



GROUP	MODEL
ELE	2023MY Sorento (MQ4a) w/ AVN5W
NUMBER	DATE
316 (Rev 1, 11/08/2023)	October 2023

## TECHNICAL SERVICE BULLETIN

### AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM) (SA550)

SUBJECT:

#### 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 software on 5th Generation AVN wide on some 2023MY Sorento (MQ4a) vehicles produced from December 02, 2022 through July 19, 2023 to improve a 'non-responsive' or 'inoperative' radio (FM, AM, SXM, etc.) concern. The affected AVN unit on the vehicles may not respond when pressing the 'RADIO' hard key/button on the AVN unit or when selecting the 'RADIO' icon on the AVN menu screen. **Kia is requesting the completion of this Service Action on all affected vehicles in dealer stock, prior to delivery.** Follow the procedure outlined in this publication to update the software on 5th Generation AVN wide units using the applicable USB Flash Drive A for the applicable vehicle. 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 **SA550**.

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.

**Update Procedure:**

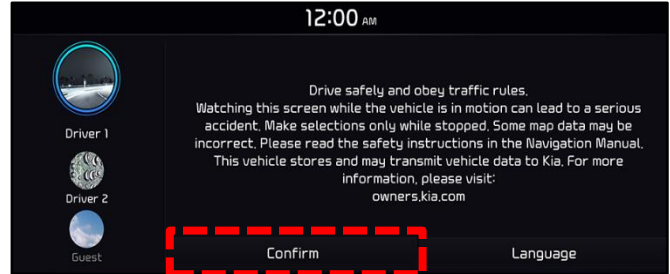
1. Turn the ignition switch to the 'ON' position.

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

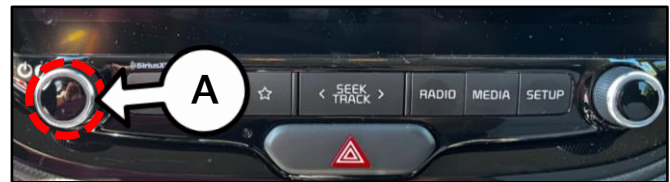


2. Select 'Confirm' on the AVN screen.

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



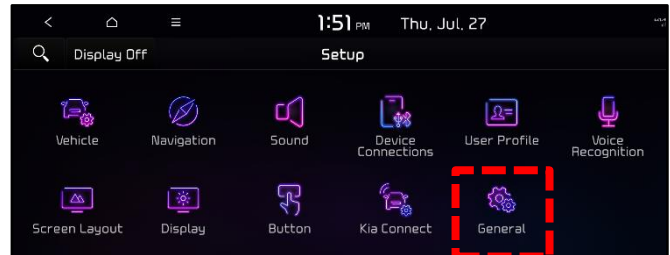
3. Press the 'Power' button (A) to turn the Radio/Media 'OFF'.



4. Select 'Setup'.

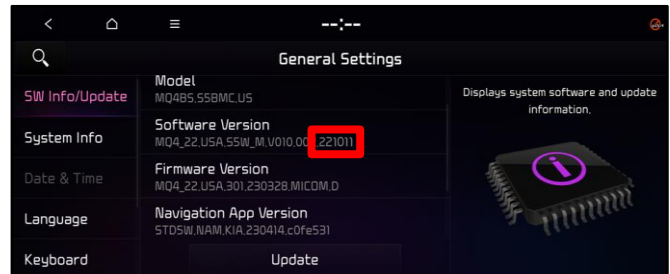


5. Select 'General'.



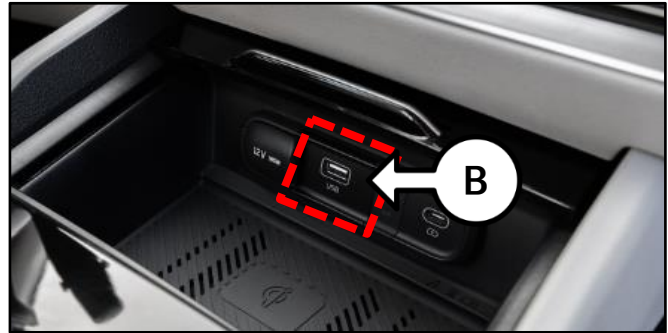
6. Inspect the last six (6) digits of the AVN Software Version displayed in 'General Settings'.

- 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.**



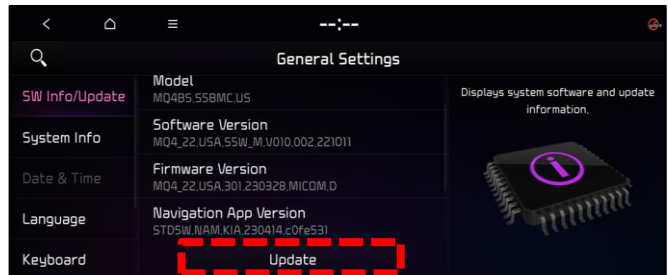
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7. Insert the USB Flash Drive (refer to the table below) into the USB slot (B) located underneath the AVN unit.

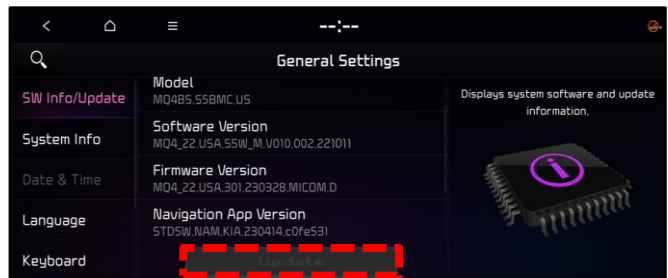


Model	Software Version (SW Ver.)	
USB Flash Drive 'A'	Previous Version	New Version
Sorento (MQ4a)	221011 221025 221115 221220 221228	230203

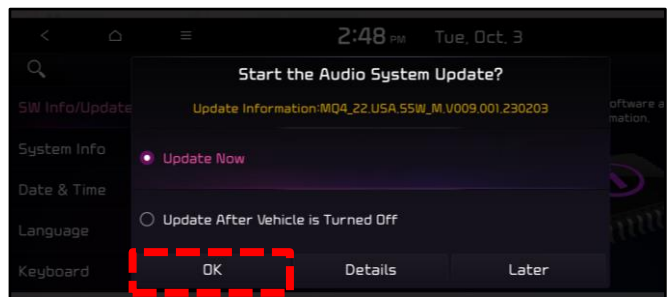
8. On the 'General Settings' screen, select 'SW Info/Update', then select 'Update'.



**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.



9. Select 'OK' on the pop-up screen to start the software update.



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**Note:** In some cases, the software update may take up to two (2) hours and thirty (30) minutes to complete. During this dwell time, it is acceptable to work on other vehicles.

**IMPORTANT**

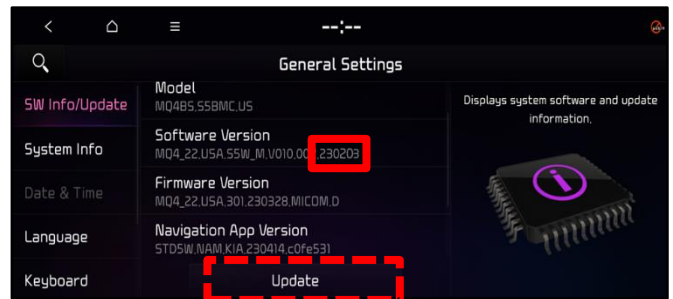
There will be multiple occurrences where the Kia logo will appear, the display will be black during the update process and/or display "Preparing System Update" for an extended period of time. This is normal.



**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.
- If any issues occur during/after the software update, contact Kia America Techline for assistance.

10. 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	Production Range
Sorento (MQ4a)	December 02, 2022 to July 19, 2023

**REQUIRED TOOL:**

Tool Name	Part Number	Figure	Comments
USB Flash Drive A	N/A		<u>Applicable models:</u> Sorento (MQ4a)

**Note:** USB Flash Drive was 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: N99 C Code: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	96560 R5HA0FHL	0	(SA550) 5 <sup>th</sup> Generation Wide AVN Software Update	230A25R0	0.3 M/H	N/A	0

**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA550 when accessing the KDealer+ system.