



GROUP	MODEL
ELE	2021-2023MY Seltos (SP2)
NUMBER	DATE
325	December 2023

## TECHNICAL SERVICE BULLETIN

SUBJECT:

### CLUSTER UPGRADE FOR INTERMITTENT DISPLAY RESTARTING

This bulletin provides information to upgrade the Cluster (CLU) software logic on certain 2021-2023MY Seltos (SP2) vehicles equipped with a 7 in. TFT display instrument cluster, produced from November 20, 2019 through March 2, 2023. The affected vehicles may exhibit the instrument cluster intermittently restarting after entering a destination into the navigation and starting route guidance. When the route guidance is cancelled, this concern is no longer present. Follow the procedure outlined in this publication to upgrade the CLU software to correct this concern on the applicable vehicle.



#### 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.**

**ECU Upgrade Procedure:**

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

Upgrade Event Name
694.SP2 CLU upgrade for intermittent display blink

**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 #694**

Model Year	Cluster	IMMO 	ECU P/No.	ROM ID	
				Previous	New
2021	7 in.	Yes	94011 Q5310	11.4.1	
			94012 Q5000	11.6.1	11.14.1
			94013 Q5750	11.8.1	11.15.1
			94013 Q5720	11.9.1	11.16.1
			94013 Q5730	11.10.1	11.17.1
			94013 Q5740	11.12.1	11.18.1
				11.13.1	

*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.*

**NOTICE**

**Prior to performing the ECU upgrade, be sure to check that the KDS is fully charged.**

Connect the VCI-II to the OBD-II connector, located under the driver's side of the instrument panel.

**NOTICE**

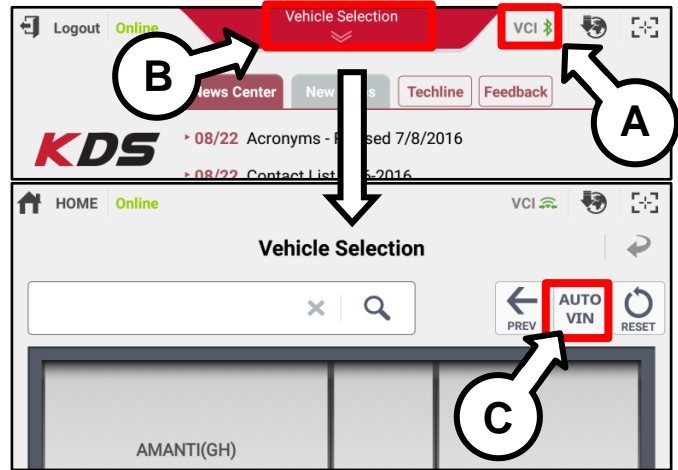
The ECU upgrade function on KDS operates wirelessly. It is not necessary to perform the upgrade via USB cable.

- With the ignition ON, turn ON the KDS tablet. Select 'KDS' from the home screen.

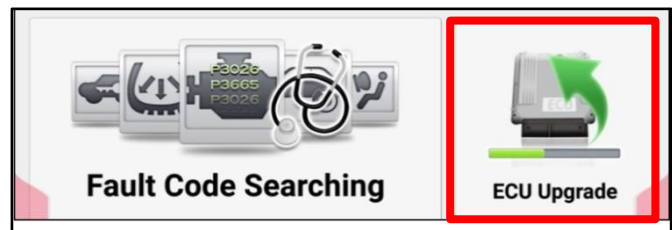


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- Confirm communication with VCI (A) and then configure the vehicle (B) using the 'AUTO VIN' (C) feature.



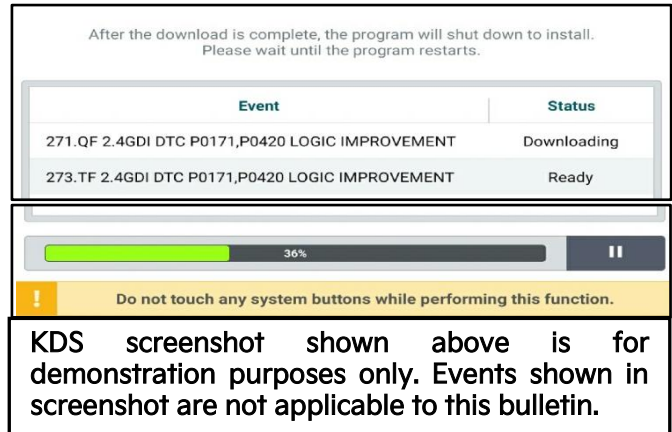
- Select 'ECU Upgrade'.



- The KDS will check the server for recently uploaded Events and then automatically download Upgrade Event #694.

**NOTICE**

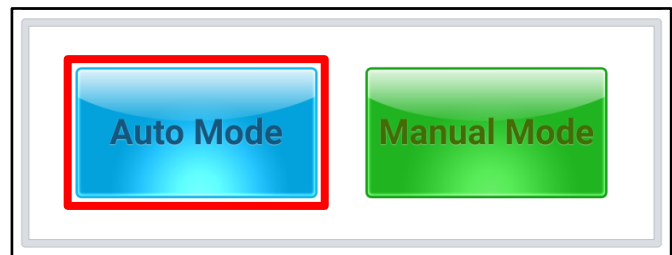
The vehicle must be identified in Vehicle Selection to download an Event for that vehicle.



- 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.

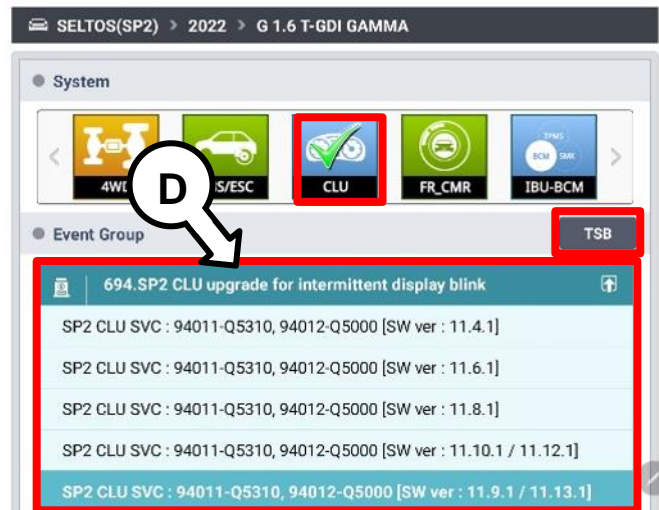


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- Select 'ENGINE' system and applicable 'Event Group' (D) for the vehicle:

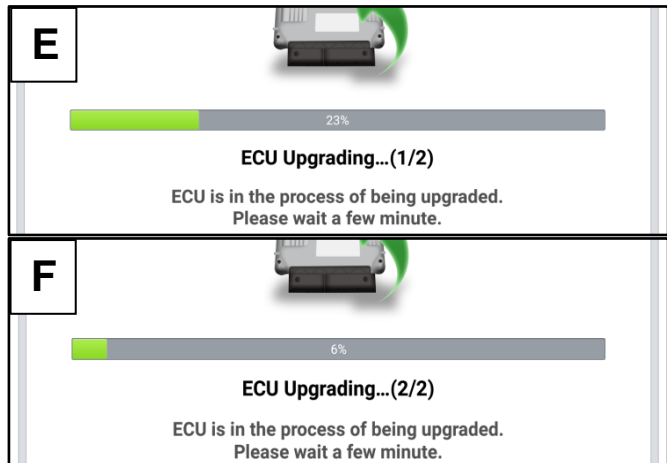
**Event #694.SP2 CLU upgrade for intermittent display blink**



- 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**

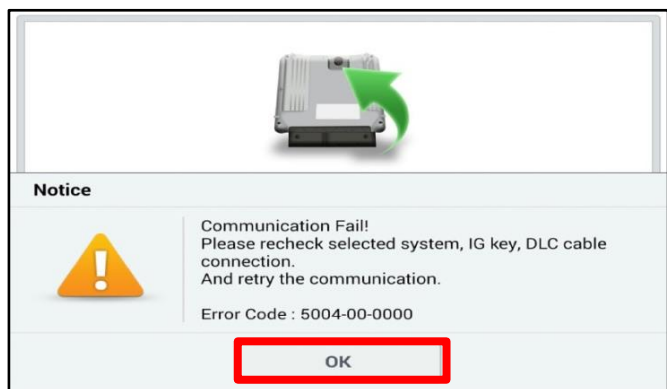
Do not touch the system buttons (like 'Back', 'Home', 'etc.') while performing ECU Upgrade.



- 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.

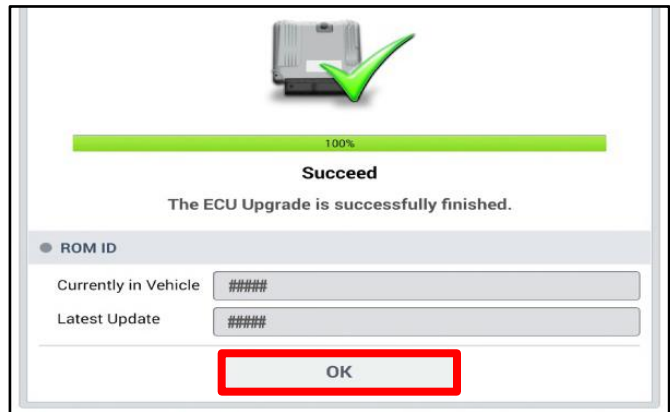


**CLUSTER UPGRADE FOR INTERMITTENT DISPLAY RESTARTING**

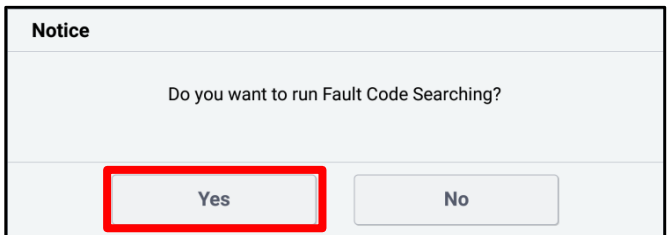
10. When instructed on the KDS, turn the ignition **OFF** for ten (10) seconds then back on. Select **'OK'** to continue.



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



12. 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.



13. 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
SP2 CLU SVC : 94011-Q5310, 94012-Q5000 [SW ver : 11.4.1]	4118
SP2 CLU SVC : 94011-Q5310, 94012-Q5000 [SW ver : 11.6.1]	1615
SP2 CLU SVC : 94011-Q5310, 94012-Q5000 [SW ver : 11.8.1]	1012
SP2 CLU SVC : 94011-Q5310, 94012-Q5000 [SW ver : 11.10.1 / 11.12.1]	1214
SP2 CLU SVC : 94011-Q5310, 94012-Q5000 [SW ver : 11.9.1 / 11.13.1]	1309


1. Within the ECU Upgrade screen displayed, select **Manual Mode**.
2. Select the '**CLU**' system under the System selection menu. Select **Upgrade Event #694** 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.

SUBJECT:

**CLUSTER UPGRADE FOR INTERMITTENT DISPLAY RESTARTING****AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Seltos (SP2)	November 20, 2019 to March 2, 2023

**REQUIRED TOOL:**

Tool Name	Figure	Comments
KDS		Kia Diagnostic System

**WARRANTY INFORMATION:****N Code: I14 C Code: ZZ3**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	94001 Q5200	0	Cluster Upgrade for Intermittent Display Restarting	94011F00	0.3 M/H	N/A	0