



GROUP	MODEL
ELE	2020-2023MY Multiple Models w/ AVN5W
NUMBER	DATE
314	October 2023

## TECHNICAL SERVICE BULLETIN

### SUBJECT: UNEVEN/SLIPPERY ROAD WARNING DISPLAYED ON INSTRUMENT CLUSTER

This bulletin provides information to update the software on 5<sup>th</sup> Generation AVN wide on certain 2020-2023MY Kia vehicles (refer to model list on page 3) to remedy a warning sound accompanied by a 'Slippery road ahead. Drive carefully' or 'Uneven road ahead. Drive carefully' warning which is displayed on the instrument cluster. The current AVN software causes the warning sound and message to repeat approximately every ten (10) seconds, if the vehicle is not in motion, in 'PARK' or driving on even surfaces. Follow the procedure outlined in this publication to update the software on 5<sup>th</sup> Generation AVN wide units using the applicable USB Flash Drive A or B for the applicable vehicle.



#### NOTICE

**A Technical Service Bulletin is a field fix repair program without customer notification that may be performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.**

## Update Procedure:

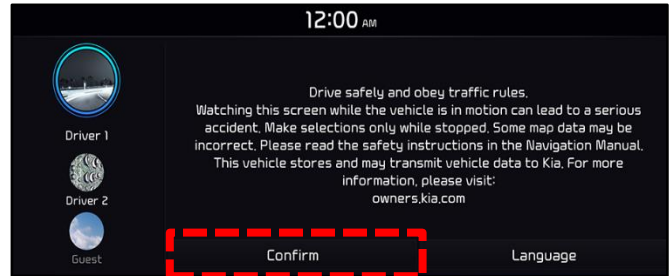
1. Turn the ignition switch to the 'ON' position.

**Note:** If vehicle is equipped with the ['Vehicle Auto-Shut Off'](#) feature, be sure to turn the feature 'OFF' before proceeding to step 2.

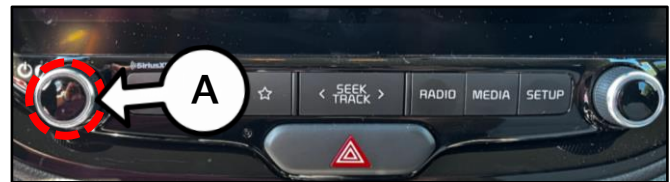


2. Select 'Confirm' on the AVN screen.

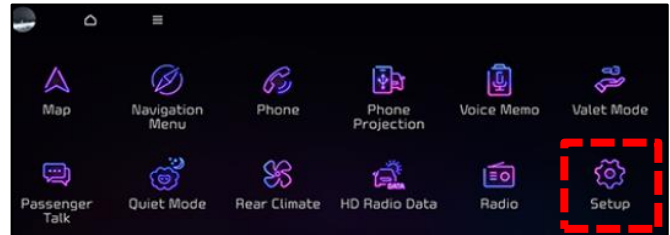
**Note:** The software update is possible with the AVN 'OFF'.



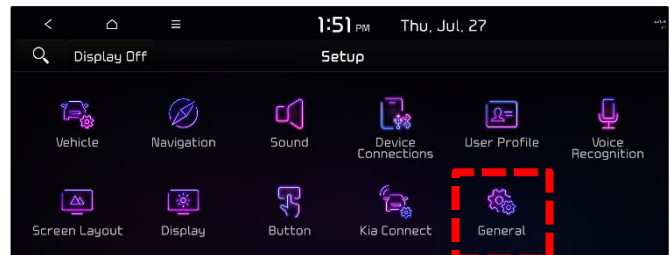
3. Press the 'Power' button (A) to turn the Radio/Media 'OFF'.



4. Select 'Setup'.

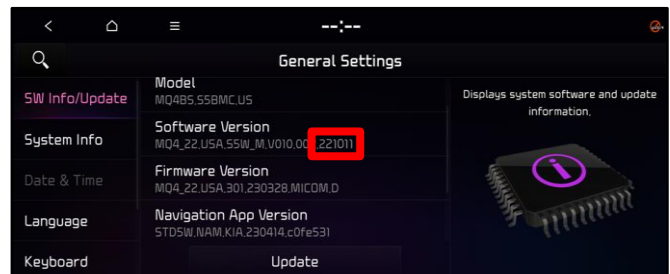


5. Select 'General'.



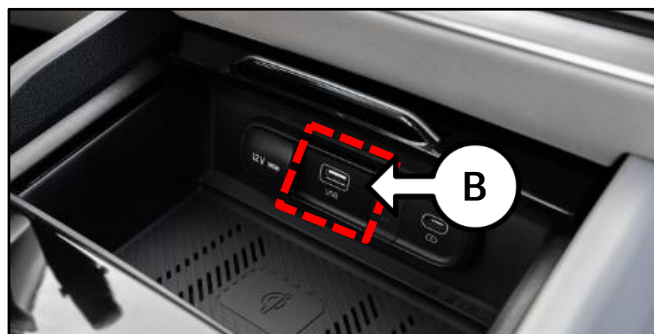
6. Inspect the last six (6) digits of the AVN Software Version displayed in 'General Settings'.

- If the current software version shown in 'General Settings' is an older version than what is included in the software version listed on page 3, then proceed to step 7.
- If the current software version shown in 'General Settings' is newer than the software version listed on page 3, **this TSB does not apply.**



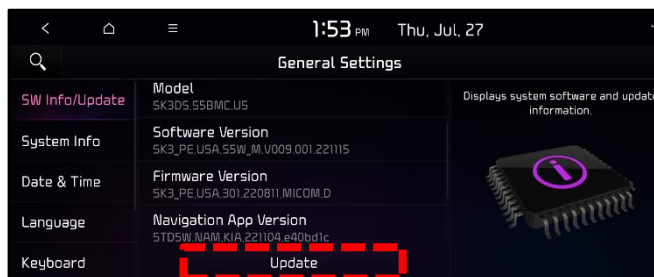
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- Insert the USB Flash Drive (refer to the table below) into the USB slot (B) located underneath the AVN unit.

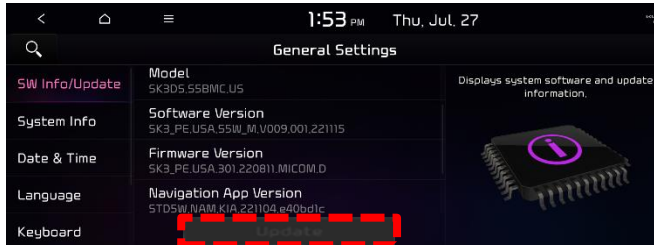


Model		Software Version (SW Ver.)
USB Flash Drive 'A'	USB Flash Drive 'B'	New Version
Stinger (CK PE)	Forte (BDm PE)	230203
Soul (SK3)	Soul (SK3 PE)	
Niro (DE P/HEV, EV)	Niro (SG2 P/HEV, EV)	
Sorento (MQ4 P/HEV)	Sportage (NQ5 P/HEV)	
Sorento (MQ4a)	Sportage (NQ5a)	
Seltos (SP2)	Carnival (KA4)	
Cadenza (YG)	EV6 (CV)	
K5 (DL3a)		
Telluride (ON)		

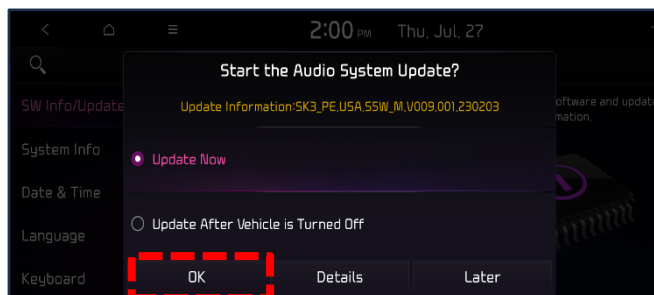
- On the 'General Settings' screen, select 'SW Info/Update', then select 'Update'.



**Note:** If the USB Flash Drive is not recognized, the 'Update' button will not be activated, as shown. If this occurs, remove the USB Flash Drive and repeat steps 3-7.

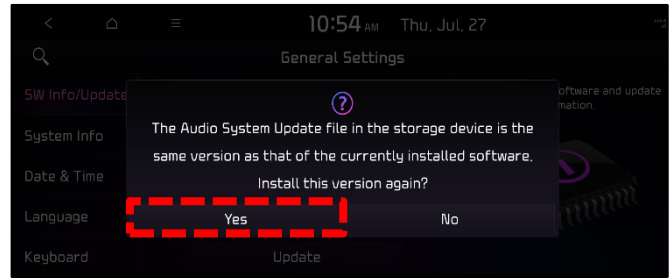


- Select 'OK' on the pop-up screen.



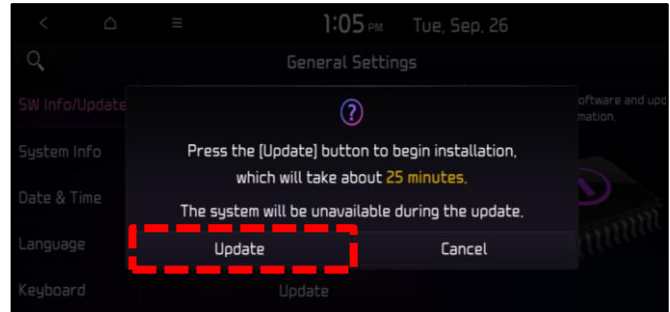
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**Note:** After selecting 'OK', there may be some instances where the pop-up shown may be displayed. Select 'Yes' and proceed to step 10.



10. Select 'Start' on the pop-up screen.

**Note:** In some cases, the software update may take up to two (2) hours to complete. During this dwell time, it is acceptable to work on other vehicles.



**IMPORTANT**

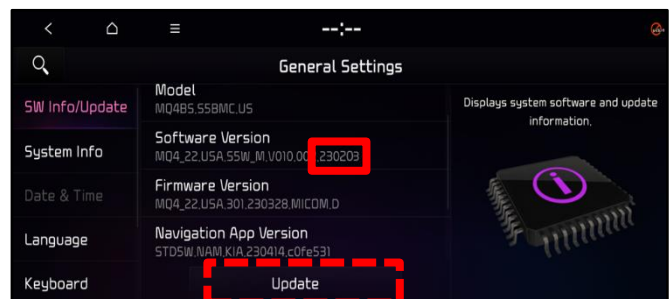
There will be multiple occurrences where the Kia logo will appear, the display will be black during the update process and/or display "Preparing System Update" for an extended period of time. This is normal.



**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.



11. Once the update has completed, repeat steps 4-6 to confirm the Software Version has been correctly updated.



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**AFFECTED VEHICLE RANGE:**

Model	Model Year
Cadenza (YG)	2020MY
Niro (DE P/HEV, EV)	2020-2022MY
Soul (SK3)	
Telluride (ON)	
Sorento (MQ4 P/HEV)	
Sorento (MQ4a)	2021-2023MY
K5 (DL3a)	
Seltos (SP2)	
Carnival (KA4)	
EV6 (CV)	2022-2023MY
Forte (BDm PE)	
Stinger (CK PE)	
Sportage (NQ5a)	
Sportage (NQ5 P/HEV)	2023MY
Niro (SG2 P/HEV, EV)	
Soul (SK3 PE)	

**REQUIRED TOOL:**

Tool Name	Part Number	Figure	Comments
USB Flash Drive A	N/A		<b>Applicable models:</b> <ul style="list-style-type: none"> <li>Stinger (CK PE)</li> <li>Soul (SK3)</li> <li>Cadenza (YG)</li> <li>Seltos (SP2)</li> <li>K5 (DL3a)</li> <li>Sorento (MQ4 P/HEV)</li> <li>Sorento (MQ4a)</li> <li>Niro (DE P/HEV, EV)</li> <li>Telluride (ON)</li> </ul>
USB Flash Drive B	N/A		<b>Applicable models:</b> <ul style="list-style-type: none"> <li>Forte (BDm PE)</li> <li>Carnival (KA4)</li> <li>EV6 (CV)</li> <li>Soul (SK3 PE)</li> <li>Sportage (NQ5a)</li> <li>Sportage (NQ5 P/HEV)</li> <li>Niro (SG2 P/HEV, EV)</li> </ul>

**Note:** Two (2) USB Flash Drives were auto-shipped to dealers with the release of [ELE303](#). If USB Flash 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 Flash 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: I14 C Code: ZZ3**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	Refer to EPC for AVN P/N per applicable model	0	Uneven/Slippery Road Warning Displayed on Cluster Software Update	96560F01	0.3 M/H	N/A	0

