



GROUP	MODEL
ELE	2024MY Sportage (NQ5)
NUMBER	DATE
342	May 2024

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: WIRELESS POWER CHARGER LOGIC IMPROVEMENT (SA572)

SUBJECT:

This bulletin provides information to upgrade the software on the wireless phone charging system (Wireless Power Charger, or "WPC") on certain 2024MY Sportage (NQ5) vehicles produced from July 18, 2023 through March 22, 2024. The affected vehicles may experience intermittent inoperative wireless phone charging. Follow the procedure outlined in this publication to upgrade the software logic of the 'WPC' system using the KDS ECU Upgrade function as described in this bulletin on the applicable vehicle to improve wireless phone charging. For confirmation that the latest reflash has been applied to a vehicle you are working on, verify the ROM ID using the table on page 3 of this bulletin.



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 SA572.

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.

ECU Upgrade Procedure:

To correct this condition, the ECU should be reprogrammed using the KDS download, as described in TSB [SST081](#).

Upgrade Event Name
743.NQ5 24MY WPC Operation Logic Improvement

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.

NOTICE

If a 'Communication Fail' error notice appears or the upgrade cannot be performed, DO NOT disconnect the KDS/VCI-II. Contact GIT America Help Desk at (888) 542-4371 or Techline.

NOTICE


Before attempting an ECU upgrade on any Kia model, make sure to first determine whether the applicable model is equipped with an immobilizer  (IMMO) 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.

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WIRELESS POWER CHARGER LOGIC IMPROVEMENT (SA572)

ROM ID INFORMATION TABLE:

Upgrade Event #743

Model	System	IMMO 	ECU P/No.	Comment	ROM ID	
					Previous	New
NQ5	WPC	Yes	95560 P1200	Non-NFC Type	1.00	1.10

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.

Refer to [TSB SST081](#) for instructions to upgrade the 'WPC' system:

UPGRADE EVENT:

743.NQ5 24MY WPC Operation Logic Improvement

NOTICE

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



Once the software has been installed:

1. Start the vehicle and confirm the WPC is operating properly by placing a Qi compatible phone on the charging pad and confirm the charging indicator light illuminates.

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 and refer to TSB [SST081](#) for instructions.

Manual Mode ECU Upgrade Passwords

Menu	Password
NQ5 WPC : 95560-P1200	1584



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WIRELESS POWER CHARGER LOGIC IMPROVEMENT (SA572)

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sportage (NQ5)	July 18, 2023 to March 22, 2024

REQUIRED TOOL:

Tool Name	Figure	Comments
KDS		Kia Diagnostic System

WARRANTY INFORMATION:

N Code: N99 C Code: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	95560 P1200	0	(SA572) WPC Logic Improvement	240071R0	0.3 M/H	N/A	0

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA572** when accessing the KDealer+ system.

