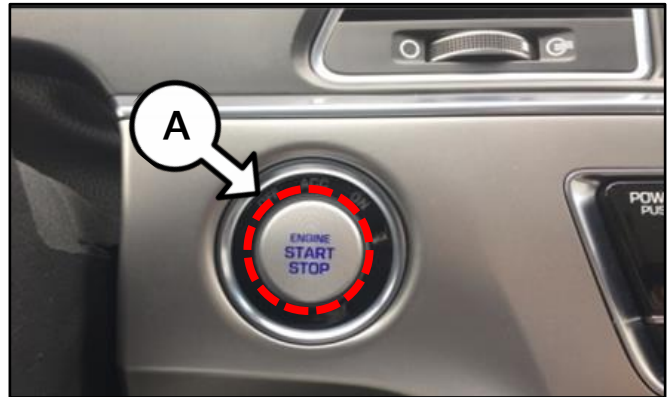
SERVICE ACTION: DA 2.0V SOFTWARE UPDATE FOR KIA ACCESS APP MISSING ODOMETER READING (SA493)

Software Update Procedure:

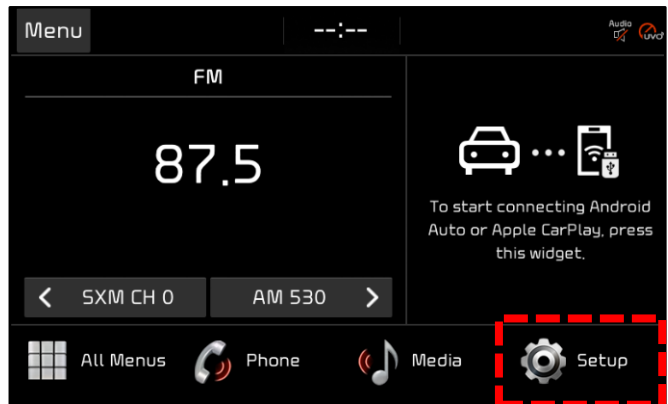
NOTICE

- 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.

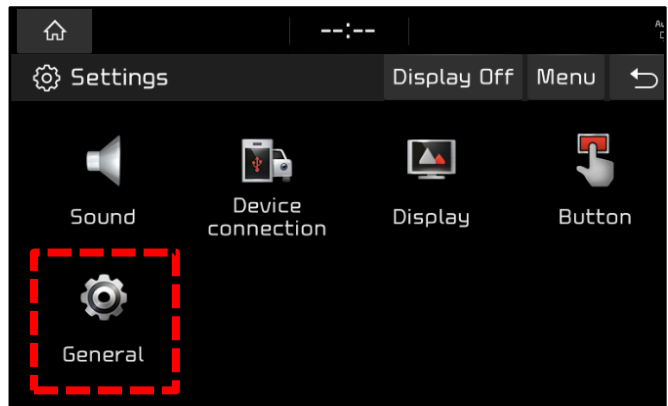
1. Turn ignition 'ON' by pressing the 'START' button (A).



2. Select 'Setup' on the head unit.



3. Select 'General'.



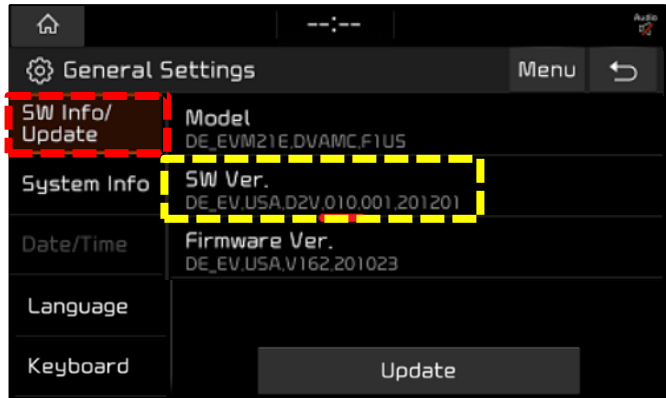
SUBJECT:

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

- 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.



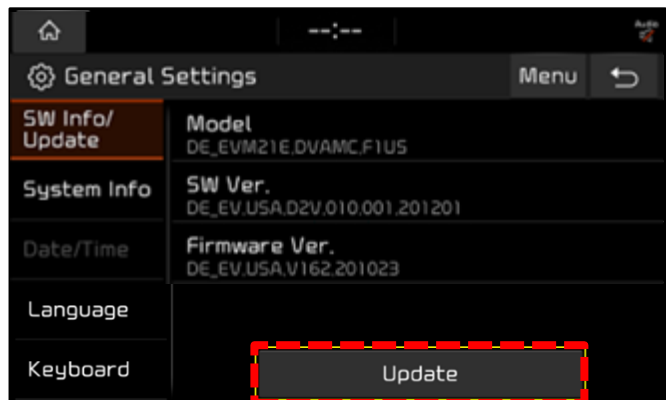
- 5. Insert the USB flash drive containing the downloaded files into the vehicle's USB Port.

Note: Niro HEV shown at right for example.

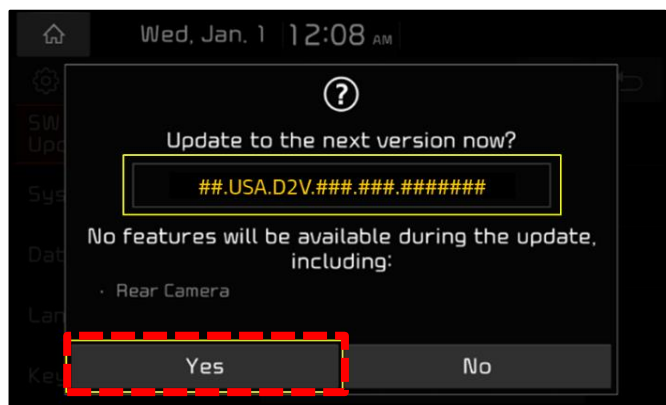


- 6. Select 'Update'.

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



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



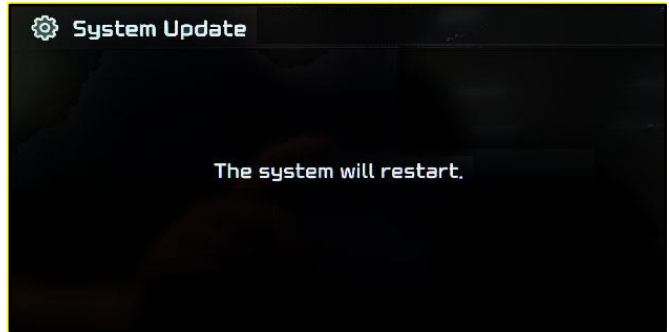
SERVICE ACTION: DA 2.0V SOFTWARE UPDATE FOR KIA ACCESS APP MISSING ODOMETER READING (SA493)

SUBJECT:

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.



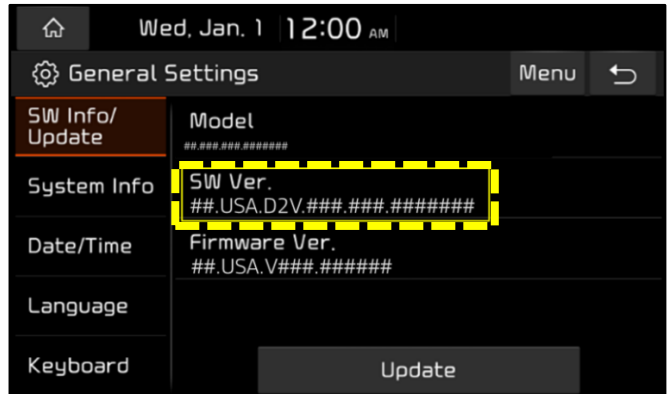
The image shown on the right will appear when the installation is complete. Wait for the system to restart.



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 and that the Kia Access App displays the odometer reading correctly.



SUBJECT:

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

Model	Software Version (SW Ver.)	
	Current Version	New Version
2021MY Niro HEV (DE HEV)	DEPE_HEV.USA.D2V.010.001.201201 through DEPE_HEV.USA.D2V.010.002.210201	DEPE_HEV.USA.D2V.003.200.220927 (or later)
2021MY Niro PHEV (DE PHEV)	DEPE_PHEV.USA.D2V.010.001.201201 through DEPE_PHEV.USA.D2V.010.002.210201	DEPE_PHEV.USA.D2V.003.200.220927 (or later)
2021MY Niro EV (DE EV)	DEPE_EV.USA.D2V.010.001.201201 through DEPE_EV.USA.D2V.010.002.210201	DE_EV.USA.D2V.003.200.220927 (or later)
2022MY Niro HEV (DE HEV)	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)
2022MY Niro PHEV (DE PHEV)	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)
2022MY Niro EV (DE EV)	DE_22MY_EV.USA.D2V.001.001.210416 through DE_22MY_EV.USA.D2V.001.001.210617	DE_22MY_EV.USA.D2V.003.200.220927 (or later)




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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 <u>each</u> 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 KDealer+ system.

