

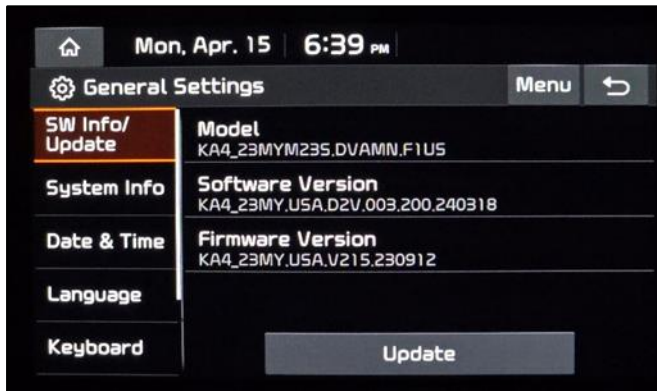


GROUP	MODEL
ELE	2021-2023MY Multiple Models
NUMBER	DATE
347	July 2024

## TECHNICAL SERVICE BULLETIN

# DISPLAY AUDIO 2.0V/AVN5W SOFTWARE UPDATE

This bulletin provides information to update the software on Display Audio 2.0 (D2V) and 5th Generation AVN Wide (AVN5W) head units on certain 2021-2023MY Kia vehicles. The affected vehicles may experience Apple CarPlay®/Android Auto™ phone projection connectivity-related concerns. Follow the procedure outlined in this publication to update the software on Display Audio 2.0 (D2V) and 5th Generation AVN Wide (AVN5W) head unit on the applicable vehicle to improve the Apple CarPlay®/Android Audio™ phone projection experience.



Display Audio 2.0



AVN5W

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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.**

Display Audio 2.0 Software Download Procedure:

**NOTICE**

- A laptop or desktop computer is required to download software.
- The update software file can be downloaded from the Kia website.
- File size to be downloaded is approx. 2 GB (for each model). Be sure to use a USB Drive (new or reformatted) with enough space, **minimum 8GB required**.

1a. Visit [Update Guide for Display Audio Gen2V](#).

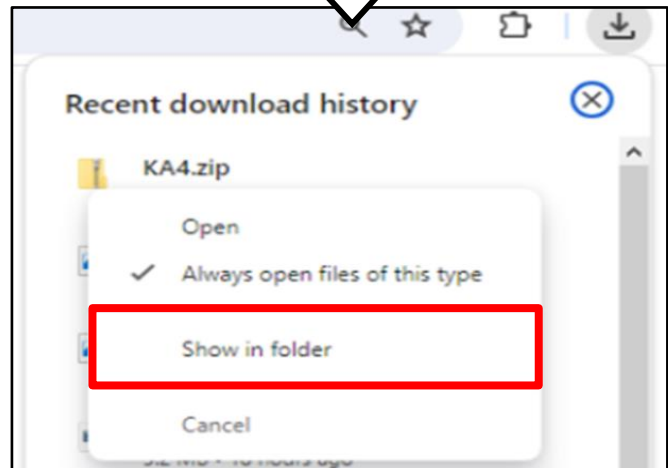
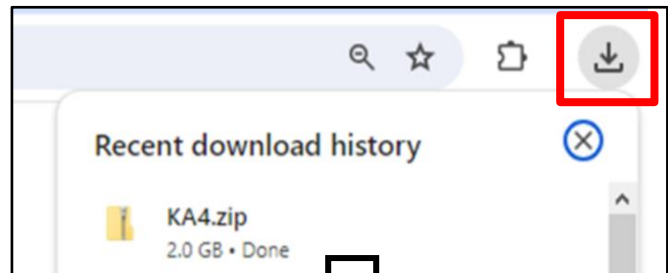
2a. Select the 'Download' link to the right of the selected model.

Model	Model	File Name	Download
CARNIVAL	2022 CARNIVAL	KA4_USA.DV.003.200.240218	Download
FORTE	2022 CARNIVAL	KA4_ZEMVUSA.DV.003.200.240218	Download
IS	2021-22 FORTE	IS_USA.DV.003.200.240218	Download
	2021 IS	IS_USA.DV.003.200.240218	Download
	2022 IS	IS_ZEMVUSA.DV.003.200.240218	Download
	2021 NIRO	DEPE_MEVUSA.DV.003.200.240218	Download
	2022 NIRO	DE_ZEMVUSA.DV.003.200.240218	Download
	2021 NIRO Electric	DE_MEVUSA.DV.003.200.240218	Download
	2022 NIRO Electric	DE_ZEMVUSA.DV.003.200.240218	Download
	2021 NIRO Plug-in Hybrid	DEPE_MEVUSA.DV.003.200.240218	Download
	2022 NIRO Plug-in Hybrid	DE_ZEMVUSA.DV.003.200.240218	Download
	2021 NIRO	SOZ_MEVUSA.DV.001.001.230414	Download
	2022 NIRO	SOZ_ZEMVUSA.DV.001.001.230414	Download
	2021 SORENTO	MSA_USA.DV.003.200.240218	Download
	2022 SORENTO	MSA_ZEMVUSA.DV.003.200.240218	Download
	2021 SORENTO Hybrid	MSA_MEVUSA.DV.003.200.240218	Download
	2022 SORENTO Hybrid	MSA_ZEMVUSA.DV.003.200.240218	Download
	2021 RIO	SC_MEVUSA.DV.003.200.240218	Download
	2022 RIO	SC_ZEMVUSA.DV.003.200.240218	Download
	2021 SOUL	SK3_ZEMVUSA.DV.001.001.230414	Download
	2022 SOUL	SK3_MEVUSA.DV.001.001.230414	Download
	2021 SELTOS	SPS_USA.DV.001.001.230417	Download
	2022 SELTOS	SPS_ZEMVUSA.DV.001.001.230417	Download
	2023 SPORTAGE	NSA_USA.DV.003.200.240218	Download
	2022 SPORTAGE Hybrid	NSA_MEVUSA.DV.003.200.240218	Download
	2023 SPORTAGE Plug-in Hybrid	NSA_ZEMVUSA.DV.003.200.240218	Download
	2021 STINGER	CKR_USA.DV.003.200.230819	Download

3. Download the file to your laptop or device.

**Google Chrome**

- Locate and select the 'download arrow' in the upper right of the screen.
- Select 'Show in folder' to open the file location.



**NOTICE**

The file should ONLY be downloaded using Google Chrome browser.

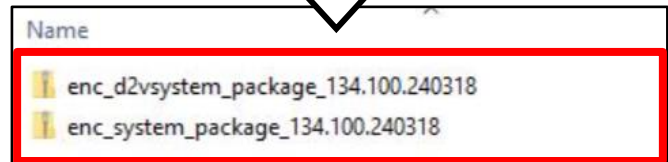
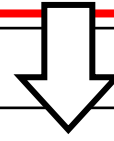
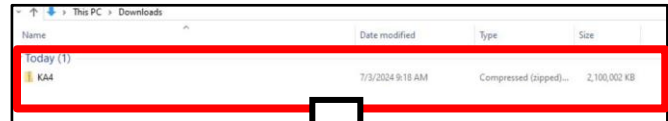


SUBJECT:

## DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE

- Double-click the desired file to open it.

Note: File for Carnival (KA4) shown at right for example.



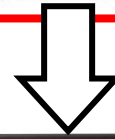
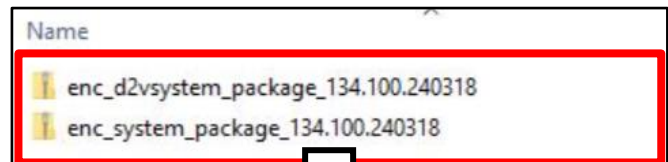
- Insert a new or reformatted USB flash drive to your device (**Minimum 8GB required**).

- Copy the **two** files to the USB drive.

Note: Do NOT open these files.

Note: Example (shown at right), for Carnival (KA4), copy the files named:

"enc\_d2vsystem\_package\_134.100.240318"  
and "enc\_system\_package\_134.100.240318"



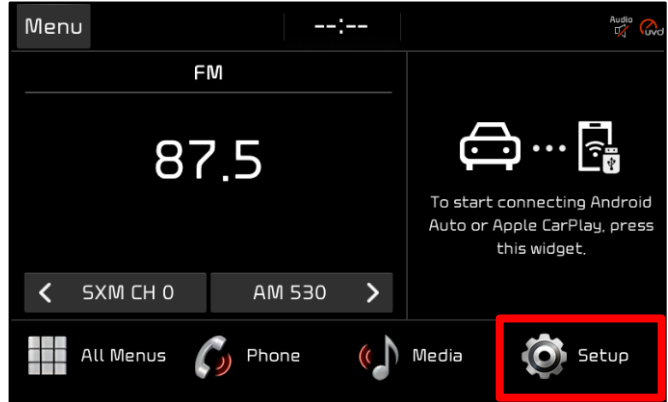
- Proceed to the 'Software Update Procedure' on page 5 to install the software to the vehicle.

SUBJECT:

# DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE

## Display Audio 2.0 Update Procedure:

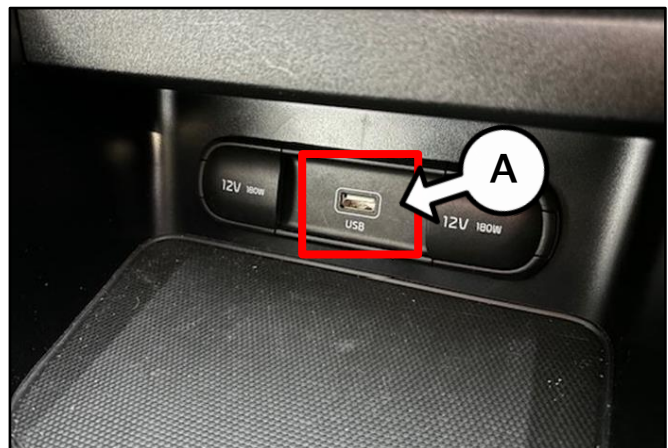
1. Turn the ignition switch to the 'ON' position.
2. Select 'Setup'.



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

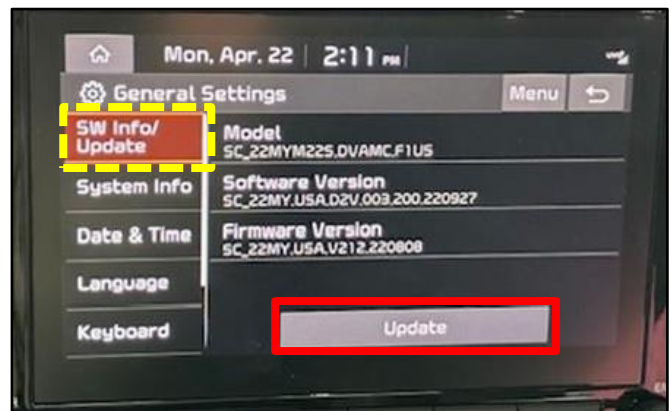
Vehicle	MY	S/W Version	
		Previous	New
Forte (BDm PE)	22 - 23MY	All	D2V.003.200.240318 D2V.001.001.230414 D2V.001.001.230417
Carnival (KA4)			
Sorento (MQ4a)	21 - 23MY		
Niro HEV (DE HEV)			
Rio (SC)			
K5 (DL3a)			
Seltos (SP2)	21 - 22MY		
Niro PHEV (DE PHEV)			
Sportage (NQ5)	23MY		
Sportage HEV (NQ5 HEV)			
Soul (SK3)	22MY		

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



5. Select 'SW Info/Update'.

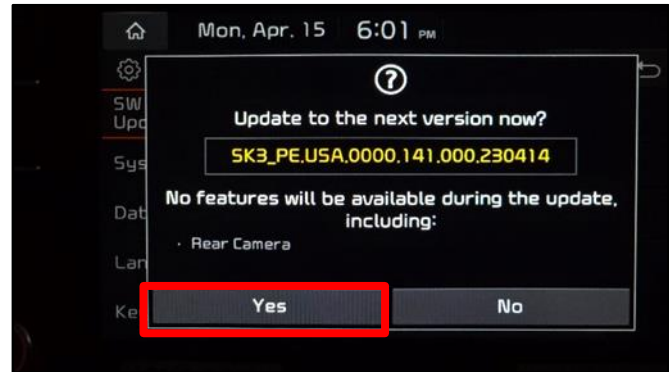
6. Select 'Update'.



SUBJECT:

## DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE

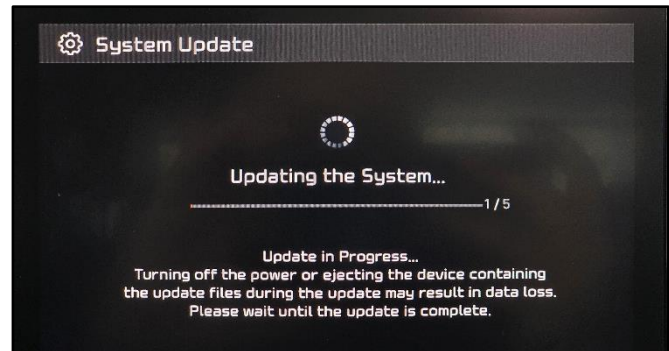
7. Select 'Yes'.



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.

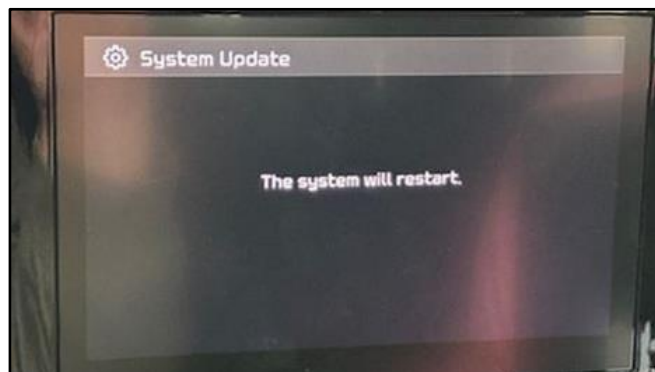
**NOTICE**

- 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.

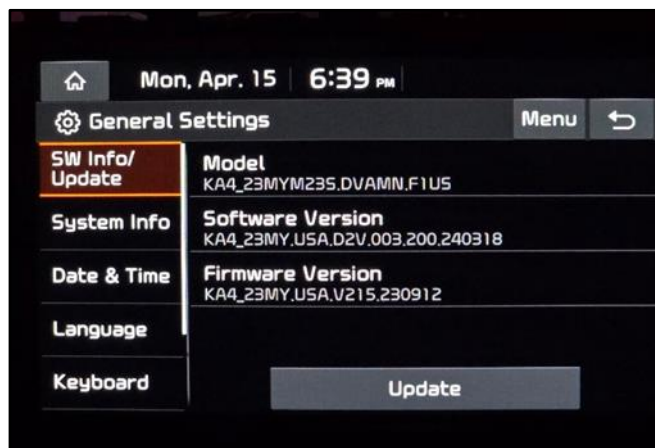
SUBJECT:

**DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE**

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.



9. For Customers:

#### On the phone

1. iPhone®
  - Update to latest iOS software version available.
  - Go to Settings > General > CarPlay® and delete all the vehicles previously added.
  - Go to Settings > Bluetooth® and delete all the vehicles previously added.
2. Android™
  - Update to latest android operating system available.
  - Go to Settings > Connected Devices > Android Auto™ and delete all the vehicles previously added.
  - Go to Settings > Connections > Bluetooth® and delete all the vehicles previously added.

#### On the head unit

1. Go to SETUP > Device Connection > Bluetooth® Connection and delete all the paired devices.
2. Go to SETUP > Device Connection > Phone Projection > Apple CarPlay® or Android Auto™ and delete all the paired devices.
3. Press the infotainment system reset button using a paperclip or pen (consult the owner's manual or Base Audio System Quick Reference Guide for exact location on the Kia model).
4. Pair the Bluetooth® and Phone Projection connections with the vehicle's head unit to start using it. Ensure Bluetooth® and Wi-Fi™ are enabled on the mobile device.



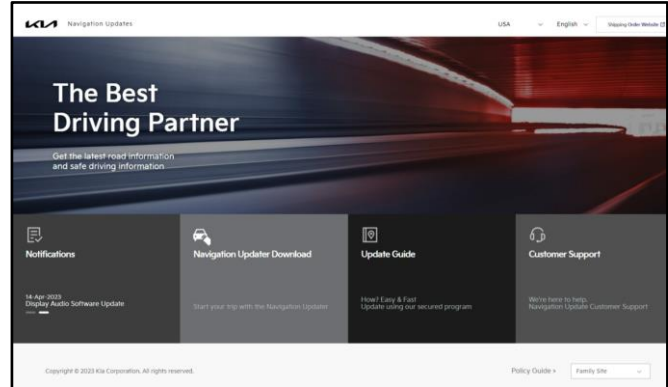
## AVN5W Software Download Procedure:

 NOTICE

- A laptop or desktop computer is required to download software.
- The update software file can be downloaded from the Kia website.
- File size to be downloaded is approx. 2 GB (for each model). Be sure to use a USB Drive (new or reformatted) with enough space, **minimum 8GB required**.

1a. Go to '<https://update.kia.com/US/EN/Main>'.

1b. Select 'Navigation Updater Download'.

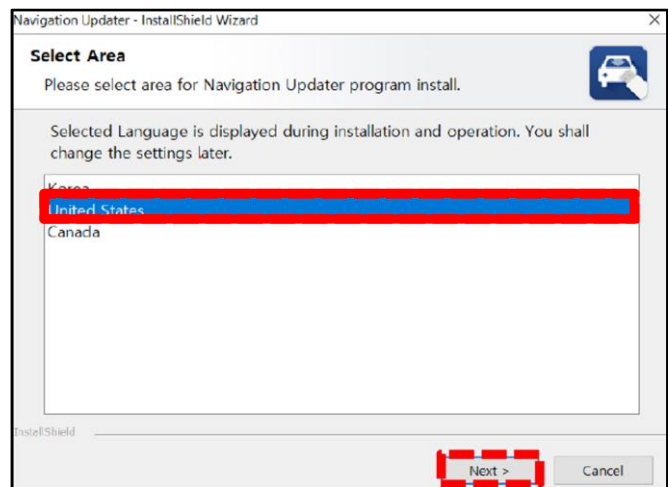


2. Select 'For Windows' or 'For Mac' operating system.



3a. Select 'United States'.

3b. Select 'Next'.

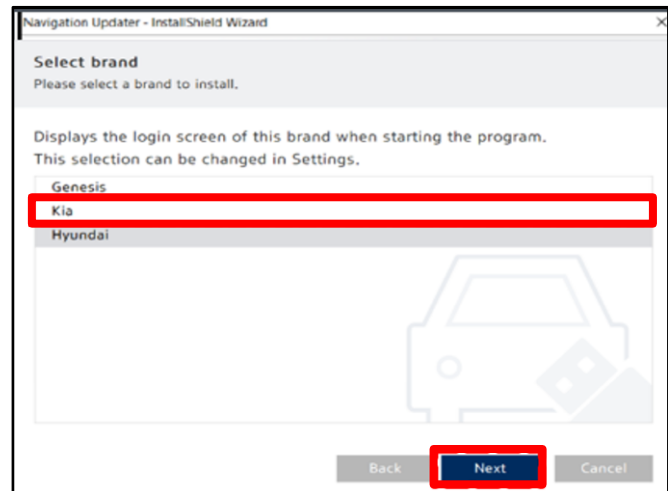


SUBJECT:

## DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE

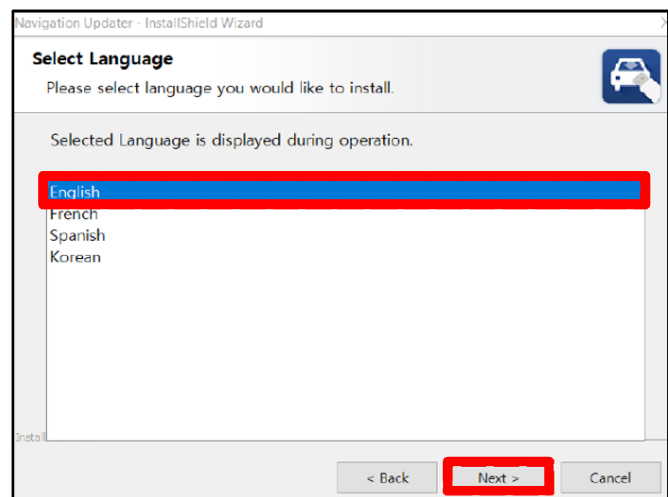
4a. Select 'Kia'.

4b. Select 'Next'.



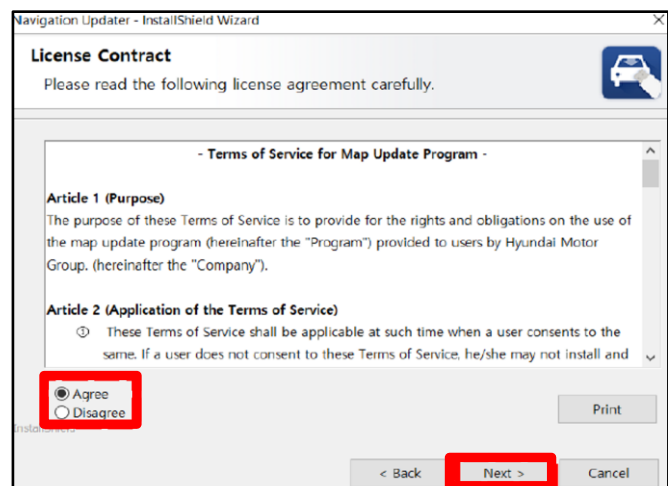
5a. Select a language (ex. 'English').

5b. Select 'Next'.



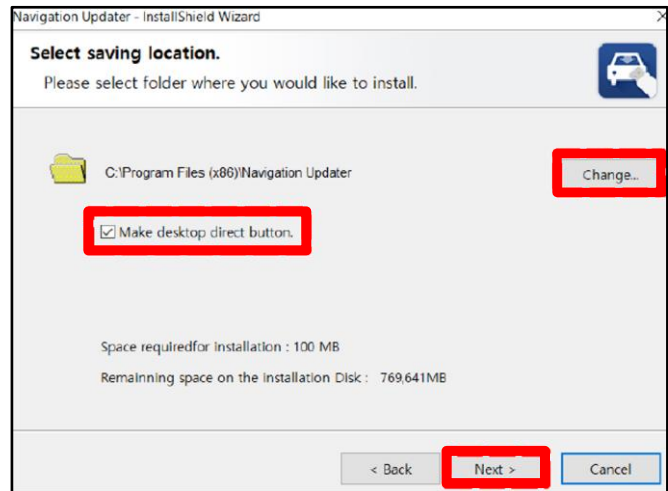
6a. Select 'Agree' to agree to the 'Terms &amp; Conditions'.

6b. Select 'Next'.

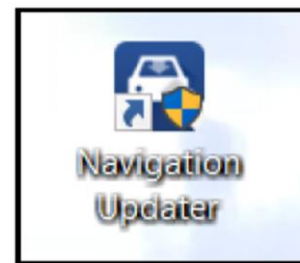


SUBJECT: **DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE**

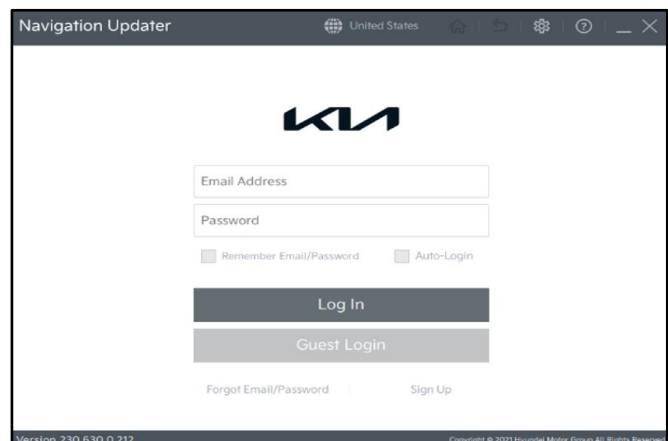
- 6a. Select 'Change' to save the file in a different location.
- 6b. Check the box 'Make desktop direct button.'
- 6c. Select 'Next'.



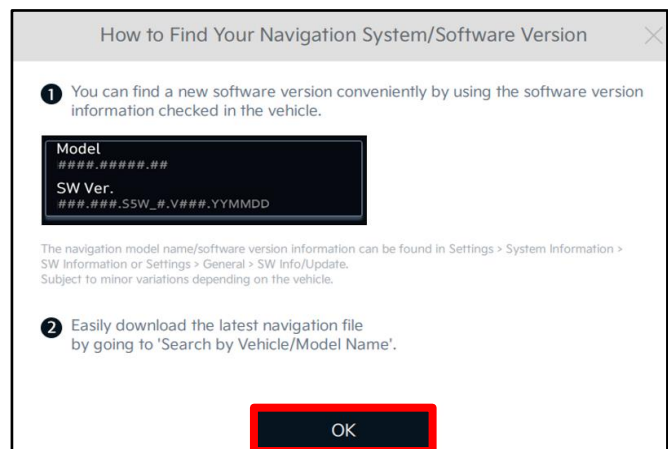
Once the installation is complete, the 'Navigation Updater' shortcut will be saved on the desktop.



- 7a. Open the 'Navigation Updater'.
- 7b. Log in using Kia Connect (formerly UVO) credentials or log in as a guest using 'Guest Login'.



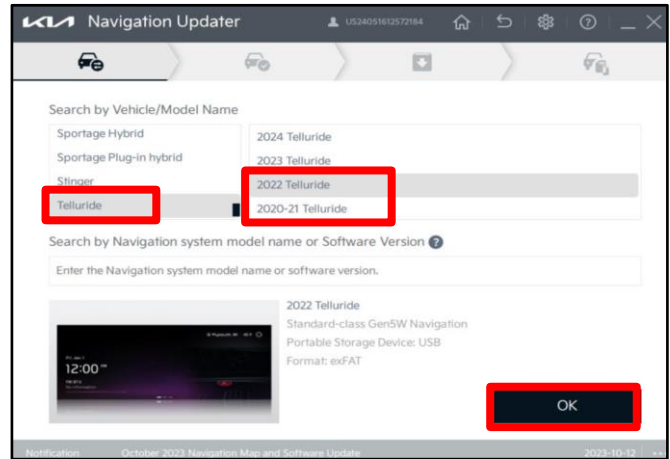
- 8. Select 'OK'.



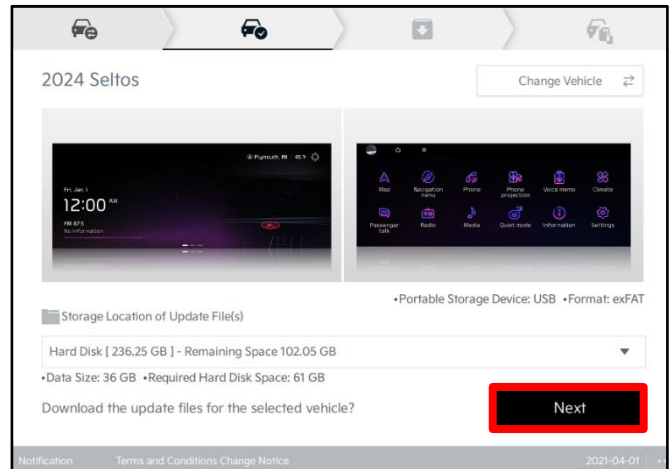
SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE

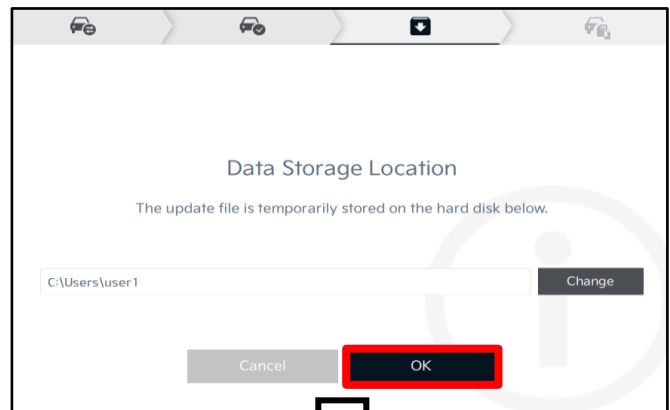
- 9a. Scroll and select 'Telluride'.
- 9b. Select '2020-21 Telluride' or '2022 Telluride'.
- 9c. Select 'OK'.



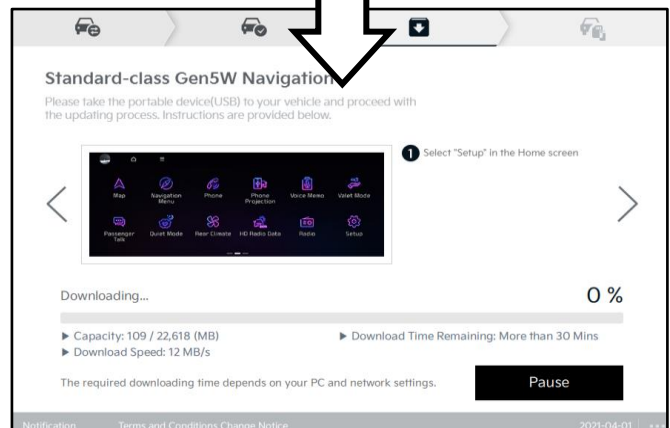
- 10. Verify the 'Storage Location of Updated File(s)', then select 'Next'.



- 11. Select 'OK'.



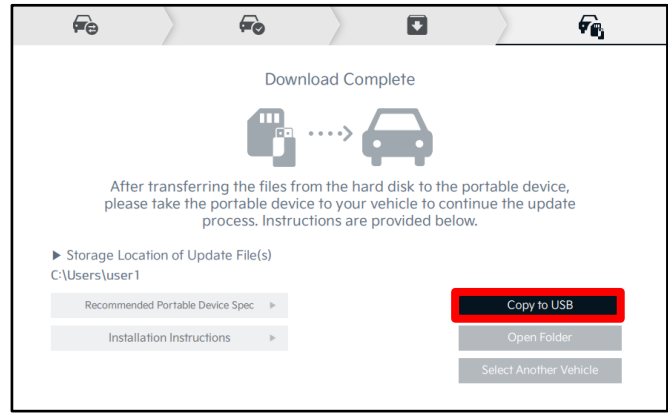
Note: Once download has completed, continue to step 12a.



SUBJECT: **DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE**

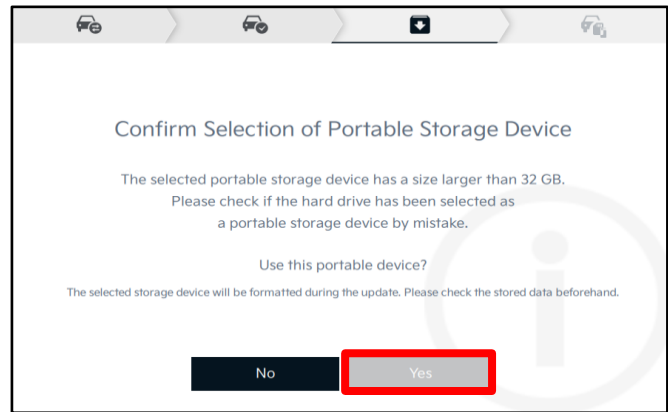
12a. Insert a new or formatted USB flash drive to the computer.

12b. Select 'Copy to USB'.

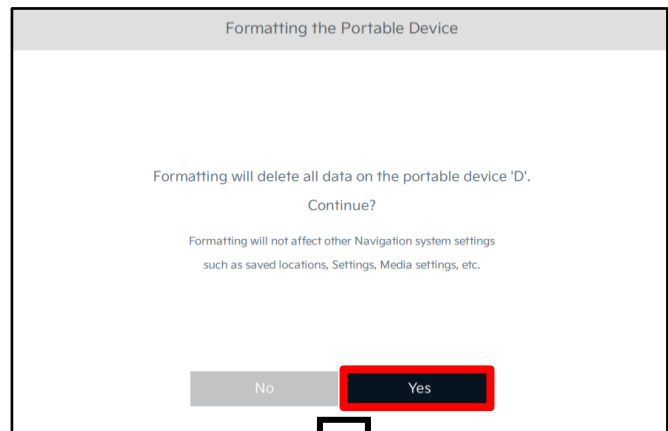


13. Select 'Yes'.

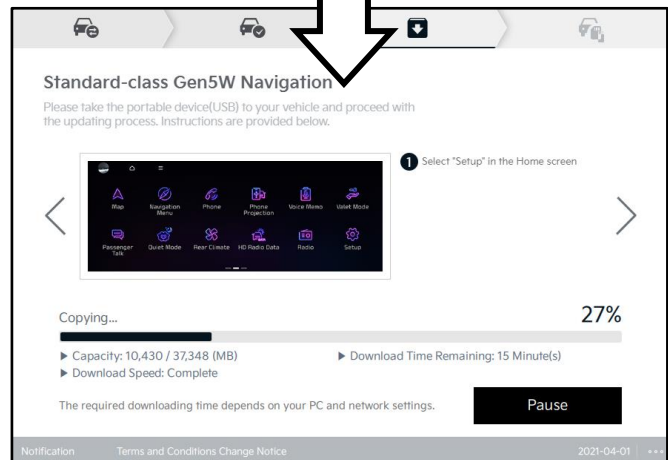
Note: By default, 'NO' is highlighted. Once 'YES' is selected, the pop-up on step 14 will populate.



14. Select 'Yes'.



Once the downloaded files have completed downloading to the USB, proceed to the 'Update Procedure'.



SUBJECT:

## DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE

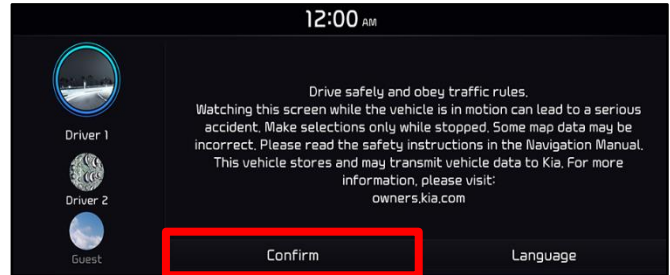
## AVN5W Update Procedure:

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.



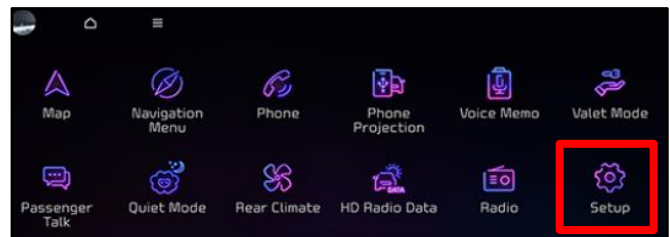
2. Select 'Confirm' on the AVN screen.



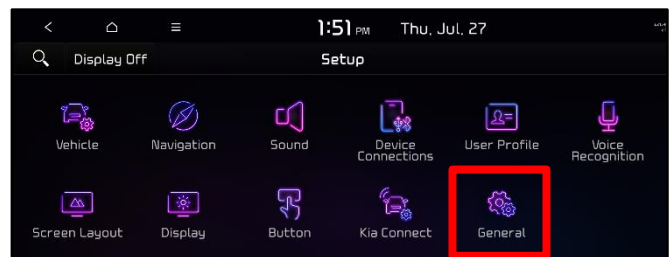
3. Press the 'Power' button (A) to turn the Radio/Media 'OFF'.



4. Select 'Setup'.



5. Select 'General'.



SUBJECT:

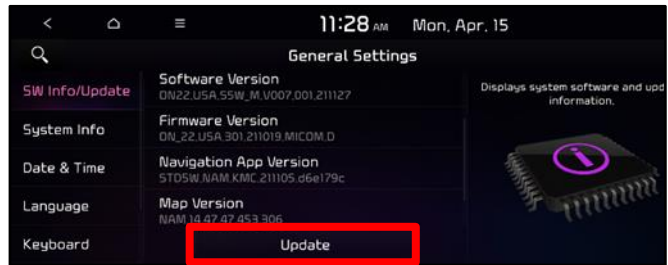
## DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE

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

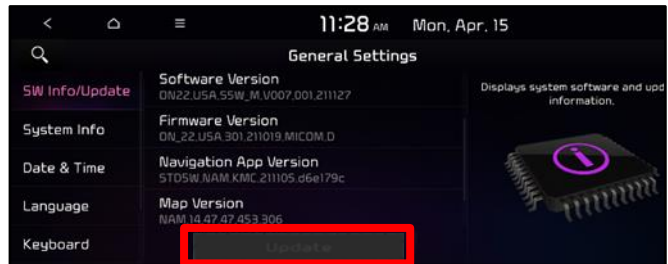


Model	MY	Software Version (SW Ver.)	
		Previous Version	New Version
Telluride (ON)	2021 - 2022MY	ALL	ON22.USA.S5W_M.V011.005.240313

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

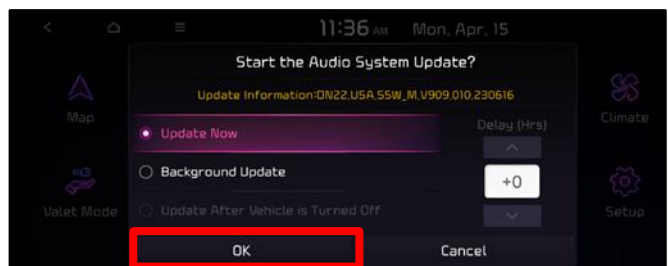


**Note:** If the USB Flash Drive is not recognized, the 'Update' button will not be activated, as shown. If this occurs, remove the USB Flash Drive, and repeat steps 3-6.

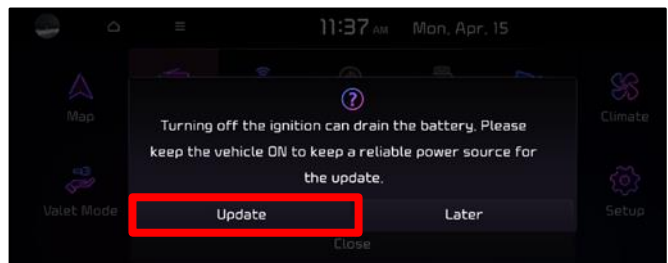


- Select 'Update Now'.
- Select 'OK' on the pop-up screen to start the software update.

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



- Select 'Update'.

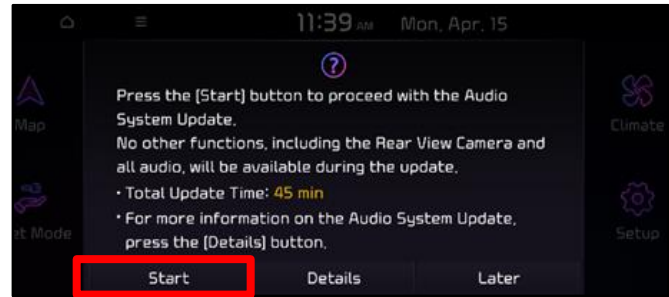


SUBJECT:

## DISPLAY AUDIO 2.0/AVN5W SOFTWARE 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.






SUBJECT: **DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE**

**AFFECTED VEHICLE RANGE:**

Model	Model Year
Forte (BDm PE)	2022 - 2023MY
Carnival (KA4)	
Sorento (MQ4a)	2021 - 2023MY
Niro HEV (DE HEV)	
Rio (SC)	
K5 (DL3a)	2021 - 2022 MY
Seltos (SP2)	
Telluride (ON)	
Niro PHEV (DE PHEV)	
Sportage (NQ5)	2023MY
Sportage HEV (NQ5 HEV)	
Soul (SK3)	2022MY

**REQUIRED TOOL:**

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

Note: USB Flash Drives were auto-shipped to dealers with the release of ELE338/SA569. 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: M45 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 Head Unit Part Number	0	Display Audio 2.0/AVN5W Software Update	96160F07	0.3 M/H	N/A	0

