



GROUP	MODEL
ELE	2024MY Sportage (NQ5)
NUMBER	DATE
349	July 2024

## TECHNICAL SERVICE BULLETIN

### SERVICE ACTION: DISPLAY AUDIO 2.0

SUBJECT:

### INFOTAINMENT SOFTWARE UPDATE (SA580)

This bulletin provides information to update the Firmware of the infotainment system on certain 2024MY Sportage (NQ5) vehicles equipped with Display Audio 2.0 (D2V) head units produced from January 11, 2024 through February 24, 2024. The affected vehicles may have the radio volume intermittently mute when switching the media/radio. Follow the procedure outlined in this publication to update the firmware on D2V head unit infotainment system on the applicable vehicle. 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.

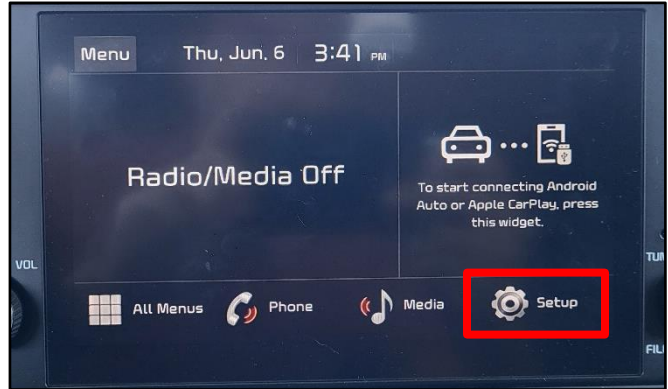
This issue number is SA580.

SUBJECT:

**DISPLAY AUDIO 2.0 INFOTAINMENT SOFTWARE UPDATE (SA580)**

**Software Update Procedure:**

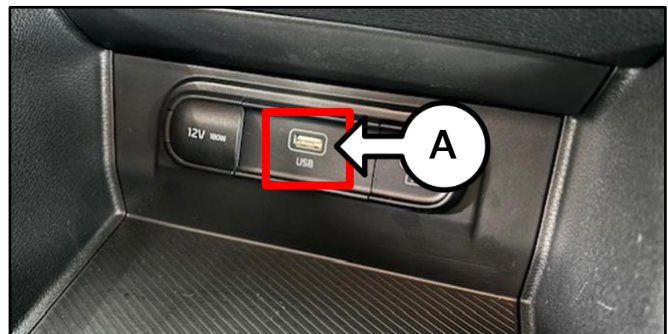
1. Turn the ignition 'ON'.
2. Select 'Setup'.



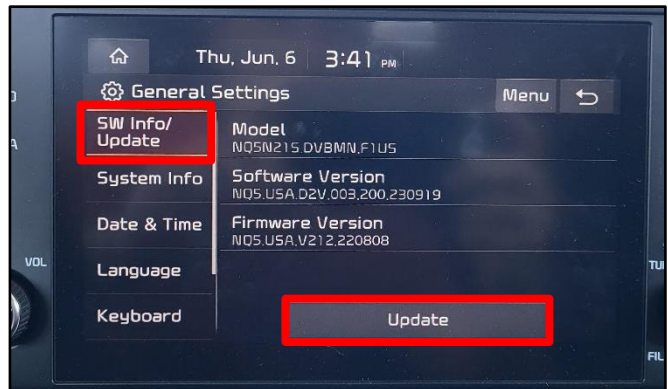
3. Select 'General'.



4. Insert the USB Flash Drive into the USB Slot (A) located underneath the AVN unit.



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



Model	System	Firmware Version	
		Current Version	New Version
NQ5	Firmware	220808	230912

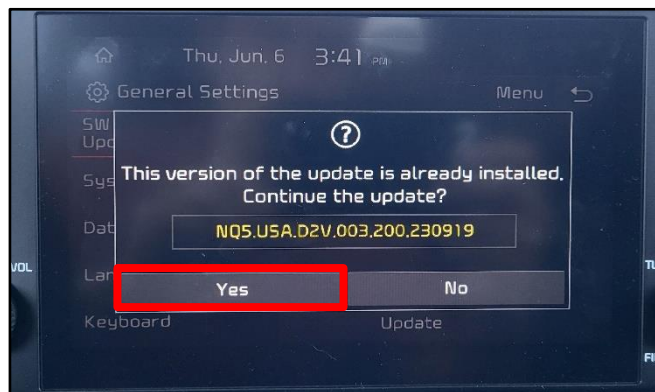


SUBJECT:

## DISPLAY AUDIO 2.0 INFOTAINMENT SOFTWARE UPDATE (SA580)

7. Select 'Yes'.

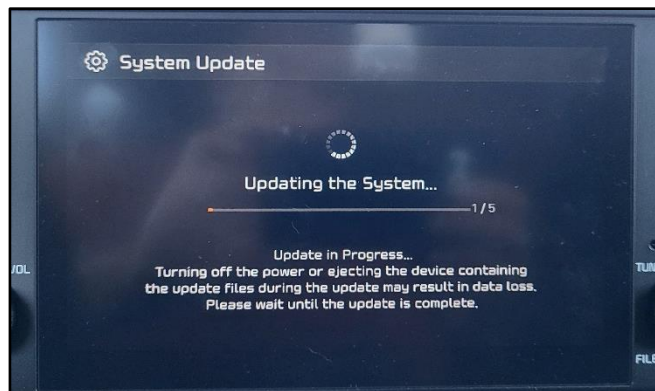
Note: A pop-up stating *"This version of the update is already installed. Continue the update?"* will appear. This is normal. This software updates the firmware.



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.

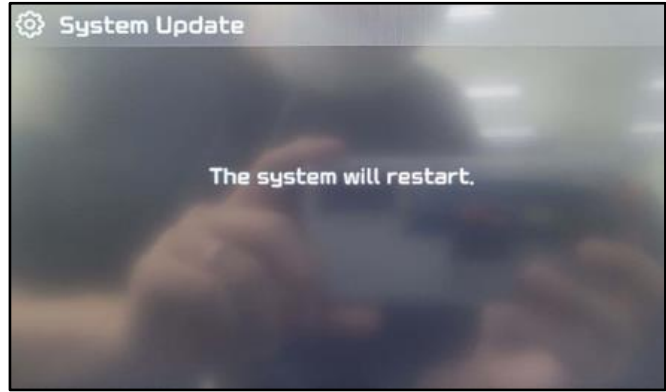
**NOTICE**

- 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.

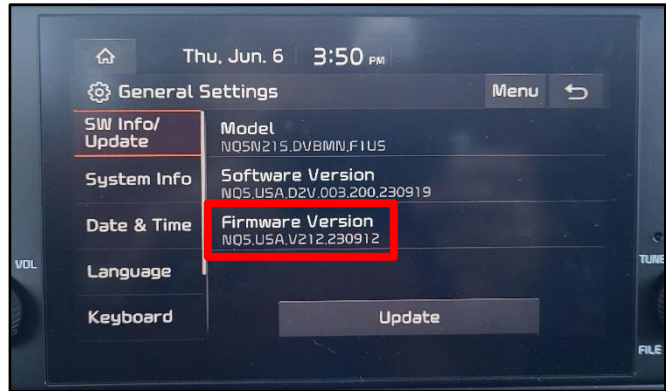
SUBJECT:

# DISPLAY AUDIO 2.0 INFOTAINMENT SOFTWARE UPDATE (SA580)

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



8. Once the update has completed, repeat steps 2-6 to confirm the Firmware Version has been correctly updated to **NQ5.USA.V212.230912**.



SUBJECT:

**DISPLAY AUDIO 2.0 INFOTAINMENT SOFTWARE UPDATE (SA580)****AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Sportage (NQ5)	January 11, 2024 to February 24, 2024

**REQUIRED TOOL:**

Tool Name	Part Number	Figure	Comments
USB NQ5 D2V MICOM UPDATE	N/A		Auto-Shipped to Dealers the Week of June 19, 2024

**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).

**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	96560 DW000FHL	0	(SA580) Display Audio 2.0 Infotainment Software Update	240051R0	0.3 M/H	N/A	0

**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA580 when accessing the KDealer+ system.