| | GROUP | MODEL |
|-----------|----------------------|--------------------------------|
| | ELE | 2022-2023MY Multiple Models |
| | NUMBER | DATE |
| | 338 | April 2024 |
| TEC | HNICAL SERVICE BUL | LETIN |
| SERVICE A | CTION: DISPLAY AUDIO | 0 2.0/AVN5W |
| SUBJECT: | OFTWARE UPDATE (SA | 569) |

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.

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 \rightarrow Warranty Coverage \rightarrow Warranty Coverage Inquiry \rightarrow Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs \rightarrow Not Completed Recall \rightarrow Recall VIN \rightarrow Select Report), which includes a list of affected vehicles.

This issue number is <u>SA569</u>.

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SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (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: | | | | |
|----------|-------------|------|----|--|
| JUDJLCI. | CI I | B IE | CT | |
| | 30 | DJL | | |

| LICD | Madal | | Softwa | re Version | |
|------------|------------------------|---|-----------------|--------------------|--|
| 036 | Model | ECO F/INO. | Current Version | New Version | |
| VDS 1 Type | Forte (BDm PE) | 96160 M7230 96160 M7270 | | | |
| | Sorento (MQ4a) | 96160 R5HF0 96160 R5HAO | | | |
| | K5 (DL3a) | 96160 L3750 96160 L3760 | | | |
| | Rio (SC) | 96160 H9570 96160 H9580 | | D2V.003.200.240318 | |
| | Carnival (KA4) | 96160 R0700 96160 R0710 | All | | |
| | 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.

| m = 10 | | Manu | |
|--------------------|--|------|---|
| (o) General S | bettings | WENU | 5 |
| SW Info/ Update | Model SC_22MYM225.DVAMC.F1U5 | | |
| System Info | Software Version SC_22MY.USA.D2V.003.200.220905 | | |
| Date & Time | Firmware Version SC_22MY.USA.V212.220808 | | |
| Language | | | |
| Keyboard | Update | | |

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SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

Mon. Apr. 22 2:11 m

Mon, Apr. 15

Rear Camera

Yes

Updating the System...

Update in Progress... Turning off the power or ejecting the device containing

ate files during the update may result in data loss

Model sc_22MYM225.DVAMC.F1U5

are Version Y USA D2V 003 200 220927

Hodat

6:01 PM

 \bigcirc

Update to the next version now? SK3_PE.USA.0000.141.000.230414 No features will be available during the update,

including:

No

1/5

Version 54.V212.220808

General Settings

SW Info/

System Info

Date & Time Language

Keyboard

ŵ

SW

Dat

System Update

- 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.

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.

- 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.



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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.

 Mon, Apr. 15
 6:39 №

 Image: Settings
 Menu

 Sw Info/ Update
 Model KA4_23MYM235.DVAMN.F1U5

 System Info
 Software Version KA4_23MY.USA.D2V.003.200.240318

 Date & Time
 Firmware Version KA4_23MY.USA.V215.230912

 Language
 Update

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

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SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

AVN5W Update Procedure:

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

<u>Note</u>: If vehicle is equipped with the '<u>Vehicle</u> <u>Auto-Shut Off</u>' feature, be sure to turn the feature 'OFF' before proceeding to step 2.



2. Select 'Confirm' on the AVN screen.

 Driver 1
 Drive safely and obey traffic rules.

 Watching this screen while the vehicle is in motion can lead to a serious accident. Make selections only while stopped. Some map data may be incorrect. Please read the safety instructions in the Navigation Manual. This vehicle stores and may transmit vehicle data to Kia. For more information, please visit: owners.kia.com

 Guest
 Confirm
 Language

- 3. Press the '**Power**' button (A) to turn the Radio/Media 'OFF'.
- 4. Select 'Setup'.





5. Select 'General'.



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



| | | | Software Version (SW Ver.) | | | |
|---------------|----------------|---|----------------------------|--------------------------------|--|--|
| 038 | Model | LCO F/INO. | 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'.

| | Δ | = | 11:28 AM | Mon. Ap | or, 15 |
|-----------|--------|---|-------------------|---------|---|
| 0 | | | General Settin | gs | |
| SW Info/L | Jpdate | Software Version DN22.USA.SSW_M.V007 | | | Displays system software and upd information. |
| System In | nfo | Firmware Version | | | |
| Date & Ti | me | Navigation App Ver STD5W.NAM.KMC.21110 | sion 5.d6e179c | | |
| Language | 2 | Map Version NAM 14,47,47,453 306 | | | Funning |
| Keyboard | ł | U | lpdate | | |

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.

- Image: Software Version GNZ2USA SSW_M.V007/001/211127

 System Info
 Software Version GNZ2USA SSW_M.V007/001/211127

 System Info
 Displays system software and upd information.

 Date & Time
 Navigation App Version STOSW MAM.KMIC 21106 deal79e

 Language
 Map Version MAM.14 47 47 483 306

 Keyboard
 Update
- Image: Constraint of the start the Audio System Update?
 Start the Audio System Update?
 Start the Audio System Update?

 Update Information:DN22.USA 55W_M.V909.010.230616
 Start the Audio System Update?
 Start the Audio System Update?

 Image: Object of the Now
 Delay (Hrs)
 Climate

 Image: Object of the Audio System Update
 Start the Audio System Update?
 Start the Audio System Update?

 Image: Object of the Now
 Delay (Hrs)
 Start the Audio System Update?

 Image: Object of the Now
 Object of the Now
 Start the Audio System Update?

 Image: Object of the Now
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 Start the Audio System Update?

 Image: Object of the Now
 Object of the Now
 Start the Audio System Update?

 Image: Object of the Now
 Object of the Now
 Start the Audio System Update?
- a = 11:37 AM Mon, Apr. 15
 Map
 Turning off the ignition can drain the battery. Please keep the vehicle ON to keep a reliable power source for the update.
 Valet Mode
 Update
 Later
 Setup

- 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'.

Printed TSB copy is for reference only; information may be updated at any time. Always refer to KGIS for the latest information. TSB: SA569 Multiple Models April 2024

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SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

10. Select 'Start'.

<u>Note:</u> 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.



- 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
 4-6 to confirm the Software Version has been correctly updated.



Note: If the customer is unable to pair a phone to the vehicle <u>after</u> 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) | |
| Niro HEV (DE HEV) | 2022MV |
| Niro PHEV (DE PHEV) | |
| Telluride (ON) | |
| K5 (DL3a) | |
| Carnival (KA4) | |
| Forte (BDm PE) | 2022 2022MV |
| Rio (SC) | |
| Soul (SK3) | |
| Seltos (SP2) | |
| Sportage (NQ5) | 2022MV |
| Sportage HEV (NQ5 HEV) | 20231/11 |

REQUIRED TOOL:

| Tool Name | Part Number | Figure | Comments | | |
|------------|-------------|------------|--|--|--|
| VDS 1 Type | N/A | VDS 1 type | Applicable Models:•Forte (BDm)•Telluride (ON)•Sorento (MQ4a)•Niro HEV (DE HEV)•K5 (DL3a)•Niro PHEV (DE PHEV)•Rio (SC)•Sportage (NQ5)•Carnival (KA4)•Sportage HEV (NQ5 HEV) | | |
| VDS 4 Type | N/A | VDS 4 type | Applicable Models: Soul (SK3) | | |
| VDS 5 Type | N/A | VDS 5 type | Applicable Models: Seltos (SP2) | | |

<u>Note:</u> 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).

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 | | 96560 R0260WK | 0 | (SA569) Display Audio | 240062R0 | 0.3 | | |
| DL3a MQ4a ON | V | 96560 L3700FHL | 0 | 2.0/AVN Software Update | 240A24R0 | M/H | N/A | 0 |
| BDm SC | | 96560 M7220WK | 0 | | 240M02R0 | | | |

NOTICE

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