



GROUP	MODEL
ELE	2024MY Sportage (NQ5, NQ5a)
NUMBER	DATE
315	October 2023

TECHNICAL SERVICE BULLETIN

4.2 IN. INSTRUMENT CLUSTER

SUBJECT:

SOFTWARE LOGIC IMPROVEMENT (SA547)

This bulletin provides information to upgrade the Cluster (CLU) software logic on certain 2024MY Sportage (NQ5) vehicles produced from July 17, 2023 through August 30, 2023 and 2024MY Sportage (NQ5a) vehicles produced from July 10, 2023 through August 28, 2023 equipped with 4.2 in. instrument clusters which may exhibit a concern where the 'Accumulated Info' (Trip, Timer, Avg.) and 'Since Refueling' trip meters, will reset automatically after the vehicle ignition is turned 'Off'. Follow the procedure outlined in this publication to upgrade the CLU software to correct this concern on the applicable vehicle. For confirmation that the latest reflash has been applied to a vehicle you are working on, verify the ROM ID using the table on page 3 of this bulletin. 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 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 SA547.

ECU Upgrade Procedure:

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

Upgrade Event Name

703.NQ5, NQ5a, NQ5 HEV CLU Mileage Odometer Calculation Logic Improvement

NOTICE


- Confirm a fully charged battery (12.3 volts or higher is necessary) is used or 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 not 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' or 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.

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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 #703**

Model	System	Cluster	IMMO 	ECU P/No.	ROM ID	
					Previous	New
NQ5	CLU	4.2 in.	Yes	94003 P1030 94003 P1040 94003 P1530 94003 P1540 94003 P1620 94003 P1630	2.02	2.03
NQ5a				94003 DW100 94003 DW600		

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.

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- The KDS will check the server for recently uploaded Events and then automatically download Upgrade Event #703.

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.

- 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.

- Select 'CLU' system and applicable 'Event Group' (D) for the vehicle:

Touch ID Check (D) and confirm that the latest update is available.

Select Upgrade Event #703 and select Upgrade to continue.

- 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%

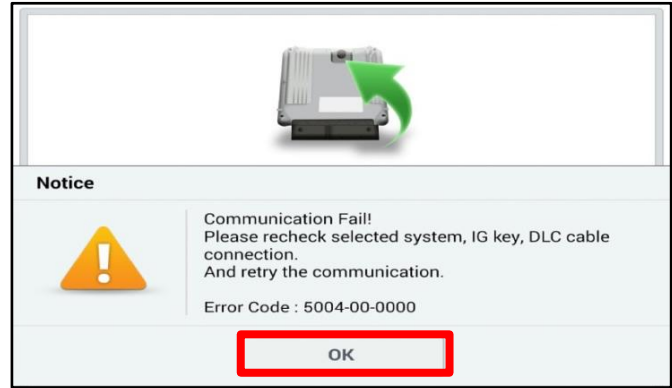
ECU Upgrading...(2/2)

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

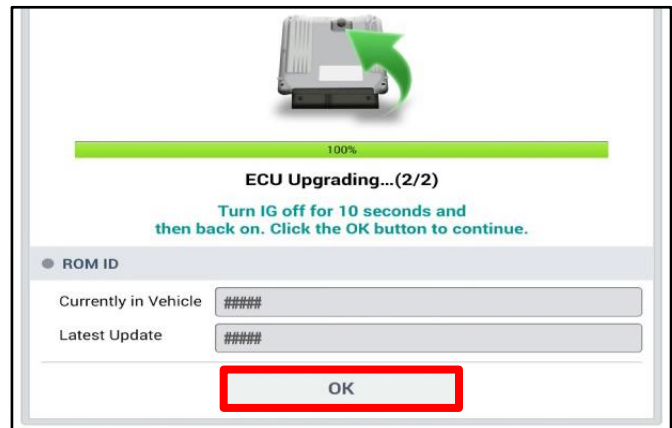
- If a "Communication Fail" screen appears, verify that the VCI-II and KDS are communicating properly. Select 'OK' and restart the from step 4.

NOTICE

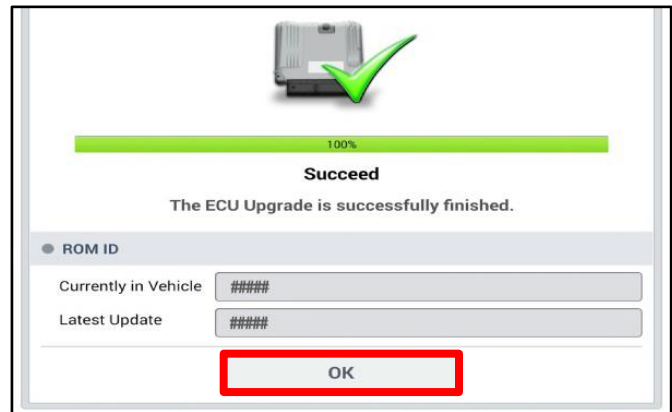
If an error notice continues to appear or if the upgrade cannot be performed, DO NOT disconnect the KDS/VCI-II. Contact GIT America Help Desk at (888) 542-4371 or Techline.



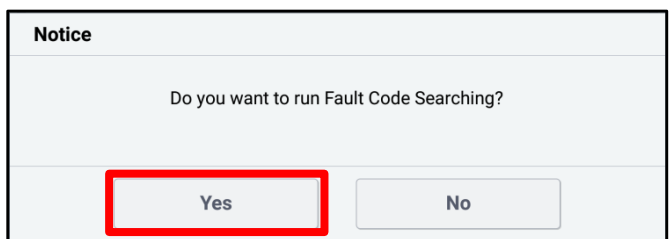
- When instructed on the KDS, turn the ignition OFF for ten (10) seconds then back on. Select 'OK' to continue.



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



- 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.



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

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

Menu	Password
NQ5/NQ5a CLU: 94003-P1030/040/530/540/620/630, 94003-DW100/600	1030
NQ5 HEV CLU: 94003-CH200/700/710	3200


1. Within the ECU Upgrade screen displayed, select **Manual Mode**.
2. Select the '**CLU**' system under the System selection menu. Select **Upgrade Event #703** 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.

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sportage (NQ5)	July 17, 2023 to August 30, 2023
Sportage (NQ5a)	July 10, 2023 to August 28, 2023

REQUIRED TOOL:

Tool Name	Figure	Comments
KDS		Kia Diagnostic System

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.
NQ5	V	94003 P1030	0	(SA547) 4.2 in. Cluster Software Logic Upgrade	230082R1	0.3 M/H	N/A	0
NQ5a					230A32R0			

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA547 when accessing the KDealer+ system.

