	GROUP	MODEL
	ELE	2020-2023MY Multiple Models w/ AVN5W
	NUMBER	DATE
	320	December 2023

TECHNICAL SERVICE BULLETIN

SUBJECT: AVN 5.0 WIDE SCREEN FREEZING OR MAP DELAY WITH WIRED APPLE CARPLAY®

This bulletin provides information to update the software on 5th Generation AVN wide on certain 2020-2023MY Kia vehicles (refer to model list on page 3) to remedy an inaccurate map location, freezing AVN screen, or experiencing a delay when using Google Maps™ or Waze™ through wired Apple CarPlay®. Follow the procedure outlined in this publication to update the software on 5th Generation AVN wide units using the applicable USB Flash Drive 'A' or Navigation Updater.



NOTICE

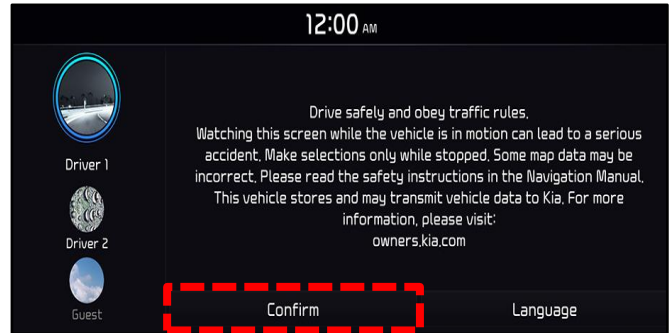
A Technical Service Bulletin is a field fix repair program without customer notification that may be performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

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.

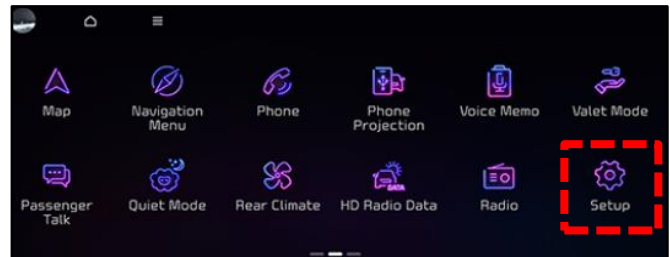
Update Procedure:

1. Turn the engine 'ON'.
2. Select 'Confirm' on the AVN screen.

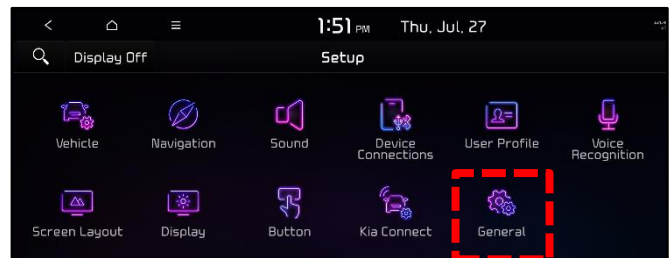
Note: The software update is possible with the AVN 'OFF'.



3. Select 'Setup'.

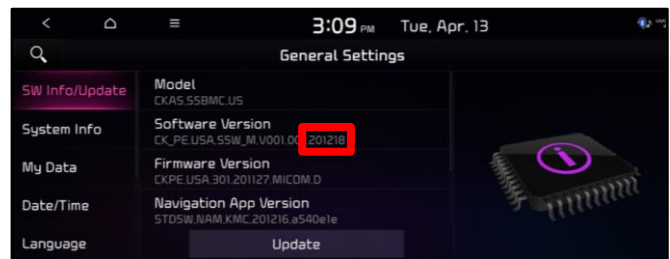


4. Select 'General'.

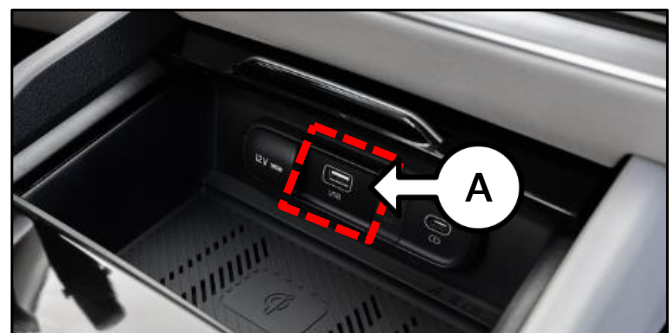


5. Inspect the last six (6) digits of the AVN Software Version displayed in 'General Settings'.

- If the current software version shown in 'General Settings' is before 230203 (Feb 03, 2023), then proceed to step 6.
- If the current software version shown in 'General Settings' is 230203 - (Feb 03, 2023) or newer, **this TSB does not apply.**



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

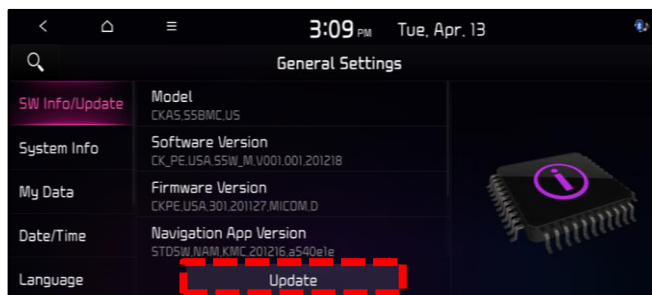


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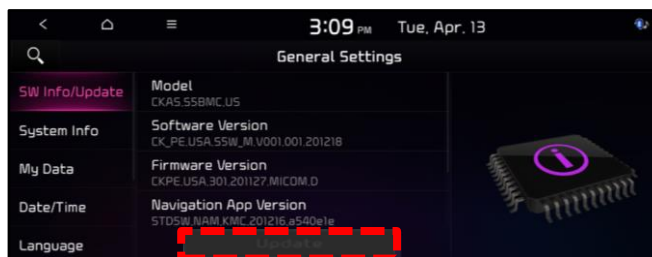
Model	Software Version (SW Ver.)	
	Previous Version	New Version
USB Flash Drive 'A'		
Stinger (CK PE)	Older than 230203 (Feb 2023)	230203 <u>(USB update)</u> 230919 or later <u>(Update from Navigation Updater)</u>
Soul (SK3)		
Niro (DE P/HEV, EV)		
Sorento (MQ4 P/HEV)		
Seltos (SP2)		
Cadenza (YG)		
K5 (DL3a)		
Sorento (MQ4a)		
Telluride (ON)		

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

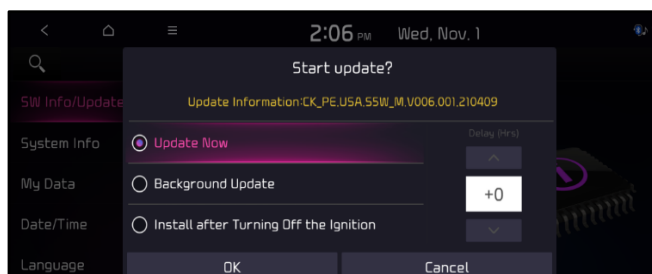
Note: Vehicles with older software versions (~2020 versions and older) will not be able to recognize the update files distributed in USB A/B. These vehicles will need to be updated by downloading the software by using Navigator Updater program from <https://update.kia.com/US/EN/Main>. Refer to TSB [ELE208](#) for instructions on how to download software update files using Navigation Updater.



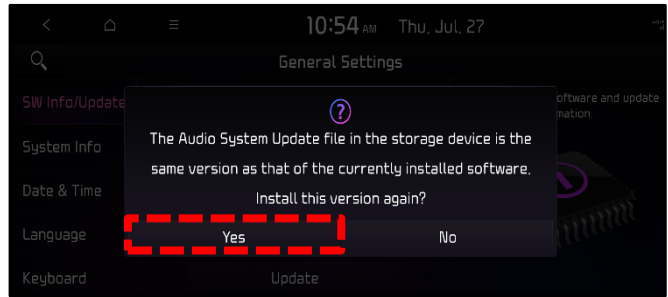
Note: If the USB Flash Drive is not recognized, the 'Update' button will not be activated, as shown. If this occurs, remove the USB Flash Drive and repeat steps 3-6.



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

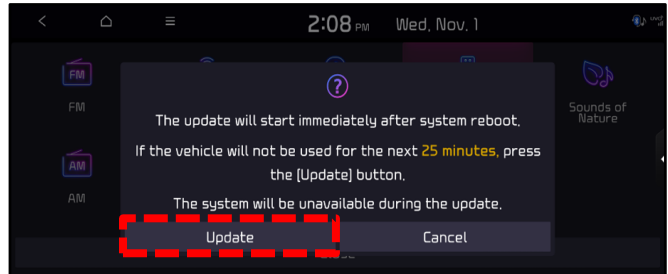


Note: After selecting 'OK', there may be some instances where the pop-up shown may be displayed. Select 'Yes' and proceed to step 9.



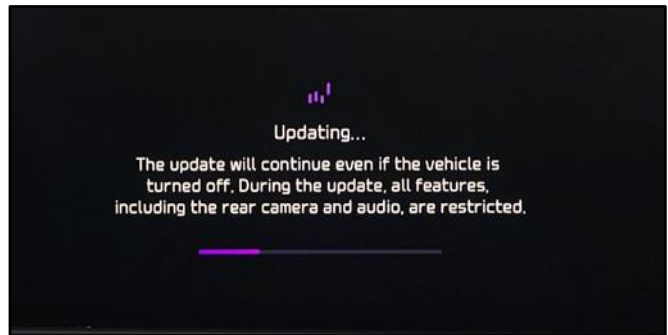
9. Select 'Update' on the pop-up screen.

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



CAUTION

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



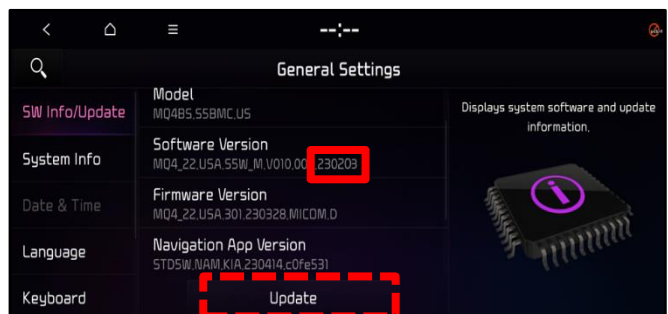
NOTICE

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" or "Updating..." 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 3-5 to confirm the Software Version has been correctly updated.




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AFFECTED VEHICLE RANGE:

Model	Model Year
Cadenza (YG)	2020MY
Telluride (ON)	2020-2022MY
Niro (DE P/HEV, EV)	
Soul (SK3)	
K5 (DL3a)	
Sorento (MQ4a)	2021-2023MY
Sorento (MQ4 P/HEV)	
Seltos (SP2)	
Stinger (CK PE)	
	2022-2023MY

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
USB Flash Drive A	N/A		<p>Applicable models:</p> <ul style="list-style-type: none"> •Stinger (CK PE) •Soul (SK3) •Cadenza (YG) •Seltos (SP2) •Telluride (ON) •Sorento (MQ4a) •Sorento (MQ4 P/HEV) •Niro (DE P/HEV, EV) •K5 (DL3a)

Note: USB Flash Drive was auto-shipped to dealers. 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 TSB 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: M34 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	5 th Generation Wide AVN Software Update	96560F10	0.3 M/H	N/A	0

