



GROUP	MODEL
ELE	2024MY~ EV9 (MV) and Sorento (MQ4a) w/ccNC Head Unit
NUMBER	DATE
341	May 2024

## TECHNICAL SERVICE BULLETIN

### CCNC - DEALER MODE, FACTORY AND NETWORK RESET

This bulletin provides information to access the 'Dealer Mode' function on 2024MY~ EV9 (MV) and Sorento (MQ4a) vehicles, equipped with a Connected Car Navigation Cockpit (ccNC) head unit, and perform a 'Factory Reset' or 'Reset Network' to address customer concerns related to activation of Kia Connect or Kia Connect features that may have stopped working.

#### Examples of Kia Connect issues:

- Remote Start/Climate stop working.
- Vehicle Status on Kia Access App not updating.
- Connected routing stop working.

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#### 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.**

**Dealer Mode Instructions:**

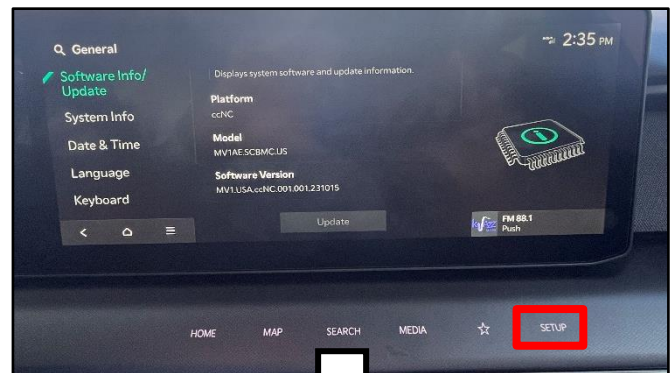
1. Ensure the radio is tuned to 'FM' mode.

Note: The radio does not have to be tuned to a specific radio station. It only needs to be in 'FM' mode.

**ⓘ IMPORTANT**

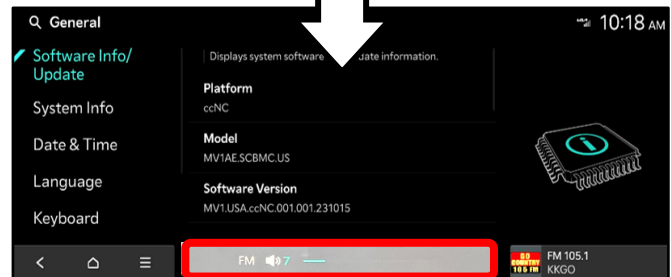
Advise the customer that all stored information (radio presets, saved addresses, paired devices, etc.) in the head unit will be deleted after the Factory Reset has been completed.

2. Press and hold 'SETUP' until the Software Info/Update screen is displayed.

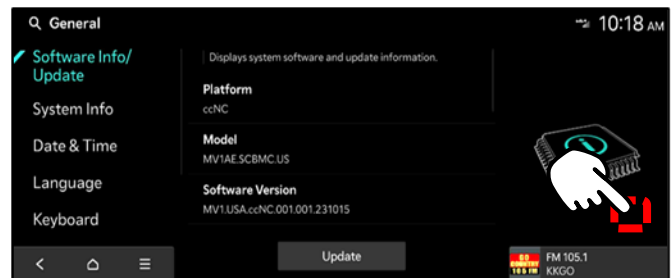


3. Adjust the radio volume to '7'.

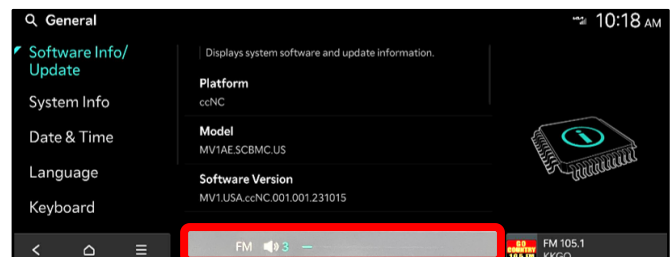
Note: Ensure 'FM' mode is still selected.



4. Once the volume has been adjusted to '7', press the bottom right hand corner, as shown.



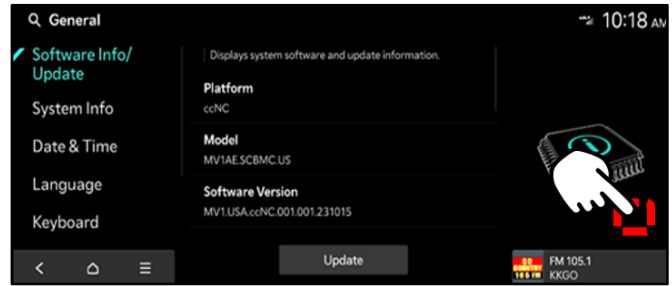
5. Adjust the radio volume to '3'.



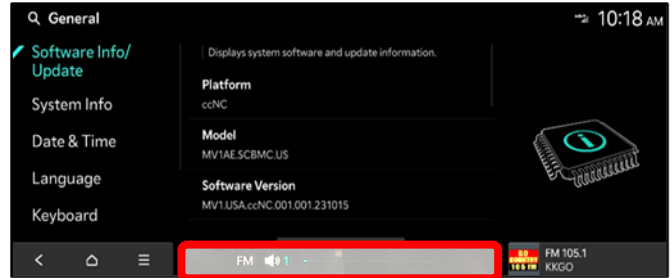
SUBJECT:

## CCNC - DEALER MODE, FACTORY AND NETWORK RESET

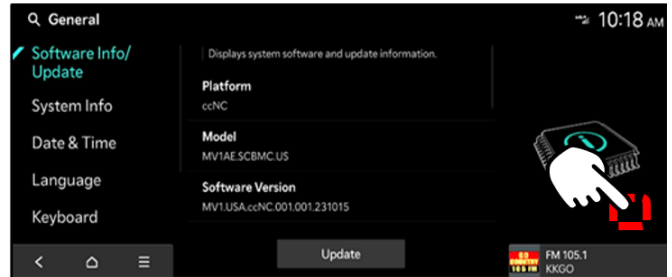
6. Once the volume has been adjusted to '3', press the bottom right hand corner, as shown.



7. Adjust the radio volume to '1'.

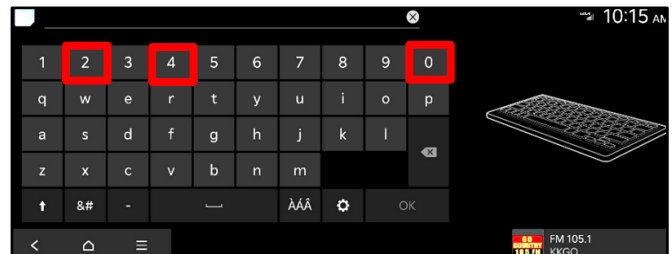


8. Once the volume has been adjusted to '1', press the bottom right hand corner, as shown.



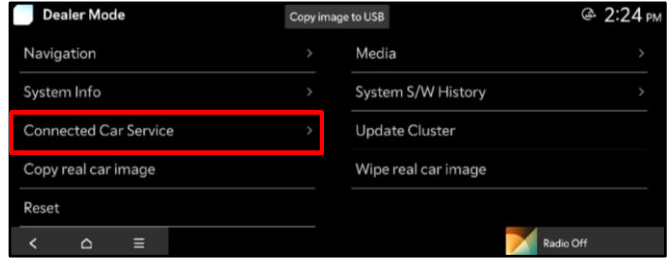
The password prompt screen will populate.

9. Enter password '2400'.

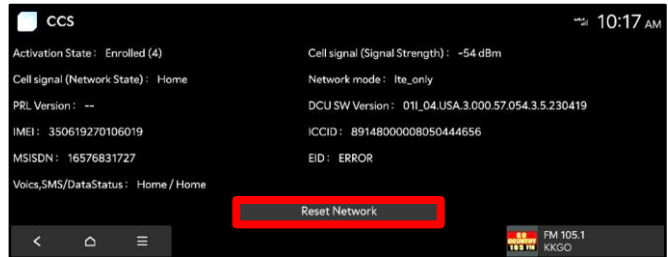


### Network Reset in Dealer Mode Instructions:

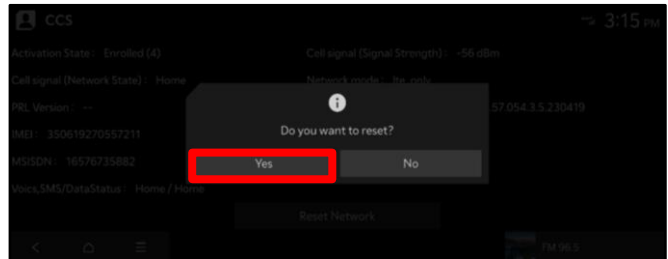
1. On the 'Dealer Mode' screen, select 'Connected Car Service'.



2. Select 'Reset Network'.

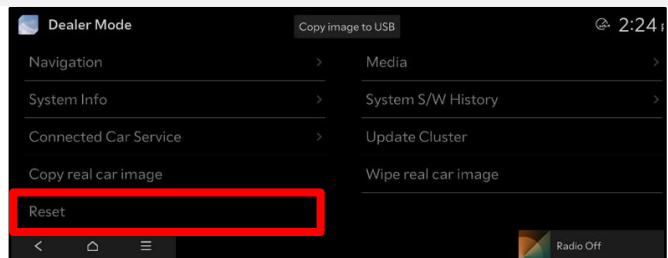


3. Select 'Yes' to continue resetting the network.



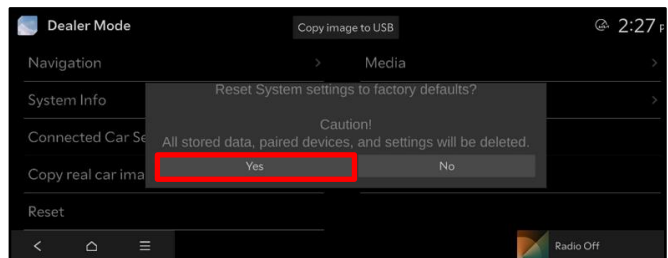
### Factory Reset in Dealer Mode Instructions:

1. Once in Dealer Mode, scroll down and select 'Reset'.



2. Select 'Yes' on the pop-up window.

Note: Once the Factory Reset has completed, the head unit will automatically reboot. After the reboot has completed, verify Kia Connect services are working as designed. If the customer's concern has not been resolved, open a Repair Assistance Techline case.



SUBJECT:

**CCNC - DEALER MODE, FACTORY AND NETWORK RESET****AFFECTED VEHICLE RANGE:**

Model	Model Year
EV9 (MV)	2024MY~
Sorento (MQ4a)	

**WARRANTY INFORMATION:****N Code: M41 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 ccNC Head Unit Part Number	0	ccNC - Dealer Mode, Factory Reset and Network Reset	96560F14	0.3 M/H	N/A	0

