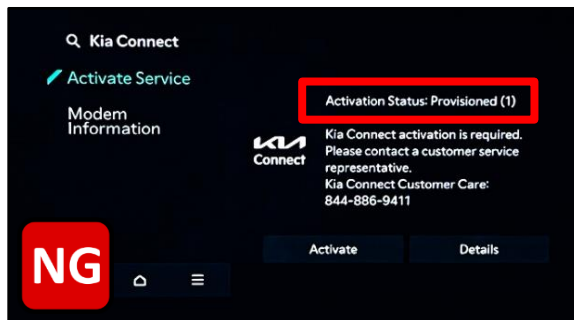
	GROUP	MODEL
	General	2025MY K4 (CL4)
	NUMBER	DATE
	PS773	October 2024



## TECHNICAL OPERATIONS

### SUBJECT: K4 KIA CONNECT ACTIVATION STATUS

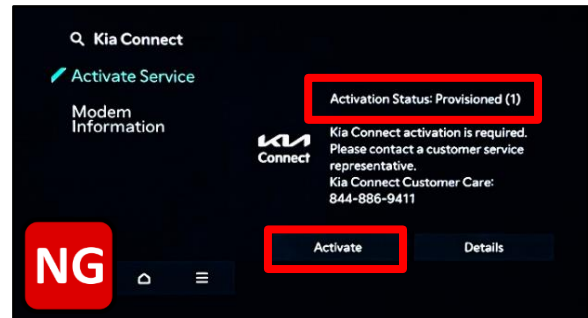
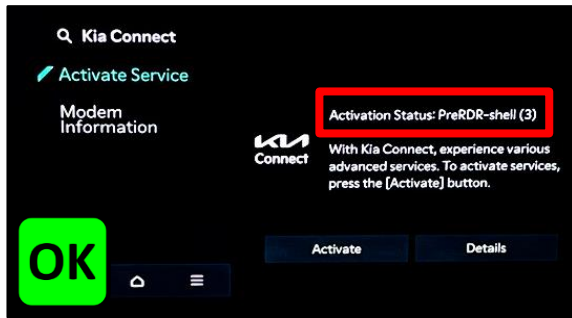
This pitstop provides information regarding the activation status of Connected Car Navigation Cockpit (ccNC) and ccNC Lite head units on some 2025MY K4 (CL4) vehicles that may show the Activation status: "Provisioned(1)" instead of "PreRDR-shell(3)" on the Kia Connect screen. Vehicles with ccNC and ccNC Lite in the "Provisioned(1)" state will experience issues with activating Kia Connect.



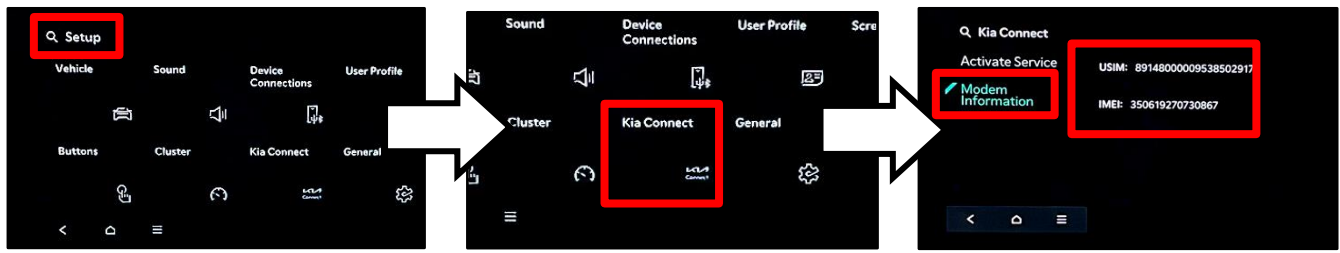
#### NOTICE

**A Pitstop provides information which may help guide technicians address a concern on the subject vehicle described in this publication. A Pitstop is an informational guide/tool without customer notification. Technicians are to review the information provided in this Pitstop for the applicable vehicle and if applicable, use it for diagnostic purposes only. Dealers are required to validate Warranty Coverage in KDealer+ Warranty Coverage Inquiry before conducting any diagnosis/repair procedure.**

- To confirm that the head unit has the correct Activation Status, select 'Setup' → 'Kia Connect'.
  - Activation Status displayed is "PreRDR-shell(3)" (OK).
  - Activation Status displayed is "Provisioned (1)" (NG). Select 'Activate' to manually change activation status.



- Select 'Setup' → 'Kia Connect' → 'Modem Information' to confirm that 'USIM and IMEI' information is displayed.



**NOTICE**

If the USIM/IMEI information is blank, proceed to open a Techline Repair Assistance (RA) Case.