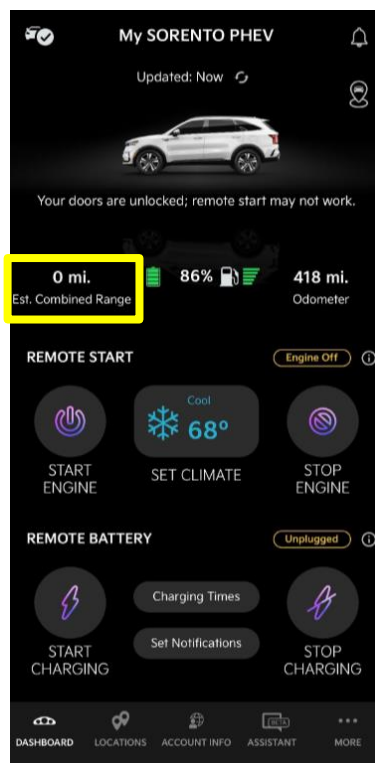


	GROUP	MODEL
	ELE	2022MY Sorento PHEV (MQ4 PHEV)
	NUMBER	DATE
	322	December 2023
TECHNICAL SERVICE BULLETIN ESTIMATED COMBINED RANGE DISPLAY LOGIC IMPROVEMENT		

This bulletin provides information to update the software on 5th Generation AVN wide units on certain 2022MY Sorento PHEV (MQ4 PHEV) vehicles which may experience the 'Estimated Combined Range' input in the Kia Access App display zero (0) while the vehicle is off. 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.



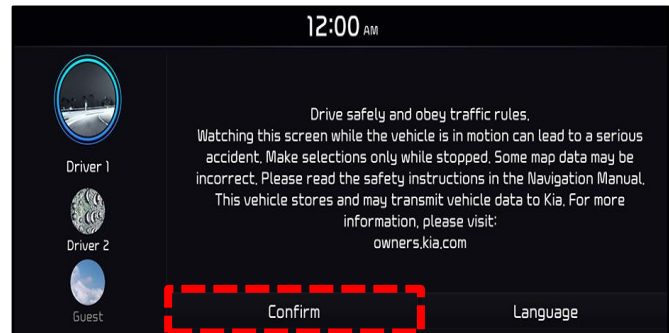
NOTICE

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.

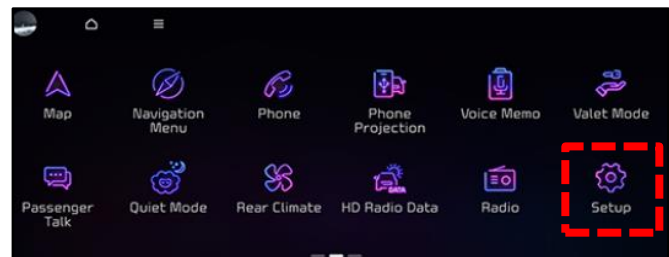
A printed copy is for reference only; publication information can be updated at any time. Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

Update Procedure:

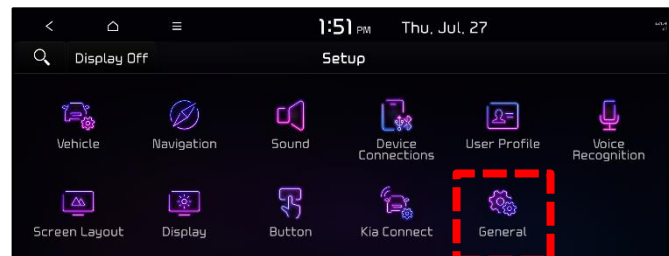
1. Turn the engine 'ON'.
2. Select 'Confirm' on the AVN screen.



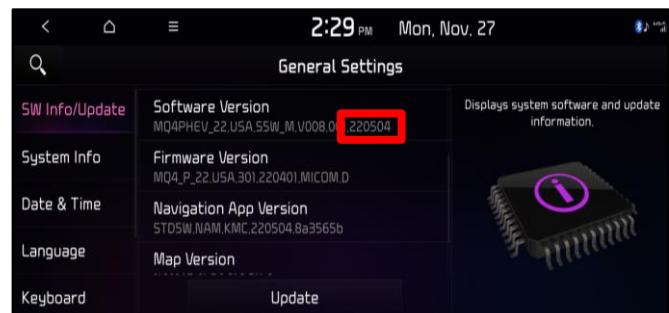
3. Select 'Setup'.



4. Select 'General'.



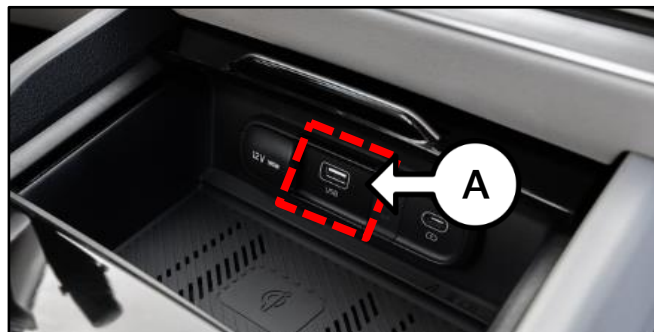
5. Inspect the last six (6) digits of the AVN Software Version displayed in 'General Settings'.
 - If the current software version shown in 'General Settings' is before 230203 (Feb 03, 2023), then proceed to step 6.
 - If the current software version shown in 'General Settings' is 230203 (Feb 03, 2023) or newer, **this TSB does not apply.**



SUBJECT:

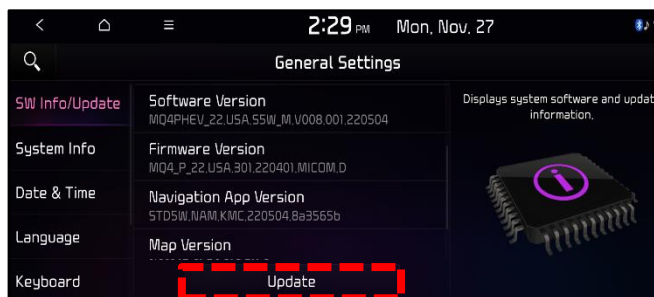
ESTIMATED COMBINED RANGE DISPLAY LOGIC IMPROVEMENT

6. Insert the USB Flash Drive 'A' into the USB slot (A) located underneath the AVN unit.

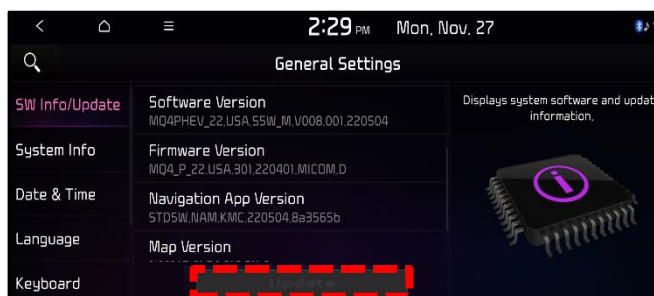


Model	Software Version (SW Ver.)	
USB Flash Drive 'A'	Current Version	New Version
Sorento PHEV (MQ4 PHEV)	Older than 230203 (Feb 03, 2023)	230203 or newer

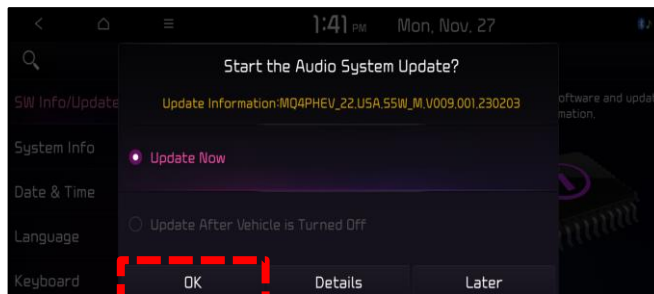
7. On the 'General Settings' screen, select 'SW Info/Update', then select 'Update'.



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 3-6.



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



Note: In some cases, the software update may take up to 2 hours and 45 minutes to complete. During this dwell time, it is acceptable to work on other vehicles.

⚠ CAUTION

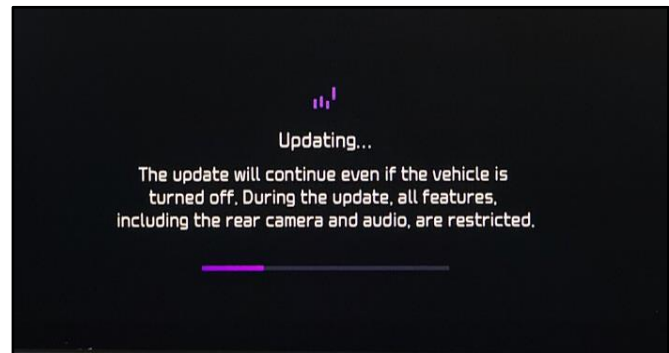
DO NOT turn the ignition switch 'OFF', and/or remove the USB drive from the vehicle during the update process.

❗ IMPORTANT

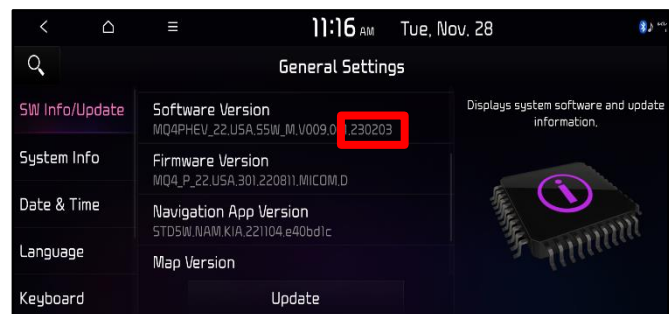
There will be multiple occurrences where the Kia logo will appear, the display will be black during the update process and/or display "Preparing System Update" for an extended period of time. This is normal.

📄 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.



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



SUBJECT:

ESTIMATED COMBINED RANGE DISPLAY LOGIC IMPROVEMENT**AFFECTED VEHICLE RANGE:**

Model	Model Year
Sorento PHEV (MQ4 PHEV)	2022

REQUIRED TOOL:

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

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 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 P4700FHL	0	Estimated Combined Range Display Logic Improvement	96560F11	0.3 M/H	N/A	0

