



GROUP	MODEL
ELE	2023-2024MY Multiple Models w/AVN5W
NUMBER	DATE
352 (Rev 2, 12/02/2024)	July 2024

## TECHNICAL SERVICE BULLETIN

### SERVICE ACTION: AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM) (SA582)

SUBJECT:

#### NOTICE

**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 update the software on 5<sup>th</sup> Generation AVN wide on certain 2023-2024MY Kia vehicles (refer to model list on page 8) to remedy a 'non-responsive' or 'inoperative' radio (FM, AM, SXM, etc.) concern. The affected AVN unit on the vehicles may not respond when pressing the 'RADIO' hard key/button on the AVN unit or when selecting the 'RADIO' icon on the AVN menu screen. Follow the procedure outlined in this publication to update the software on 5<sup>th</sup> Generation AVN wide units by downloading the file to a 64GB USB flash drive (not distributed to dealers).



#### NOTICE

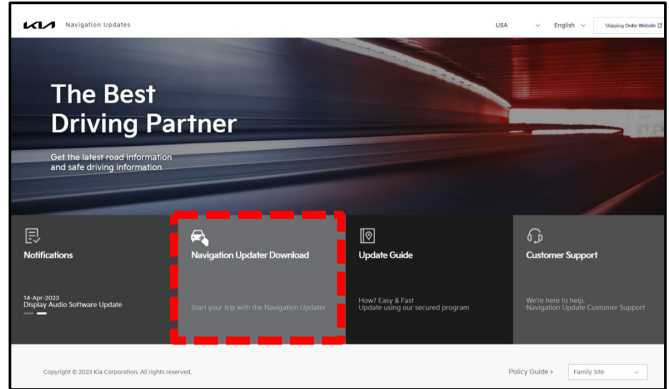
**A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.**

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 SA582.

### Software Download Procedure:

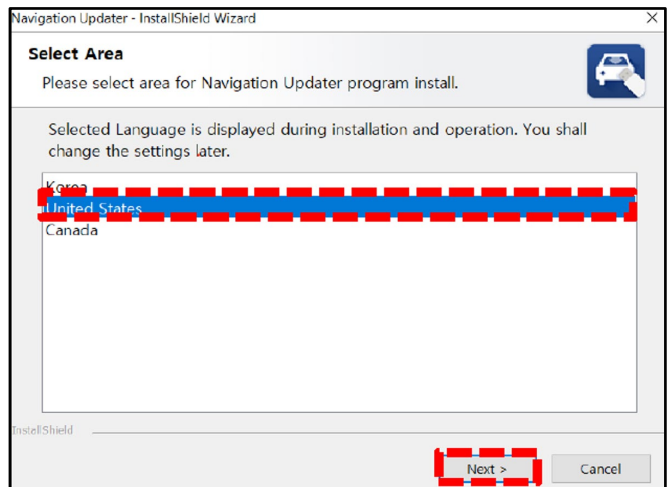
1. Go to '<https://update.kia.com/US/EN/Main>'.
2. Select '**Navigation Updater Download**'.



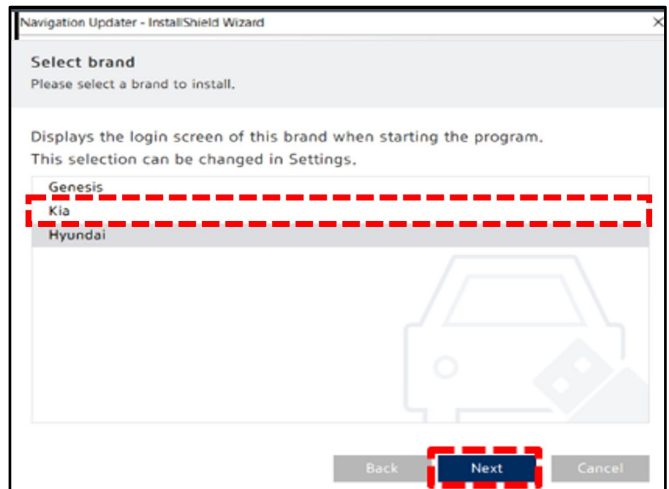
3. Select '**For Windows**' or '**For Mac**' operating system.



- 4a. Select '**United States**'.
- 4b. Select '**Next**'.

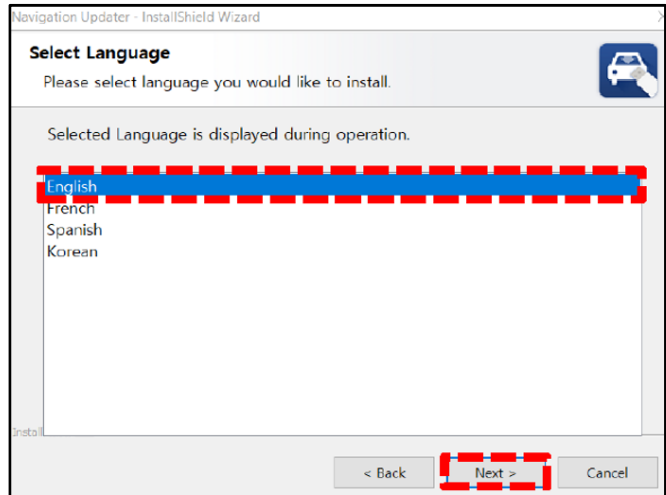


- 5a. Select '**Kia**'.
- 5b. Select '**Next**'.

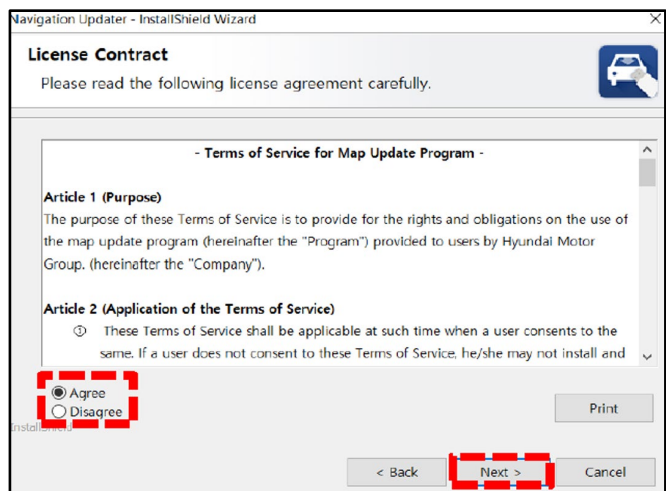


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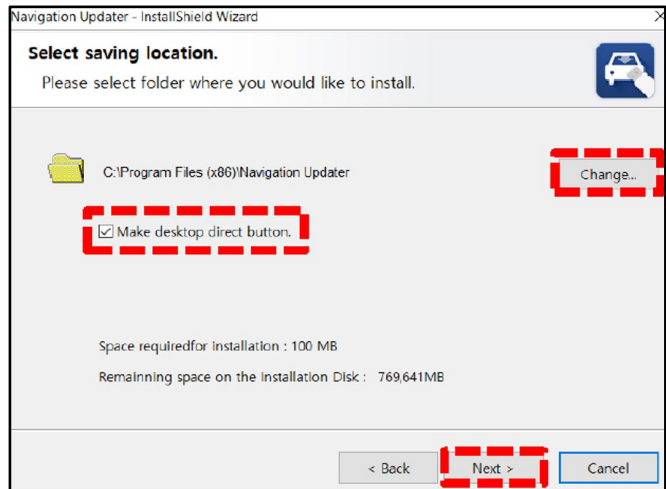
- 6a. Select a language (ex. 'English').
- 6b. Select 'Next'.



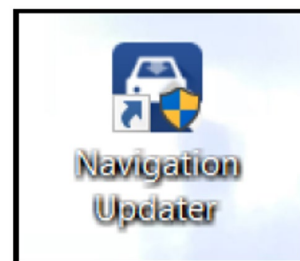
- 7a. Select 'Agree' to agree to the 'Terms & Conditions'.
- 7b. Select 'Next'.



- 8a. Select 'Change' to save the file in a different location.
- 8b. Check the box 'Make desktop direct button.'.
- 8c. Select 'Next'.

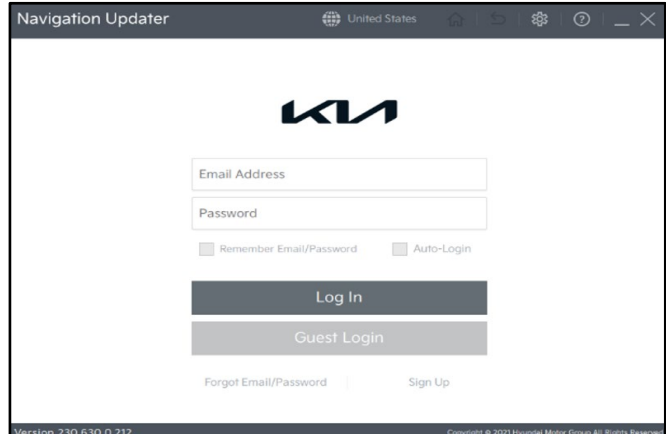


- 9. Once the installation is complete, the 'Navigation Updater' shortcut will be saved on the desktop.

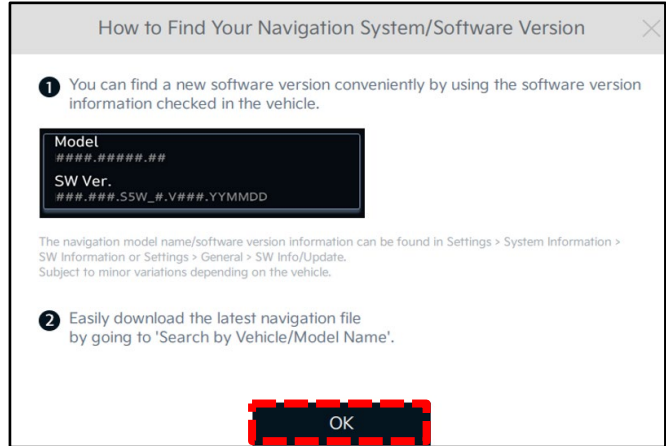


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- 10a. Open the 'Navigation Updater'.
- 10b. Log in using Kia Connect (formerly UVO) credentials or log in as a guest using 'Guest Login'.



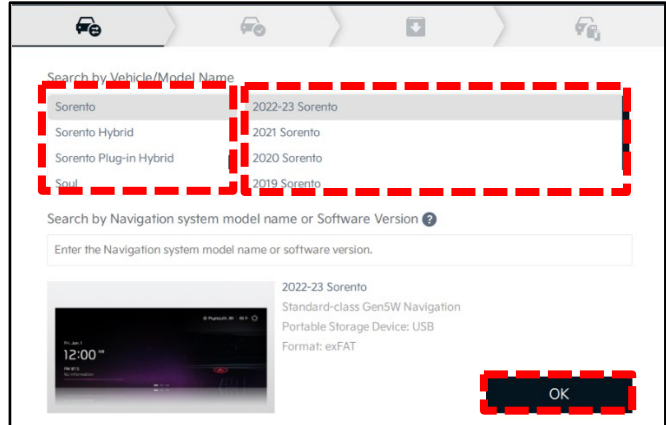
- 11. Select 'OK'.



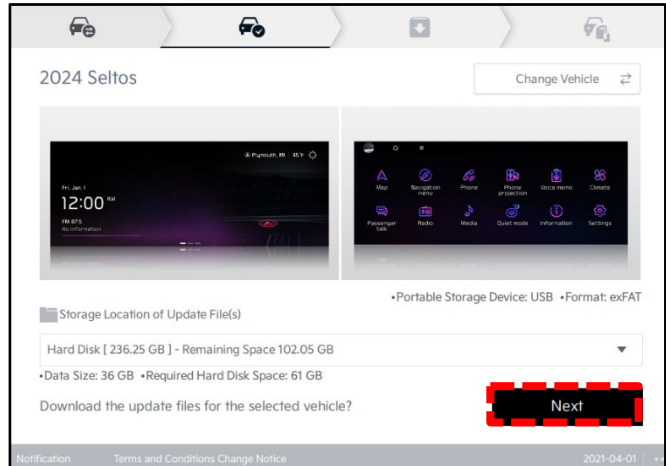
- 12a. Scroll and select the vehicle model being updated.

- 12b. Select the affected vehicle/model year.

- 12c. Select 'OK'.

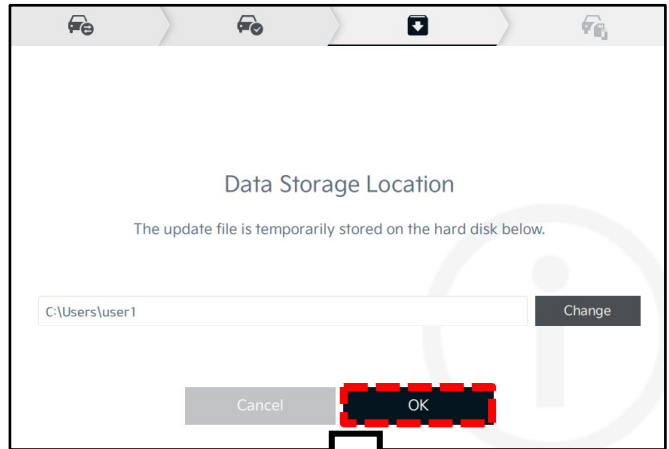


- 13. Verify the 'Storage Location of Updated File(s)', then select 'Next'.

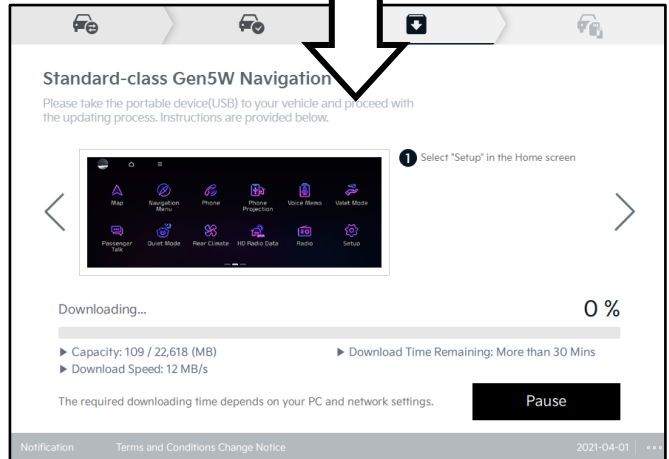


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14. Select 'OK'.

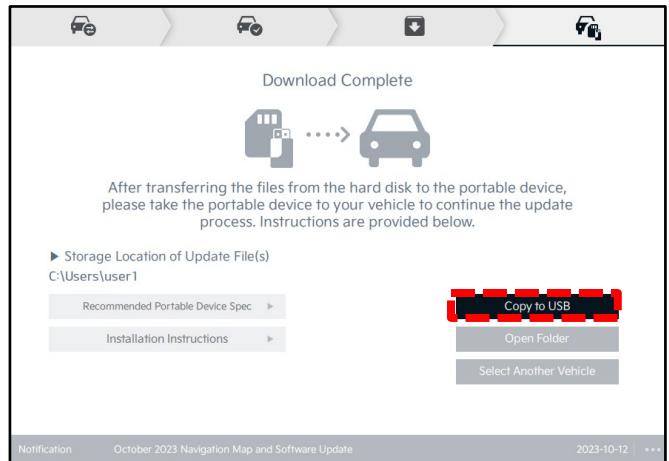


**Note:** Once download has completed, continue to step 15a.



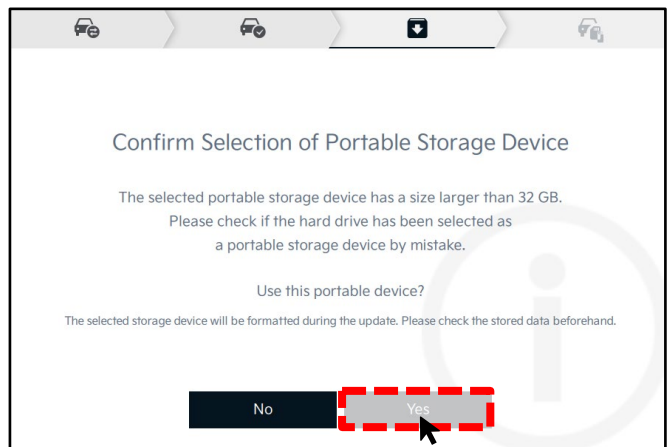
15a. Insert a **new or formatted** USB flash drive to the computer.

15b. Select 'Copy to USB'.

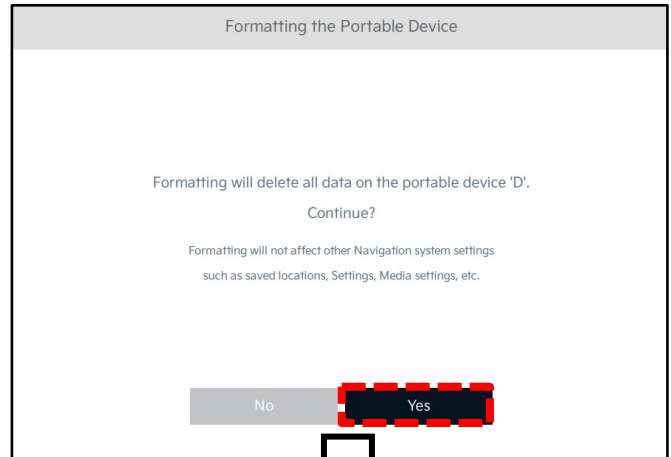


16. Select 'Yes'.

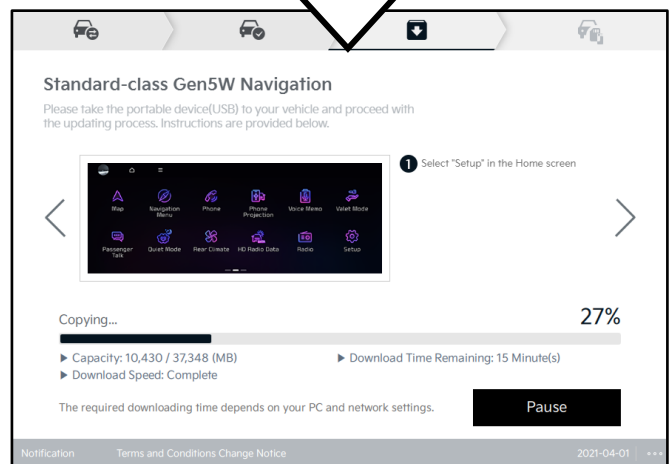
**Note:** By default, 'NO' is highlighted. Once 'YES' is selected, the pop-up on step 17 will populate.



17. Select 'Yes'.



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

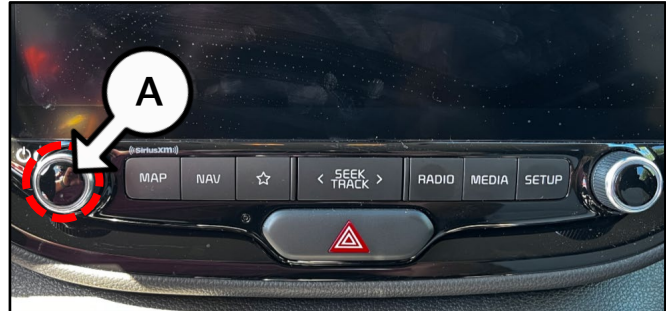
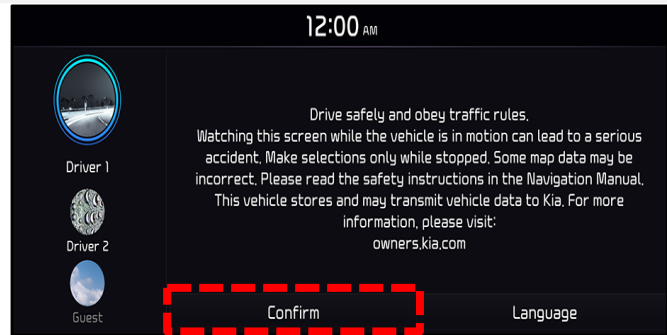


**SUBJECT: AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM) (SA582)**
**Update Procedure:**

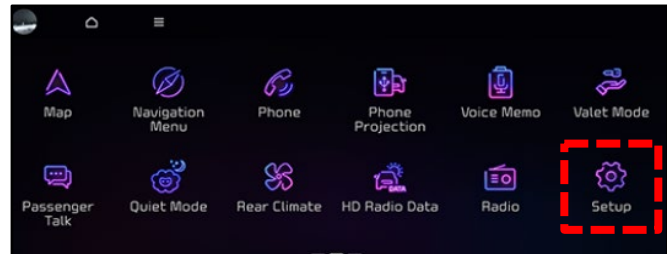
1. Turn the ignition switch to the 'ON' position.
2. Select 'Confirm' on the AVN screen.

**Note:** The software update is possible with the AVN 'OFF'.

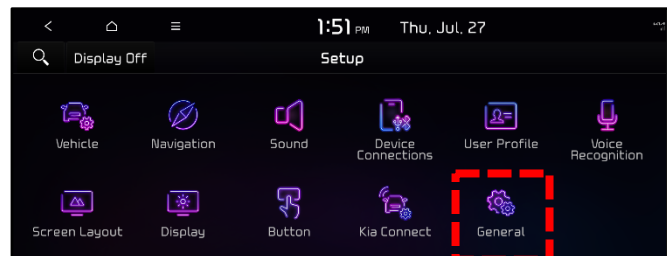
3. Press the 'Power' button (A) to turn the Radio/Media 'OFF'.



4. Select 'Setup'.

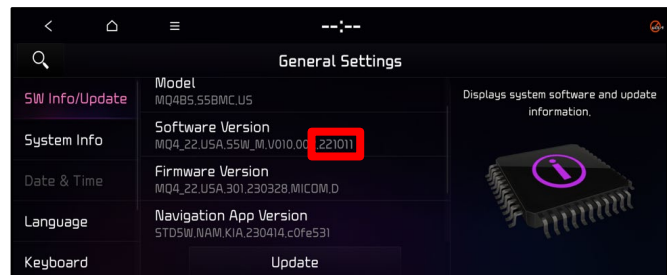


5. Select 'General'.



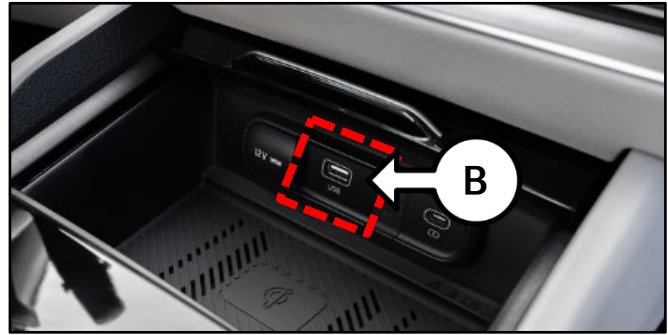
6. Inspect the last six (6) digits of the AVN Software Version displayed in 'General Settings'.

- If the current software version shown in 'General Settings' is included in the software version listed below, then proceed to step 7.
- If the current software version shown in 'General Settings' is not included in the software version listed below, **this TSB does not apply.**



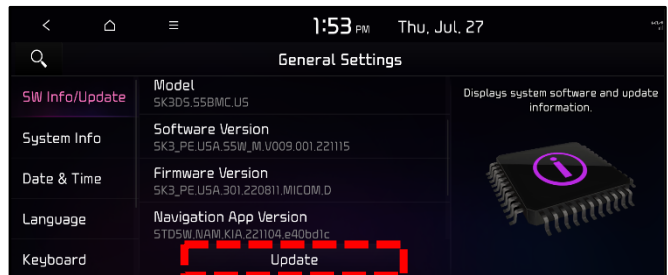
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7. Insert the USB Flash Drive (refer to the table below) into the USB slot (B) located underneath the AVN unit.

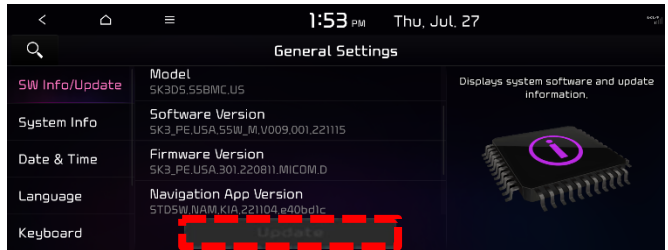


Vehicle Model		Software Version (SW Ver.)	
		Current Version	New Version
K5 (DL3a)	Forte (BDm PE)	221011 221025	240822 or newer
Soul (SK3)	Soul (SK3 PE)	221115 221220	
Sorento (MQ4a)	Sorento (MQ4 P/HEV)	221228 230203	

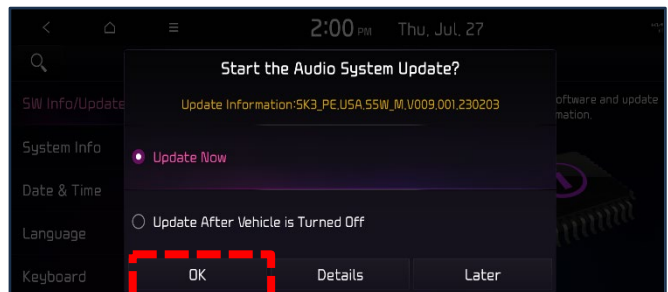
8. On the 'General Settings' screen, select 'SW Info/Update', then select 'Update'.



**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 3-7.

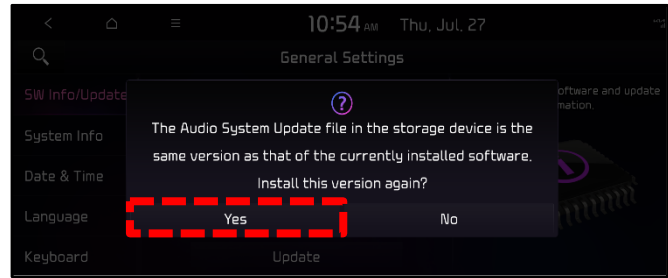


9. Select 'OK' on the pop-up screen.



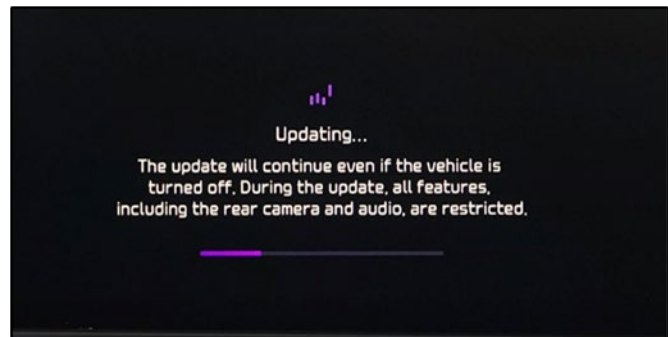
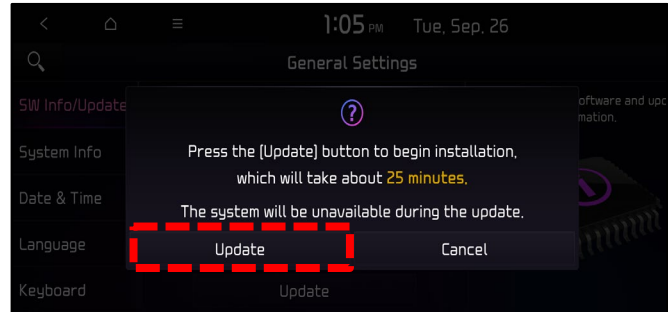
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**Note:** After selecting 'OK', there may be some instances where the pop-up shown may be displayed. Select 'Yes' and proceed to step 10.



10. Select 'Update' on the pop-up screen.

**Note:** In some cases, the software update may take up to 2 hours and 30 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.

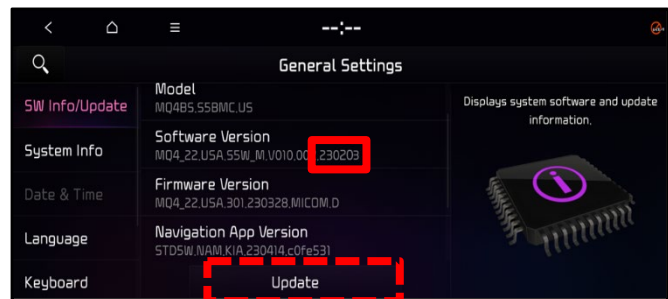
**NOTICE**

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.

11. Once the update has completed, repeat steps 4-6 to confirm the Software Version has been correctly updated.




**SUBJECT: AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM) (SA582)**

**AFFECTED VEHICLE RANGE:**

Model	Model Year
K5 (DL3a)	December 20, 2022 to May 30, 2023
Soul (SK3)	January 3, 2023 to April 25, 2023
Forte (BDm)	February 9, 2023 to September 16, 2023
Sorento HEV, PHEV (MQ4 P/HEV)	January 3, 2023 to May 12, 2023
Sorento (MQ4a)	December 2, 2022 to July 31, 2023

**REQUIRED TOOL:**

Tool Name	Part Number	Figure	Comments
64 GB USB Flash Drive	N/A		Locally Source

Software update file is only available for download from <https://update.kia.com/US/EN/Main>. A 64GB USB Flash Drive will be required to download the update files. (Refer to TSB [ELE208](#) for instructions on how to download software update files using Navigation Updater). USB Flash Drives are not distributed to dealers.

**WARRANTY INFORMATION:**

**N Code: N99 C Code: C99**

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
SK3 MQ4 HEV MQ4 PHEV	V	96560 K0BA0FHV	0	(SA582) 5 <sup>th</sup> Gen. Wide AVN Software Update	240083R0	0.3 M/H	N/A	0
DL3a		96560 L3700FHL			240A27R0			
MQ4a		96560 R5700FHL			240A27R1			
BDm		96560 M7220WK			240M03R0			

**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA582** when accessing the KDealer+ system.

