



GROUP	MODEL
ELE	2020-2021MY Multiple Models Listed
NUMBER	DATE
361	December 2024

TECHNICAL SERVICE BULLETIN

SUBJECT:

AVN 5.0 WIDE DEALER MODE FACTORY RESET

This bulletin provides the procedure to perform the 'Dealer Mode Factory Reset' on multiple 2020-2021MY vehicles (listed on page 5) equipped with AVN 5.0 Wide head units. The affected vehicles may exhibit inoperable and/or interrupted Kia Connect services due to a logic error with the current software version. This logic error may affect the Kia Connect services: calendar, weather, sports, vehicle diagnostics, maintenance and/or Kia Connect services rendering these features inoperable. Before proceeding with this field fix, verify that the current software version is installed **and** Kia Connect services are exhibiting these issues using the software verification check below. If the vehicle is determined to exhibit these issues, follow the procedure outlined in this publication to perform the 'Dealer Mode Factory Reset' on the applicable vehicle.

Only vehicles with AVN 5.0 Wide head units and **active Kia Connect accounts** may experience this issue.

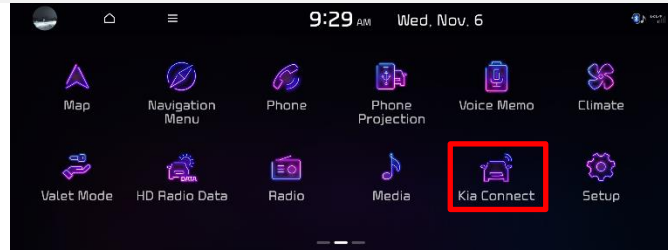


NOTICE

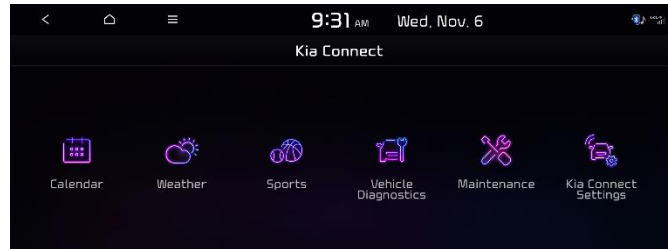
A Technical Service Bulletin is a field fix repair program without customer notification that may be performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

Software Verification Check:

1. Select 'Kia Connect' from the home screen.

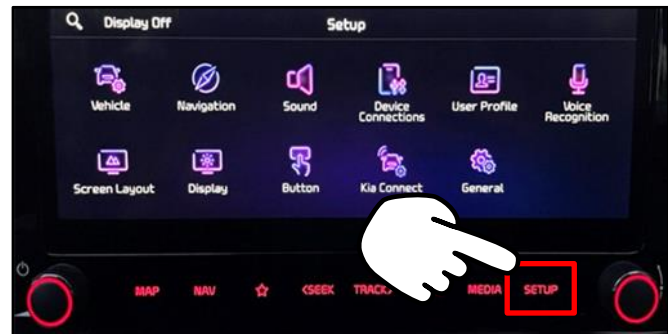


2. Confirm all Kia Connect features (calendar, weather, sports, vehicle diagnostics, maintenance, and/or Kia Connect Settings) operate normally.



- If Kia Connect services **DO NOT** operate normally, proceed to step 3.
- If Kia Connect services operate normally, **no further action is required.**

3. Press and hold the 'SETUP' hard key until the 'SW Info/Update' screen populates.



4. Confirm the software version installed ends in: 'XXXXX.240822'

- If the affected vehicle's software version **matches** this software version, proceed to the 'Dealer Mode and Factory Reset' procedure below.
- If the affected vehicle's software version **does not match** this software version, proceed to open a Techline case.



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AVN 5.0 WIDE DEALER MODE FACTORY RESET

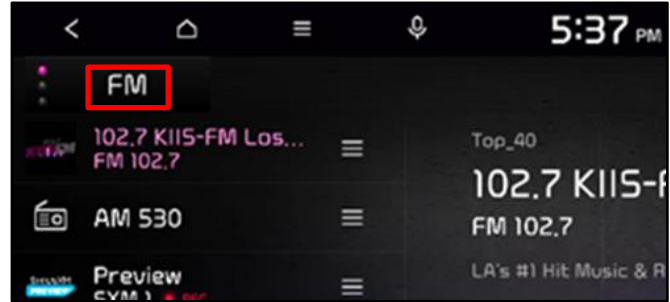
Dealer Mode and Factory Reset Procedure:

Entering Dealer Mode:

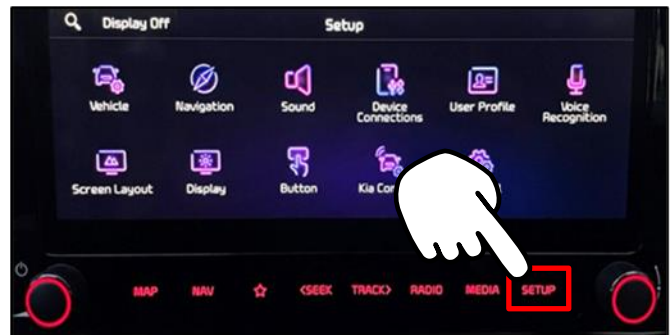
1. Press the 'Radio' hard key and toggle to 'FM' radio mode.

IMPORTANT

Dealer Mode will only populate if the radio is in 'FM' mode.

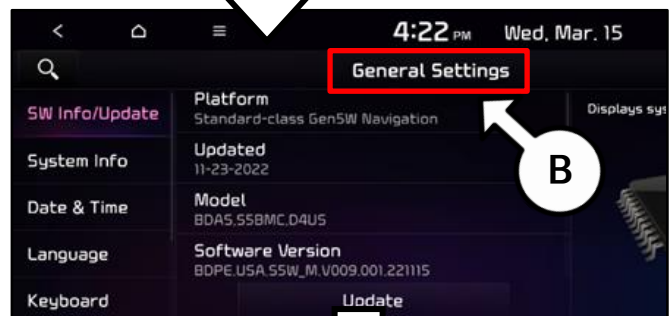


2. Press and hold the 'SETUP' hard key until the 'SW Info/Update' screen populates.



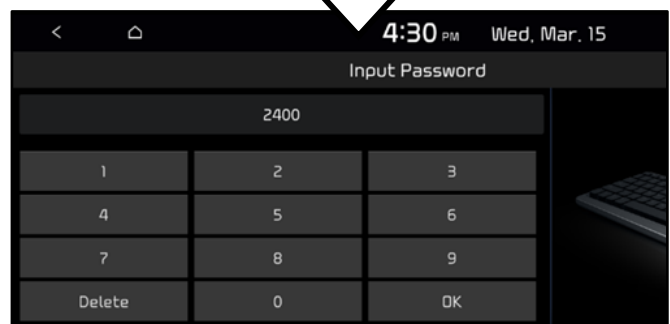
3. Using a consistent pace, make the following adjustments/selections.

- > Adjust the 'Volume' knob to level '7' (A)
- > Select the 'General Settings' banner (B)
- > Adjust the 'Volume' knob to level '3' (A)
- > Select the 'General Settings' banner (B)
- > Adjust the 'Volume' knob to level '1' (A)
- > Select the 'General Settings' banner (B)



Note: The screen will NOT display feedback when selecting the 'General Settings' banner.

After all selections/adjustments are completed, the 'Dealer Mode' password prompt screen will populate as shown right.

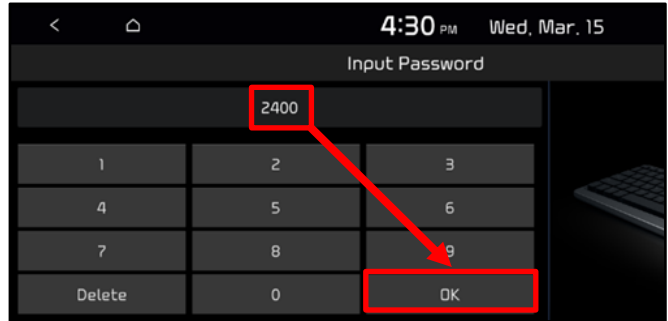


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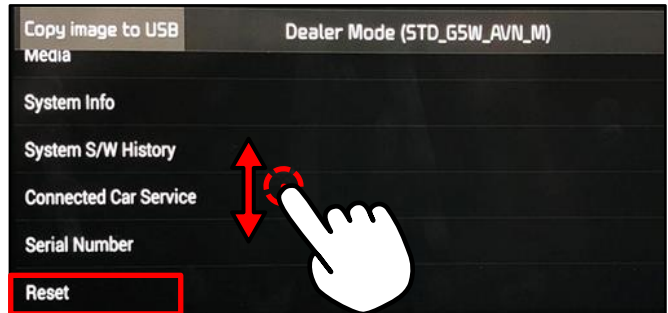
4a. Enter password '2400'.

4b. Select 'OK'.

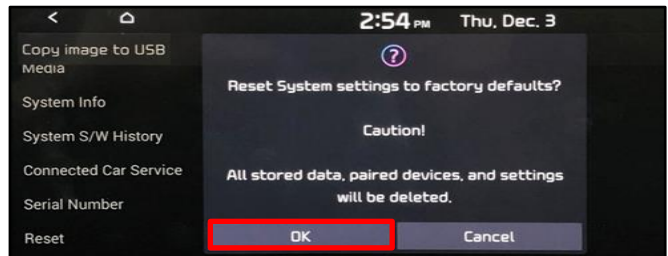


Performing a Factory Reset:

5. Scroll down the left side menu and select 'Reset'.

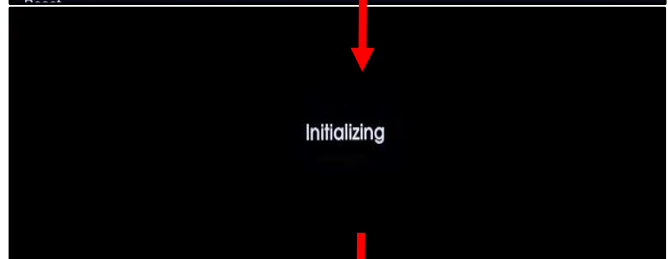
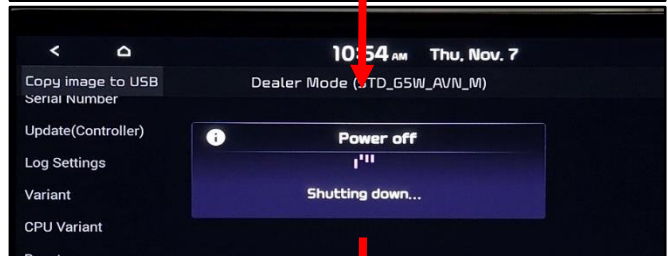


6a. Select 'OK'.



6b. Confirm Kia Connect features operate normally.

Note: All user settings (vehicle settings, radio presets, and navigation favorites) will be reset after the factory reset.



❗ IMPORTANT

If Kia Connect services remain inoperable after the Dealer Mode Factory Reset, proceed to open a Techline case.



SUBJECT:

AVN 5.0 WIDE DEALER MODE FACTORY RESET**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Telluride (ON)	January 8, 2019 to June 8, 2021
Soul (SK3)	November 18, 2018 to April 16, 2021
Niro EV (DE EV)	January 15, 2020 to December 22, 2020
Niro HEV (DE HEV)	November 19, 2019 to November 18, 2020
Niro PHEV (DE P/HEV)	November 19, 2019 to May 18, 2021
Seltos (SP2)	November 20, 2019 to March 23, 2021
K5 (DL3a)	May 12, 2020 to May 12, 2021
Cadenza (YG)	April 1, 2020 to October 15, 2020
Sorento (MQ4a)	October 26, 2020 to September 3, 2021

WARRANTY INFORMATION:**N Code: I11 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 AVN P/N per applicable model	N/A	AVN 5.0 Wide Factory Mode Reset	96560F19	0.3 M/H	N/A	0

