GROUP	MODEL
ELE	2024MY~ Multiple Models w/ ccNC Head Unit
NUMBER	DATE
341 (Rev 3, 10/17/2024)	May 2024

TECHNICAL SERVICE BULLETIN

CCNC - DEALER MODE, FACTORY AND NETWORK RESET

This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

This bulletin provides information to access the 'Dealer Mode' function on 2024MY~ models listed on page 5 equipped with a Connected Car Navigation Cockpit (ccNC) head unit, and to perform a 'Reset Network' <u>and/or</u> 'Factory Reset' to address customer concerns related to activation of Kia Connect <u>or</u> 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.

Description	Page
Dealer Mode Instructions	2
Network Reset in Dealer Mode Instructions	4
Factory Reset in Dealer Mode Instructions	4

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.

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. SUBJECT:

CCNC - DEALER MODE, FACTORY AND NETWORK RESET

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.

(i) 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.

Q General

Q General

Software Info/ Update

System Info

Date & Time

System Info Date & Time Language

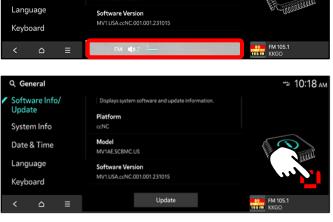
0

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.



SEARCH

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Displays s

Model

MEDIA

5. Adjust the radio volume to '3'.





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··· 10:18 AM

FM 88.

Page 3 of 5

CCNC - DEALER MODE, FACTORY AND NETWORK RESET

 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.



Q General		т⊯ 10:18 _{АМ}
Software Info/ Update System Info	Displays system software and update information. Platform ccNC	
Date & Time	Model MV1AE.SCBMC.US	and and a
Language Keyboard	Software Version MV1.USA.ccNC.001.001.231015	Erandense
< <u> </u>	FM 📢 1 -	FM 105.1 18.11 KKGO

Q General			<i>™</i> 10:18 дм
Software Info/ Update System Info Date & Time Language Keyboard		Displays system software and update information. Platform ccNC	
		Model MV1AE.SCBMC.US	
		Software Version MV1.USA.ccNC.001.031015	
< 0	≡	Update	FM 105.1 1111 KKGO



The password prompt screen will populate.

9. Enter password '2400'.

Page 4 of 5

SUBJECT:

CCNC - DEALER MODE, FACTORY AND NETWORK RESET

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'.
- System Info
 >

 Connected Car Service
 >

 Update Cluster
 Update Cluster

 Copy real car image
 Wipe real car image

 Reset
 Image

 Copy image to USB
 @ 2:27 r

 Navigation
 >

 Media
 >

 System Info
 Reset System settings to factory defaults?

 Connected Car Set
 All stored data, paired devices, and settings will be deleted.

 Copy real car image
 Yes

 No
 Reset

S Dealer Mode

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.



@ 2:24

AFFECTED VEHICLE RANGE:

Model	Model Year	
EV9 (MV)	2024MY~	
Sorento (MQ4a)	20240113	
Sorento PHEV (MQ4 PHEV PE)		
Sorento HEV (MQ4 HEV PE)		
K5 (DL3 PE)	2025MY~	
Carnival (KA4 PE)	-	
K4 (CL4)		

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 DCU Part Number	0	ccNC - Dealer Mode, Factory Reset and Network Reset	96560Q0B	0.3 M/H	N/A	0