



GROUP	MODEL
ELE	2024MY Seltos (SP2) w/ AVN5W
NUMBER	DATE
317	November 2023

TECHNICAL SERVICE BULLETIN

SUBJECT: **AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM)**

This bulletin provides information to update the software on 5th Generation AVN wide on certain 2024MY Seltos (SP2) vehicles to remedy a 'non-responsive' or 'inoperative' radio (FM, AM, SXM, etc.) and/or AVN screen freezing while using Apple CarPlay®/Android Auto™ concern(s). 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 and/or when a cellular phone is connected to Apple CarPlay®/Android Auto™. Follow the procedure outlined in this publication to update the software on 5th Generation AVN wide units.



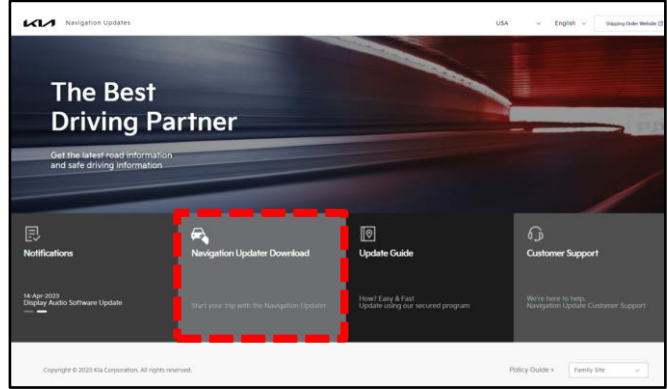
NOTICE

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.

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.

Software Download Procedure:

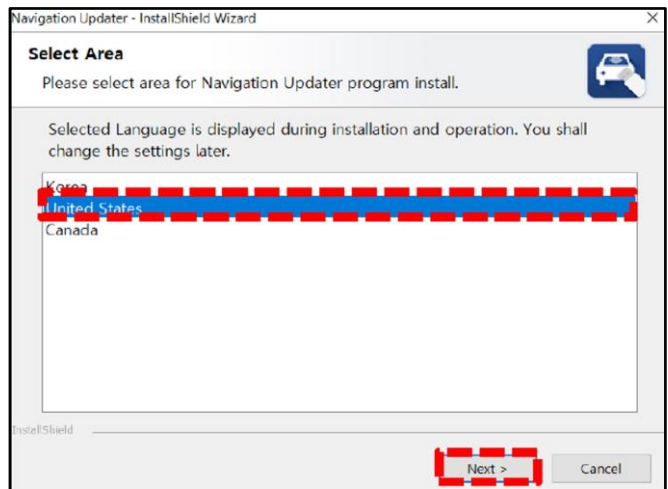
- 1. Go to '<https://update.kia.com/US/EN/Main>'.
- 2. Select 'Navigation Updater Download'.



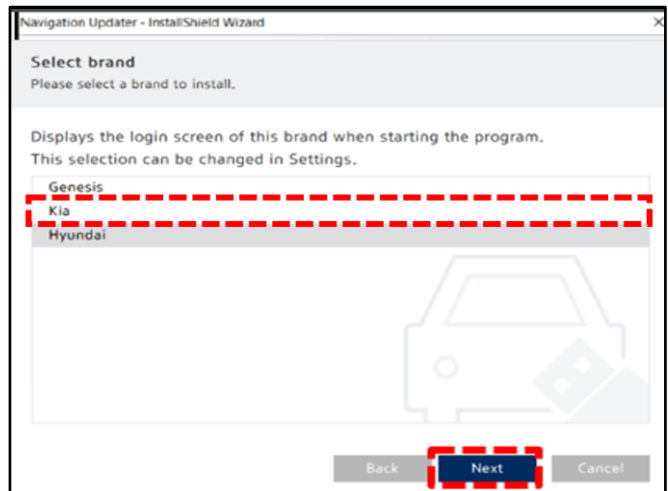
- 3. Select 'For Windows' or 'For Mac' operating system.



- 4a. Select 'United States'.
- 4b. Select 'Next'.



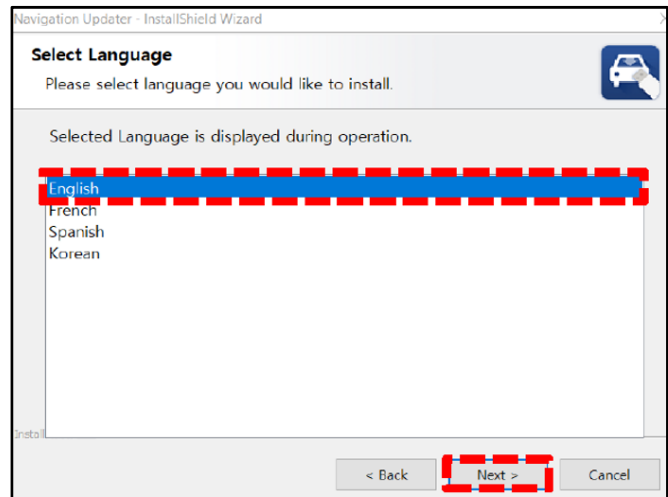
- 5a. Select 'Kia'.
- 5b. Select 'Next'.



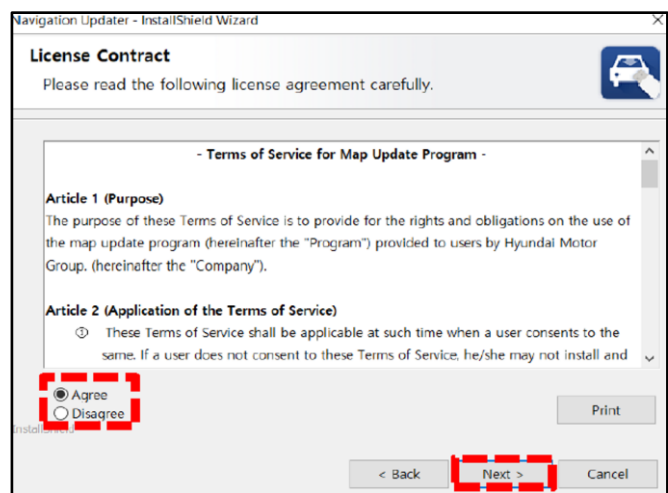
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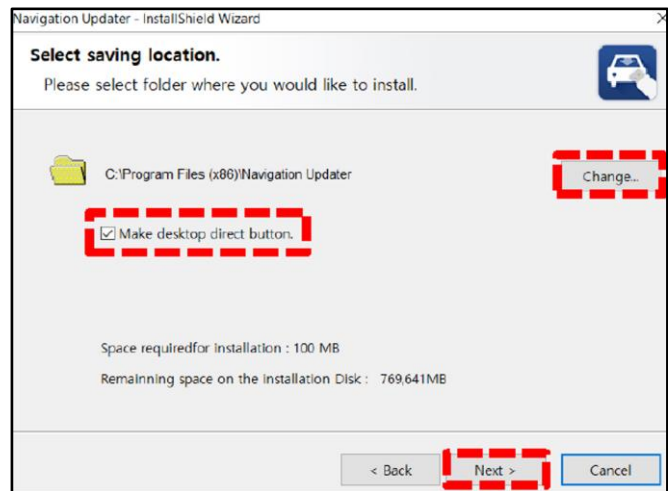
- 6a. Select a language (ex. 'English').
- 6b. Select 'Next'.



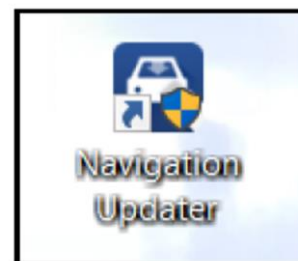
- 7a. Select 'Agree' to agree to the 'Terms & Conditions'.
- 7b. Select 'Next'.



- 8a. Select 'Change' to save the file in a different location.
- 8b. Check the box 'Make desktop direct button.'.
- 8c. Select 'Next'.

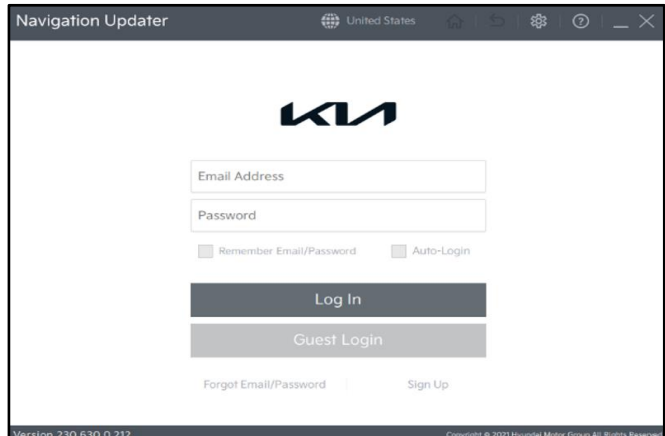


- 9. Once the installation is complete, the 'Navigation Updater' shortcut will be saved on the desktop.

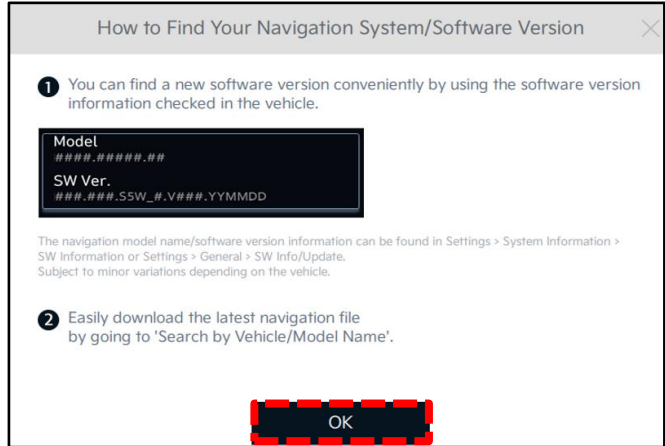


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- 10a. Open the 'Navigation Updater'.
- 10b. Log in using Kia Connect (formerly UVO) credentials or log in as a guest using 'Guest Login'.



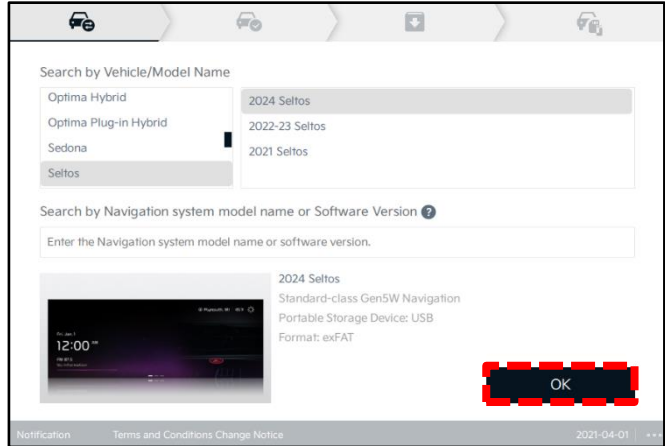
- 11. Select 'OK'.



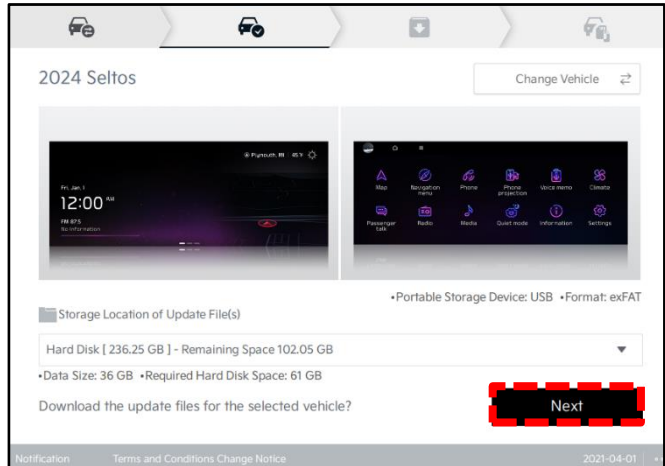
- 12a. Scroll and select 'Seltos'.

- 12b. Select '2024 Seltos'.

- 12c. Select 'OK'.



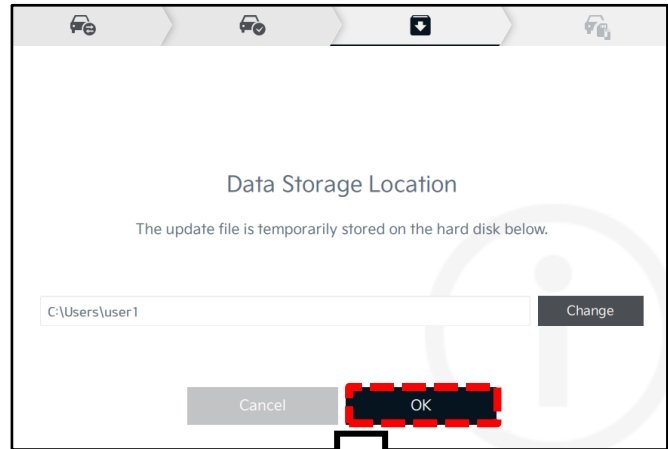
- 13. Verify the 'Storage Location of Updated File(s)', then select 'Next'.



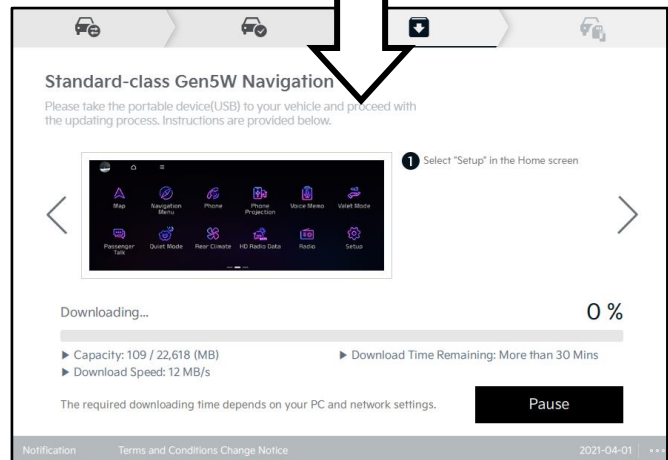
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14. Select 'OK'.

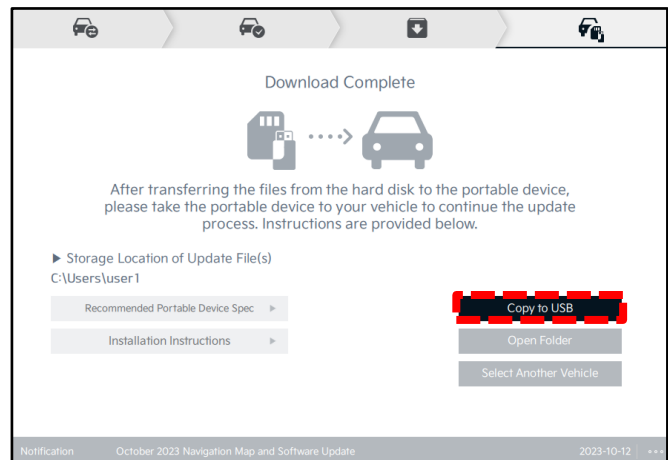


Note: Once download has completed, continue to step 15a.



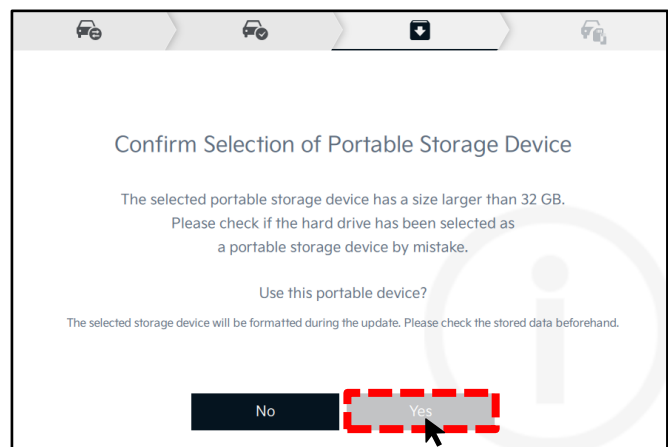
15a. Insert a new or formatted USB flash drive to the computer.

15b. Select 'Copy to USB'.



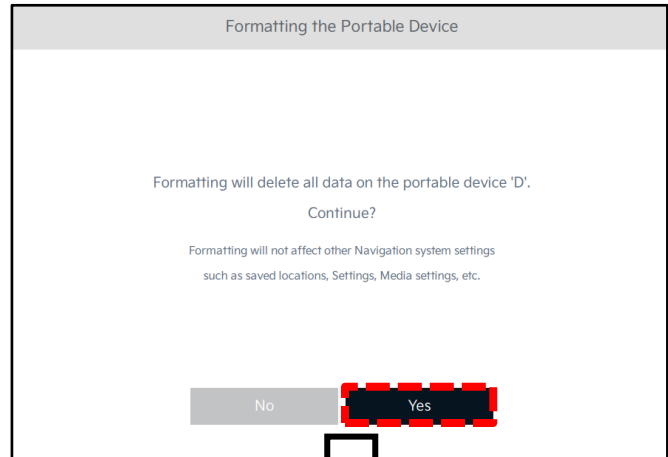
16. Select 'Yes'.

Note: By default, 'NO' is highlighted. Once 'YES' is selected, the pop-up on step 17 will populate.

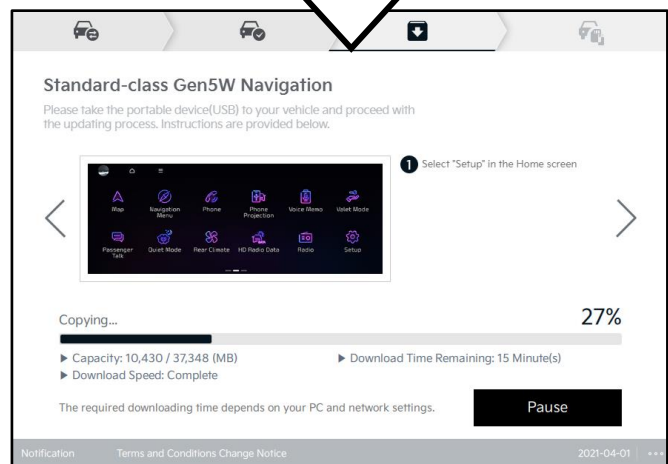


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17. Select 'Yes'.



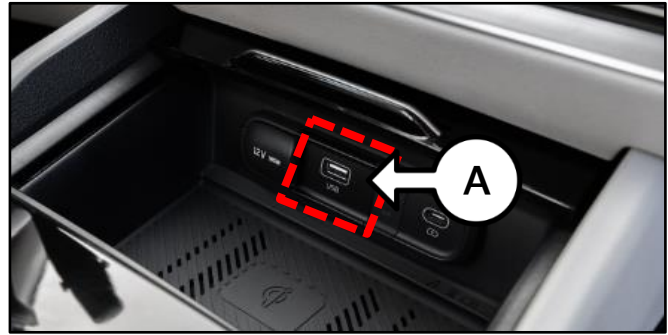
18. Once the downloaded files have completed downloading to the USB, proceed to the 'Update Procedure'.



SUBJECT:

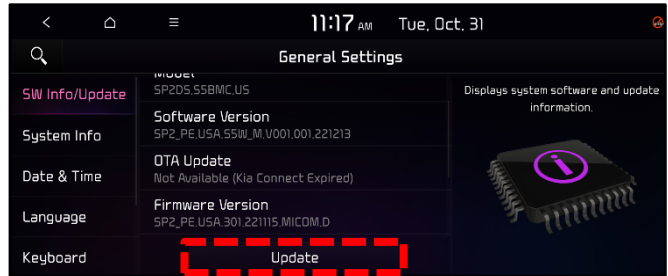
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6. Insert the USB Flash Drive (refer to the table below) into the USB slot (A) located underneath the AVN unit.

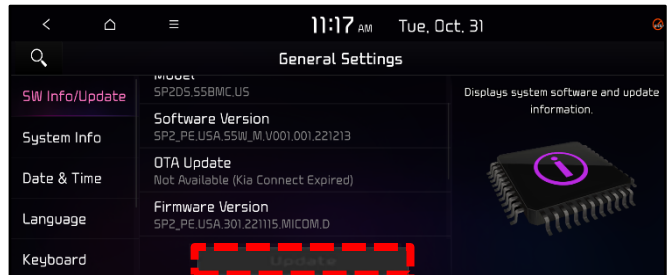


Model	Software Version (SW Ver.)	
USB Flash Drive	Current Version	New Version
Seltos (SP2)	221213 230517 230616 230526	230919

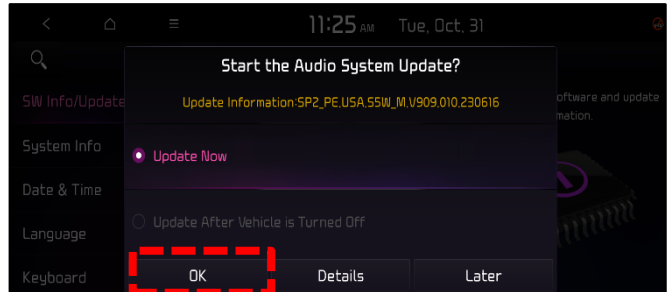
7. On the 'General Settings' screen, select 'SW Info/Update', then select 'Update'.



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.



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



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Note: In some cases, the software update may take up to seventy (70) minutes to complete. During this dwell time, it is acceptable to work on other vehicles.

⚠ CAUTION

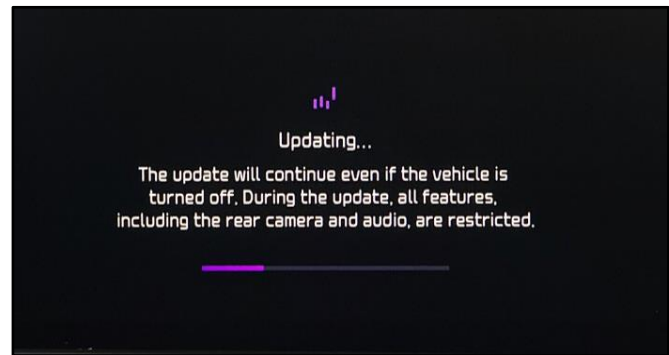
DO NOT turn the ignition switch 'OFF', and/or remove the USB drive from the vehicle during the update process.

📌 IMPORTANT

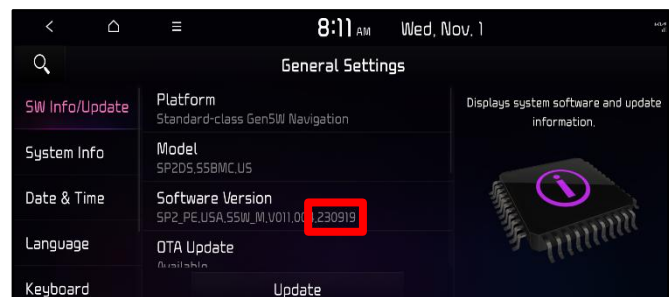
There will be multiple occurrences where the Kia logo will appear, the display will be black during the update process and/or display "Preparing System Update" for an extended period of time. This is normal.

📄 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.



9. Once the update has completed, repeat steps 3-5 to confirm the Software Version has been correctly updated.



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AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM)**AFFECTED VEHICLE RANGE:**

Model	Model Year
Seltos (SP2)	2024

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
USB Flash Drive	N/A		64GB USB Flash Drive

Note: Software update files are from <https://update.kia.com/US/EN/Main>. A 64GB USB Flash Drive will be required to download the update files. The USB flash drive is not provided. (TSB [ELE208](#) can be referred to for instructions on how to download software update files using Navigation Updater)

WARRANTY INFORMATION:**N Code: I11 C Code: ZZ3**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	96560 Q5CB0FHV	0	5 th Generation Wide AVN Software Update	96560F08	0.3 M/H	N/A	0