



GROUP	MODEL
ELE	2022-2023MY Multiple Models
NUMBER	DATE
338	April 2024

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

SUBJECT:

This bulletin provides information to update the software on Display Audio 2.0 (D2V) and 5th Generation AVN Wide (AVN5W) head units on certain 2022-2023MY Kia vehicles (refer to model list on page 9). The affected vehicles may experience various concerns related to Apple CarPlay®/Android Auto™ phone projection connectivity. Follow the procedure outlined in this publication to update the software on Display Audio 2.0 (D2V) and 5th Generation AVN Wide (AVN5W) head units on the applicable vehicle to improve the overall infotainment system. 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 SA569.

Display Audio 2.0 Update Procedure:

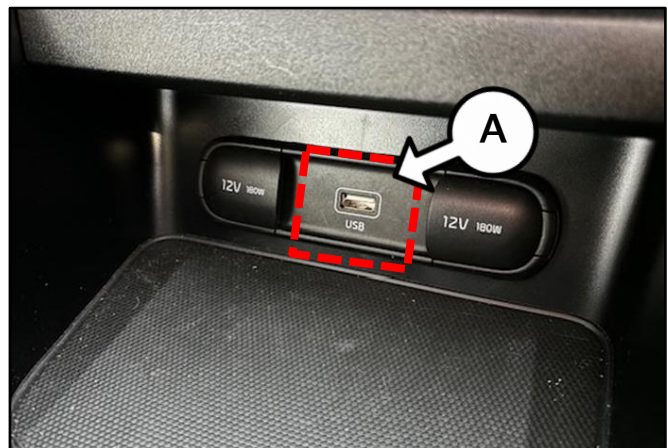
1. Turn the ignition switch to the 'ON' position.
2. Select 'Setup'.



3. Select 'General'.



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



SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

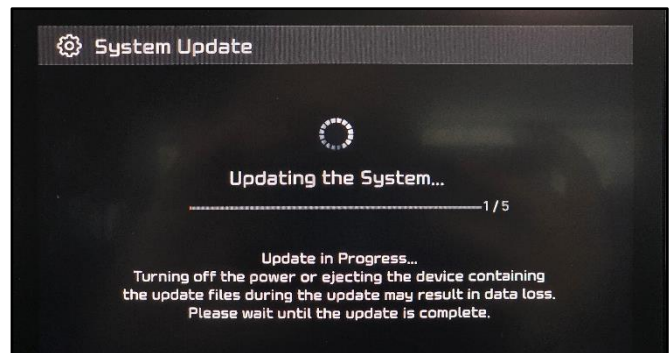
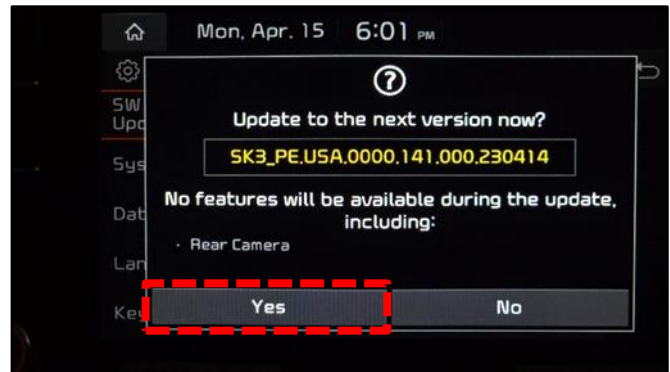
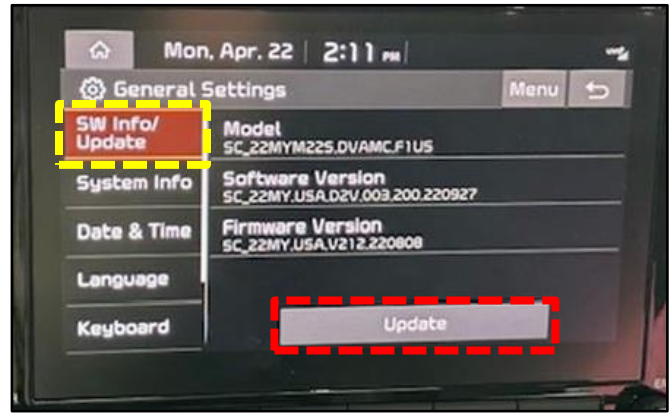
USB	Model	ECU P/No.	Software Version	
			Current Version	New Version
VDS 1 Type	Forte (BDm PE)	96160 M7230 96160 M7270	All	D2V.003.200.240318
	Sorento (MQ4a)	96160 R5HF0 96160 R5HA0		
	K5 (DL3a)	96160 L3750 96160 L3760		
	Rio (SC)	96160 H9570 96160 H9580		
	Carnival (KA4)	96160 R0700 96160 R0710		
	Niro HEV (DE HEV)	96160 G5UB0 96160 G5UD0 96160 G5UE0		
	Niro PHEV (DE PHEV)	96160 G5XB0 96160 G5XD0		
	Sportage (NQ5)	96160 P1150		
	Sportage HEV (NQ5 HEV)	96160 CH020		
VDS 4 Type	Soul (SK3)	96160 K0810		D2V.001.001.230414
VDS 5 Type	Seltos (SP2)	96160 Q5660		D2V.001.001.230417

Note: A pop-up window 'No Supported Files.' will populate. This is normal.



SUBJECT: **DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)**

5. Select 'SW Info/Update'.
6. Select 'Update'.
7. Select 'Yes'.



Note: In some cases, the software update may take up to fifteen (15) to twenty (20) 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

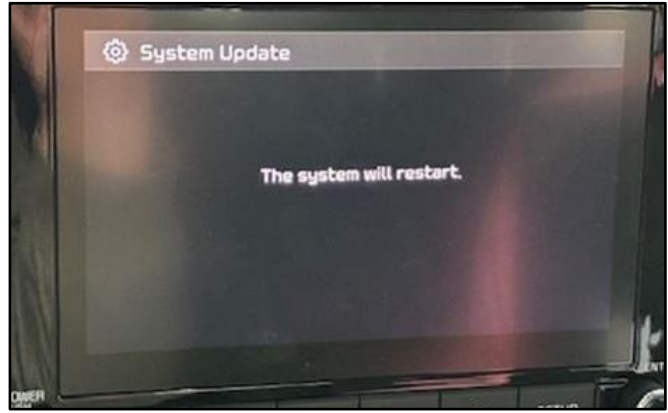
- Confirm a fully charged battery is used (12.3 volts or higher is necessary)
- **DO NOT** remove the USB drive or turn the ignition 'OFF' or interrupt the power supply during the update.
- Before conducting the update, verify that the software is not the latest version.
- If any issues occur during/after the software update, contact Kia America Techline for assistance.



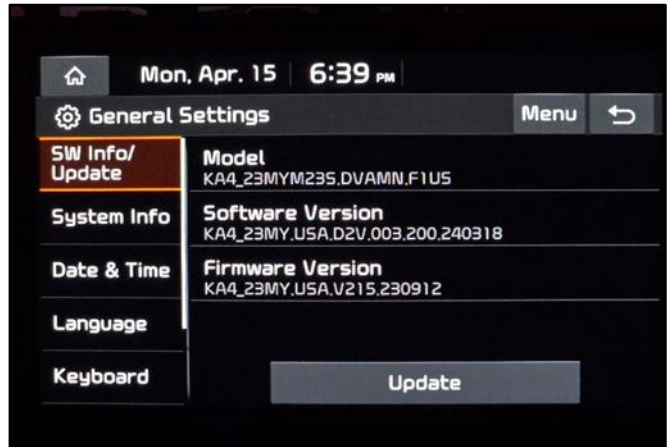
SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

Note: A pop-up window 'The system will restart.' will populate.



8. Once the update has completed, confirm the Software Version has been correctly updated.



Note: If the customer is unable to pair a phone to the vehicle after the head unit software has been updated, proceed to the 'Phone Pairing Procedure' on page 9.

SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

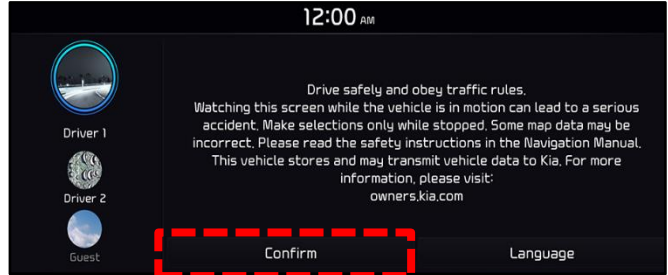
AVN5W Update Procedure:

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

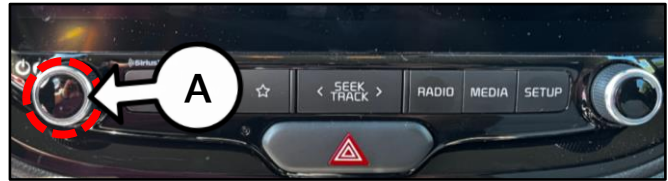
Note: If vehicle is equipped with the ['Vehicle Auto-Shut Off'](#) feature, be sure to turn the feature 'OFF' before proceeding to step 2.



2. Select 'Confirm' on the AVN screen.



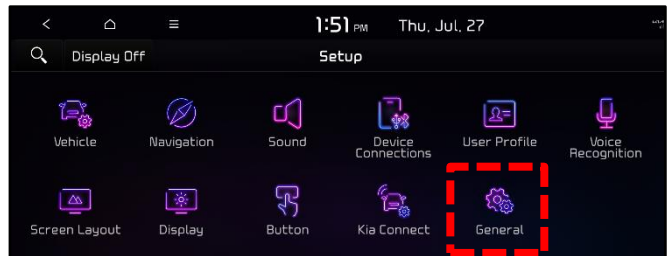
3. Press the 'Power' button (A) to turn the Radio/Media 'OFF'.



4. Select 'Setup'.



5. Select 'General'.



SUBJECT:

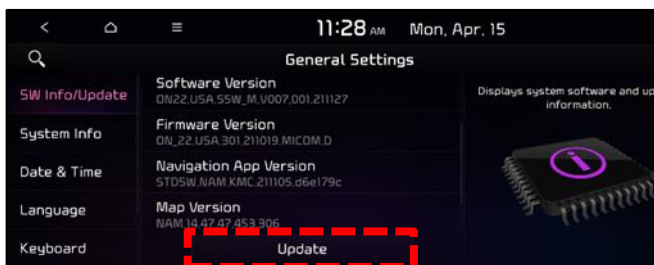
DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

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

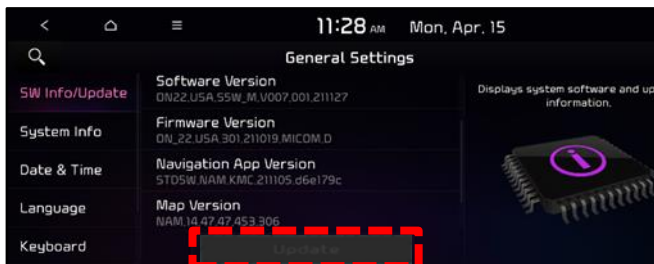


USB	Model	ECU P/No.	Software Version (SW Ver.)	
			Previous Version	New Version
VDS 1 Type	Telluride (ON)	96560 S9300 96560 S9410 96560 S9420	ALL	ON22.USA.S5W_M.V011.005.240313

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

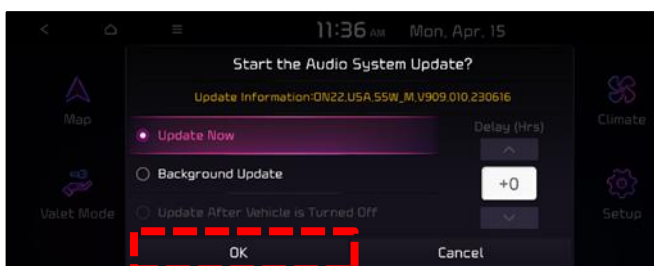


Note: If the USB Flash Drive is not recognized, the 'Update' button will not be activated, as shown. If this occurs, remove the USB Flash Drive, and repeat steps 3-6.

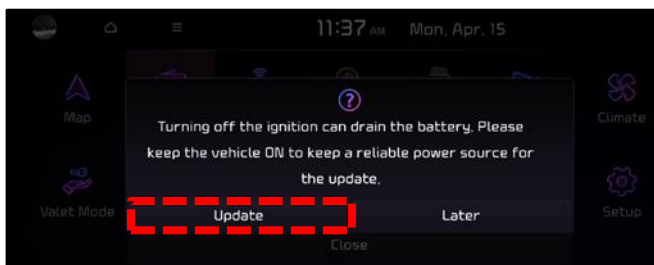


- 8a. Select 'Update Now'.
- 8b. Select 'OK' on the pop-up screen to start the software update.

Note: It is recommended to leave the engine running while the update is completing.

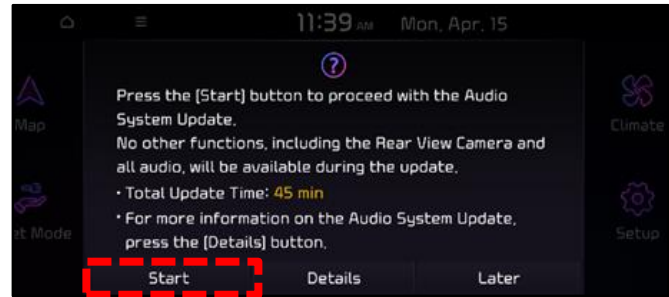


9. Select 'Update'.



10. Select 'Start'.

Note: The software update may take up to one (1) hour and twenty five (25) 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.

11. Once the update has completed, repeat steps 4-6 to confirm the Software Version has been correctly updated.



Note: If the customer is unable to pair a phone to the vehicle after the head unit software has been updated, proceed to the 'Phone Pairing Procedure' on page 9.

Phone Pairing Procedure:

1. On the phone

Note: Steps may vary depending on the phone manufacturer.

Ensure the latest iOS®/Android™ OS software is installed.

- 1) Go to the phone's **'Settings'**
- 2) Select **'General'**.
- 3) Select **'CarPlay'** then **delete** all paired vehicles.

2. On the head unit

- 1) Select **'Setup'**.
- 2) Select **'Device Connection'**.
- 3) Select **'Bluetooth Connection'**
- 4) Delete all paired devices.
- 5) Select **'Setup'**.
- 6) Select **'Device Connection'**.
- 7) Select **'Phone Projection'**.
- 8) Select **'CarPlay'** then **delete** all paired devices.

3. Pair the phone to the vehicle via Bluetooth and CarPlay.






SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)**AFFECTED VEHICLE RANGE:**

Model	Model Year
Sorento (MQ4a)	2022MY
Niro HEV (DE HEV)	
Niro PHEV (DE PHEV)	
Telluride (ON)	
K5 (DL3a)	2022 - 2023MY
Carnival (KA4)	
Forte (BDm PE)	
Rio (SC)	
Soul (SK3)	
Seltos (SP2)	
Sportage (NQ5)	2023MY
Sportage HEV (NQ5 HEV)	

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
VDS 1 Type	N/A		<u>Applicable Models:</u> <ul style="list-style-type: none"> • Forte (BDm) • Sorento (MQ4a) • K5 (DL3a) • Rio (SC) • Carnival (KA4) • Telluride (ON) • Niro HEV (DE HEV) • Niro PHEV (DE PHEV) • Sportage (NQ5) • Sportage HEV (NQ5 HEV)
VDS 4 Type	N/A		<u>Applicable Models:</u> Soul (SK3)
VDS 5 Type	N/A		<u>Applicable Models:</u> Seltos (SP2)

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 Service Action number).

SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)**WARRANTY INFORMATION:****N Code: N99 C Code: C99**

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
DE HEV DE PHEV KA4 NQ5 NQ5 HEV SK3 SP2	V	96560 R0260WK	0	(SA569) Display Audio 2.0/AVN Software Update	240062R0	0.3 M/H	N/A	0
DL3a MQ4a ON		96560 L3700FHL	0		240A24R0			
BDm SC		96560 M7220WK	0		240M02R0			

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA569** when accessing the KDealer+ system.

