



GROUP	MODEL
ELE	2021-2023MY Multiple Models
NUMBER	DATE
347 (Rev 1, 12/19/2024)	July 2024

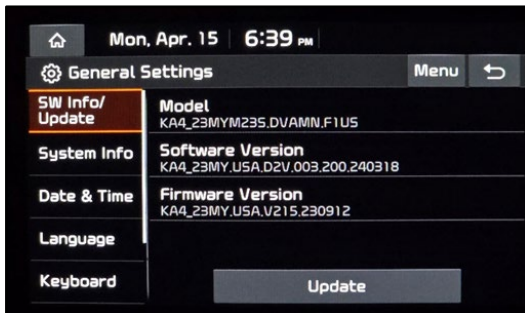
TECHNICAL SERVICE BULLETIN

DISPLAY AUDIO 2.0V/AVN5W SOFTWARE UPDATE

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 Display Audio 2.0 (D2V) and AVN 5.0 Wide (AVN5W) head units on certain 2021-2023MY Kia vehicles (refer to pages 5 and 16). 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 AVN 5.0 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](#).

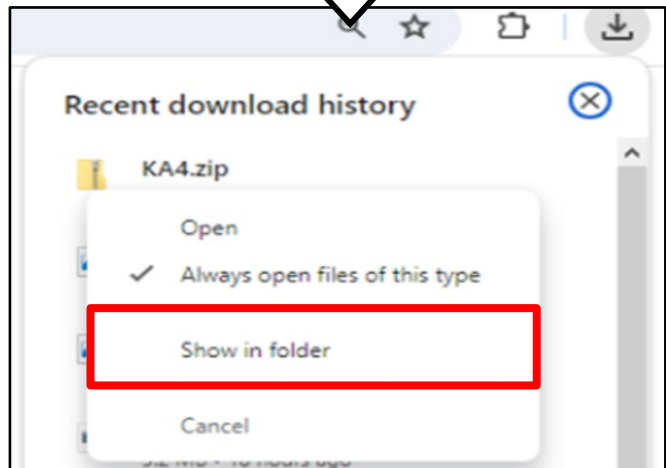
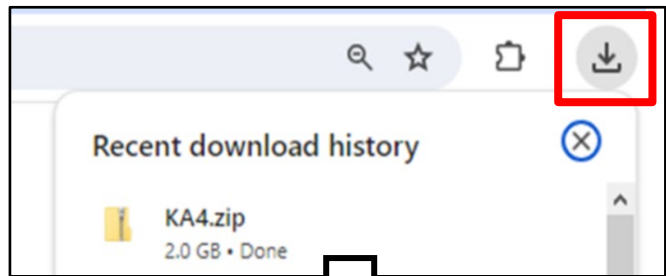
2a. Select the 'Download' link to the right of the selected model.

Vehicle	Model	SW version	Download
CARNIVAL	2022 CARNIVAL	KA4USA.DV.003.200.240318	Download
	2023 CARNIVAL	KA4_23MYUSA.DV.003.200.240318	Download
FORTE	2022-23 FORTE	BL_PHEUSA.DV.003.200.240318	Download
	2021-23 FORTE	BL_23MYUSA.DV.003.200.240318	Download
K5	2021 K5	DJ3USA.DV.003.200.240318	Download
	2022 K5	DJ3_23MYUSA.DV.003.200.240318	Download
NIRO	2021 NIRO	DEPE_PHEUSA.DV.003.200.240318	Download
	2022 NIRO	DE_PHEUSA.DV.003.200.240318	Download
	2021 NIRO Electric	DE_PHEUSA.DV.003.200.240318	Download
	2022 NIRO Electric	DE_23MY_PHEUSA.DV.003.200.240318	Download
2023 NIRO	2023 NIRO Plug-in Hybrid	DEPE_PHEUSA.DV.003.200.240318	Download
	2023 NIRO	DE_23MY_PHEUSA.DV.003.200.240318	Download
SORENTO	2021 SORENTO	MO2_PHEUSA.DV.001.001.230414	Download
	2022 SORENTO	MO2_PHEUSA.DV.001.001.230414	Download
SORENTO	2021 SORENTO	MO4USA.DV.003.200.240318	Download
	2022 SORENTO	MO4_23MYUSA.DV.003.200.240318	Download
	2021 SORENTO Hybrid	MO4_PHEUSA.DV.003.200.240318	Download
RIO	2021 RIO	MO4_23MY_PHEUSA.DV.003.200.240318	Download
	2022 RIO	IC_PHEUSA.DV.003.200.240318	Download
SOUL	2021 SOUL	IC_23MYUSA.DV.003.200.240318	Download
	2022 SOUL	IC_23MYUSA.DV.003.200.240318	Download
SELTOIS	2021 SELTOIS	SP2_23MYUSA.DV.001.001.230417	Download
	2022 SELTOIS	SP2_23MYUSA.DV.001.001.230417	Download
SPORTAGE	2023 SPORTAGE	NG4USA.DV.003.200.240318	Download
	2023 SPORTAGE Plug-in Hybrid	NG4_PHEUSA.DV.003.200.240318	Download
STINGER	2021 STINGER	CK_PHEUSA.DV.003.200.230919	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.

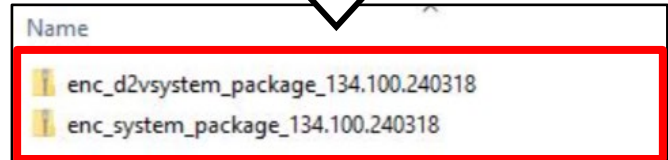
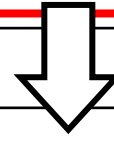
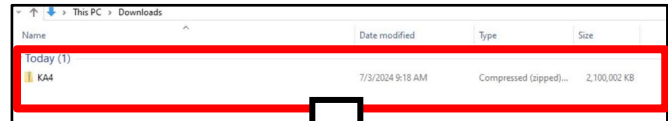


SUBJECT:

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.



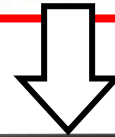
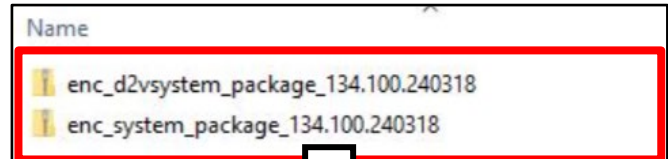
- Insert a new or reformatted USB flash drive to your device (**Minimum 8GB required**).

- 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:

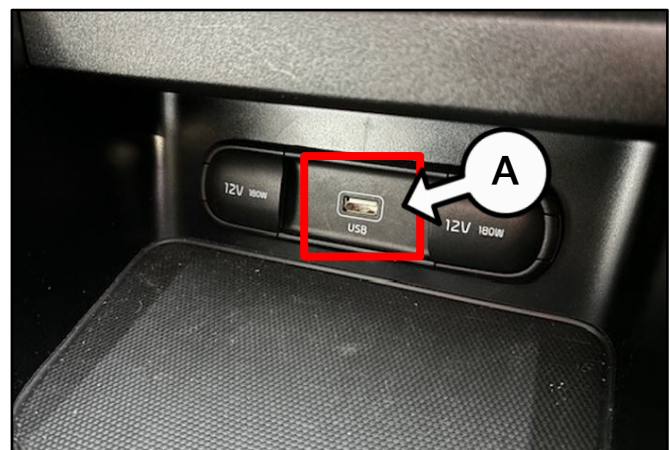
1. Turn the ignition switch to the 'ON' position.
2. Select 'Setup'.



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

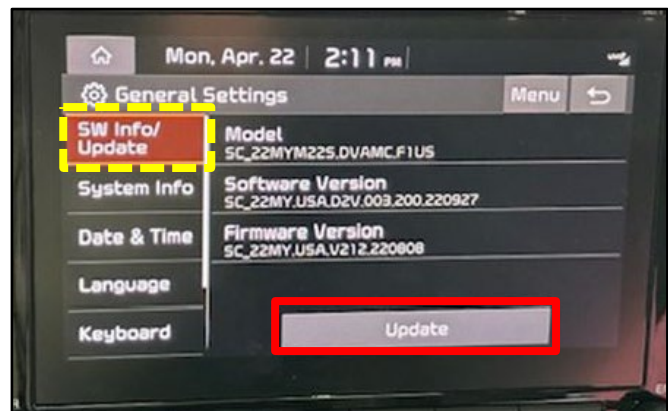
Vehicle	MY	S/W Version	
		Previous	New
Forte (BDm PE)	22 - 23MY	All	D2V.003.200.240318 D2V.001.001.230414 D2V.001.001.230417
Carnival (KA4)			
Sorento (MQ4a)	21 - 23MY		
Niro HEV (DE HEV)			
Rio (SC)			
K5 (DL3a)			
Seltos (SP2)	21 - 22MY		
Niro PHEV (DE PHEV)			
Sportage (NQ5)	23MY		
Sportage HEV (NQ5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

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

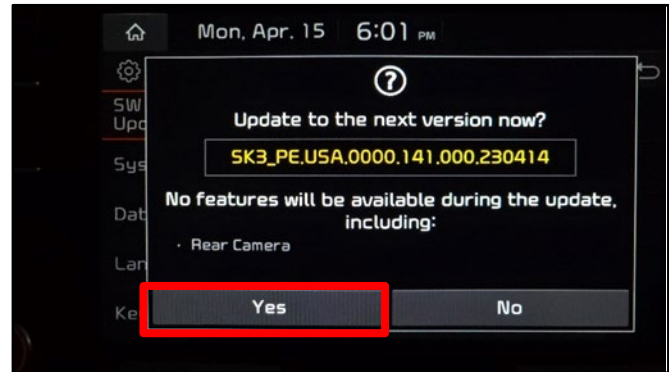


5. Select 'SW Info/Update'.

6. Select 'Update'.



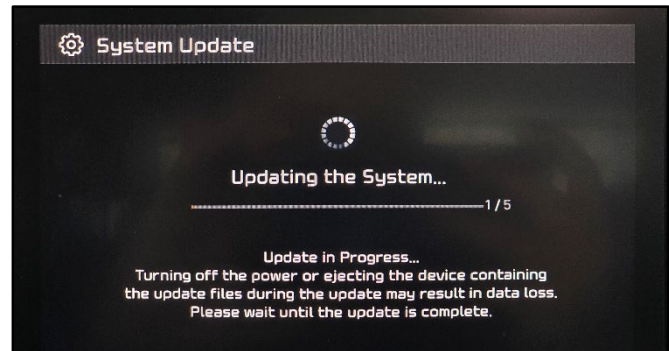
7. Select 'Yes'.



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.

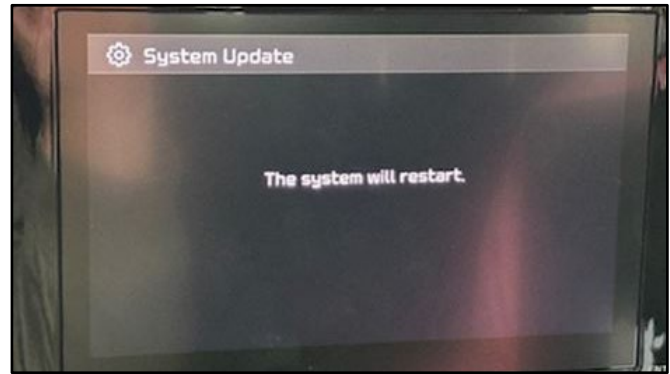
NOTICE

- 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.

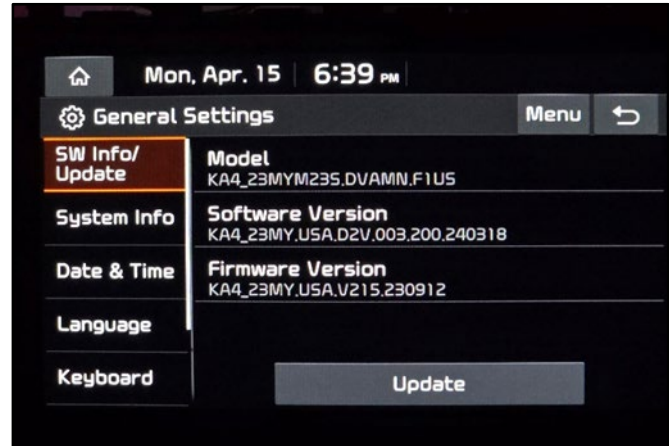
SUBJECT:

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.

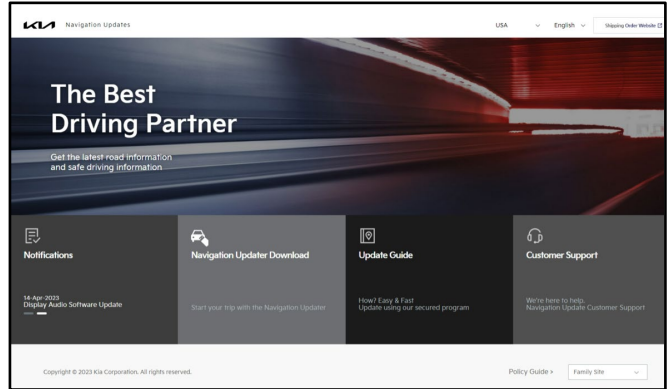


SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE

AVN5W Software Download Procedure:

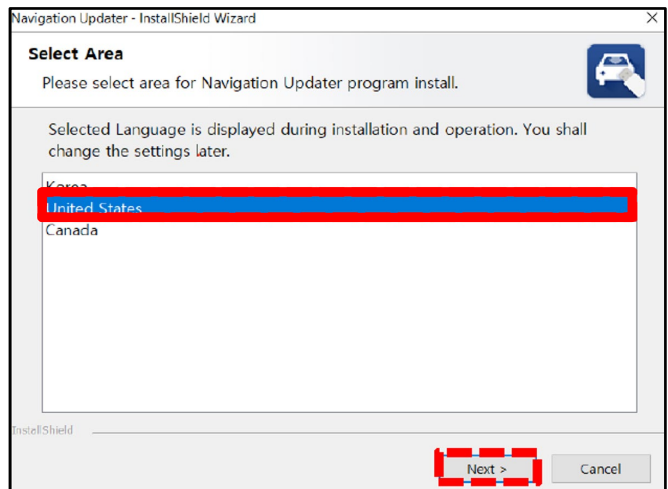
- 1a. Go to '<https://update.kia.com/US/EN/Main>'.
- 1b. Select 'Navigation Updater Download'.



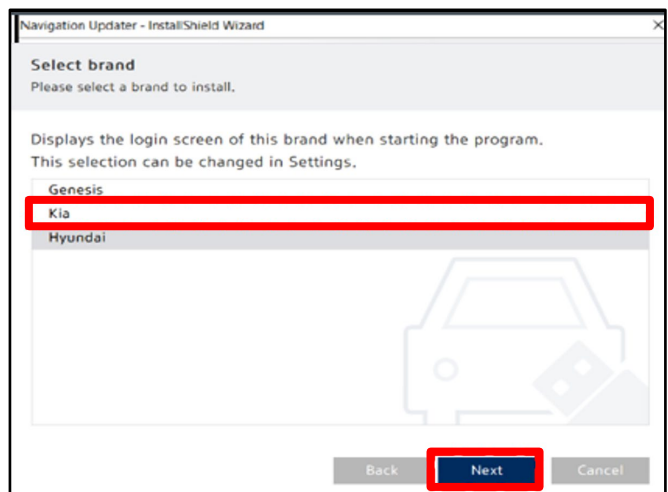
- 2. Select 'For Windows' or 'For Mac' operating system.



- 3a. Select 'United States'.
- 3b. Select 'Next'.



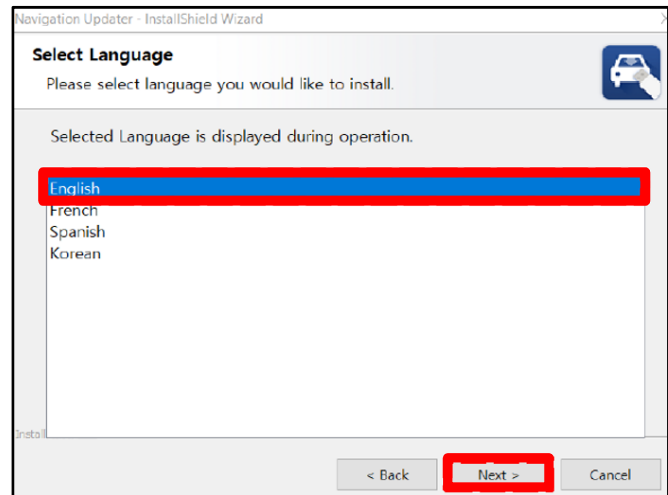
- 4a. Select 'Kia'.
- 4b. Select 'Next'.



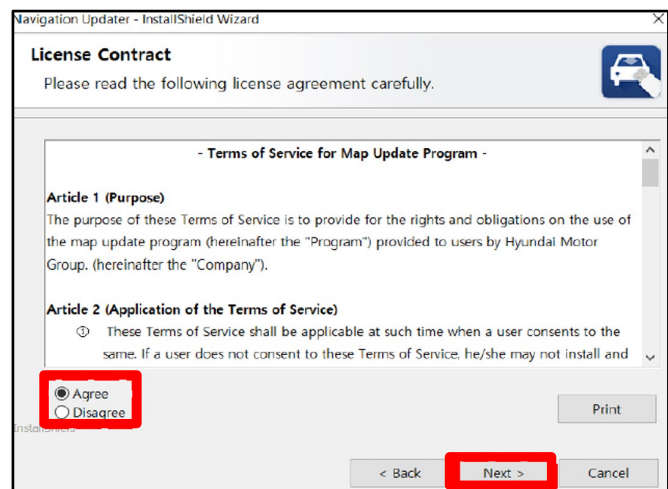
SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE

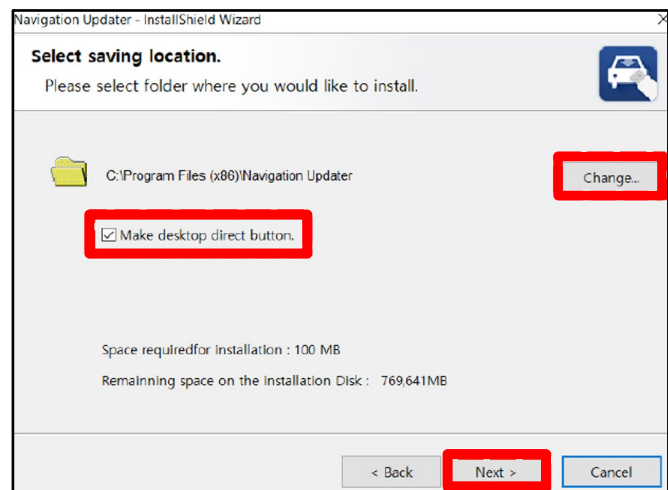
- 5a. Select a language (ex. 'English').
- 5b. Select 'Next'.



- 6a. Select 'Agree' to agree to the 'Terms & Conditions'.
- 6b. Select 'Next'.



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

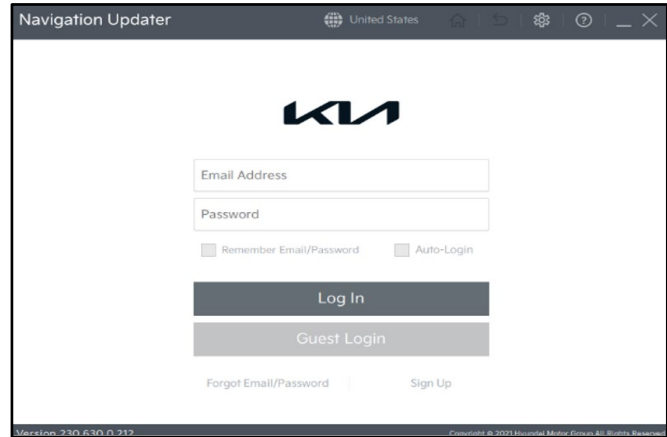


SUBJECT: **DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE**

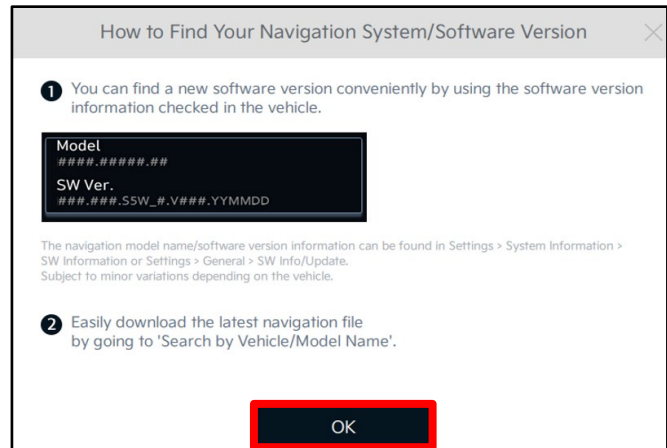
Once the installation is complete, the 'Navigation Updater' shortcut will be saved on the desktop.



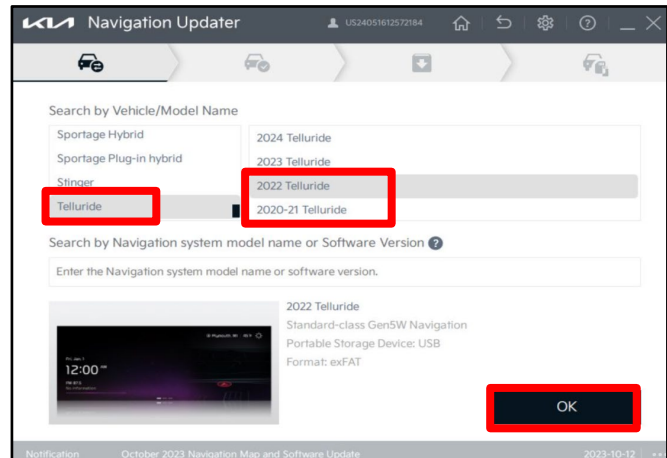
- 7a. Open the 'Navigation Updater'.
- 7b. Log in using Kia Connect (formerly UVO) credentials or log in as a guest using 'Guest Login'.



- 8. Select 'OK'.



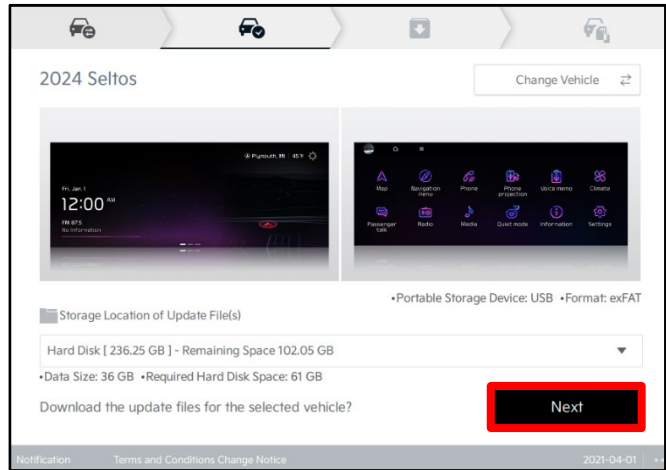
- 9a. Scroll and select 'Telluride'.
- 9b. Select '2020-21 Telluride' or '2022 Telluride'.
- 9c. Select 'OK'.



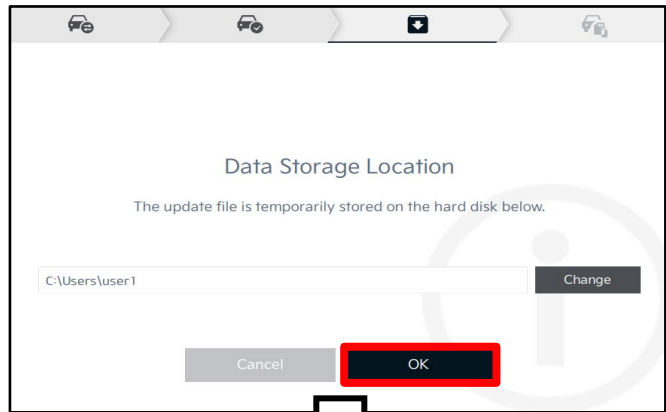
SUBJECT:

DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE

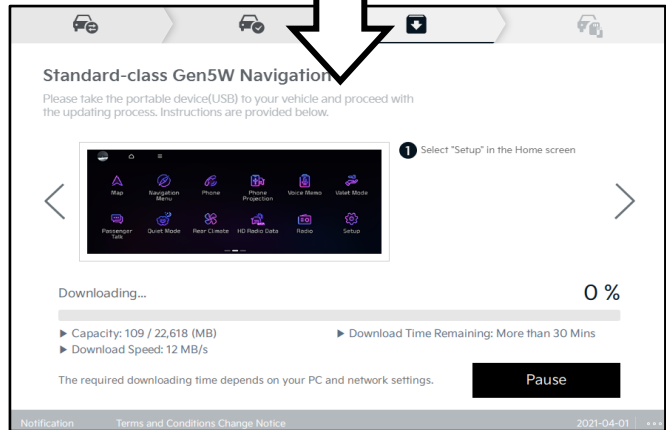
- Verify the 'Storage Location of Updated File(s)', then select 'Next'.



- Select 'OK'.

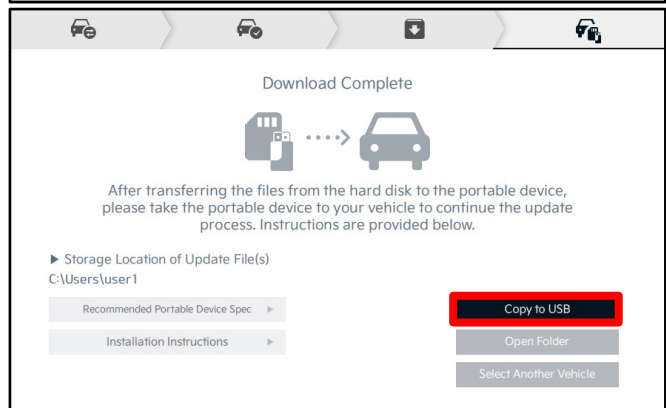


Note: Once download has completed, continue to step 12a.



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

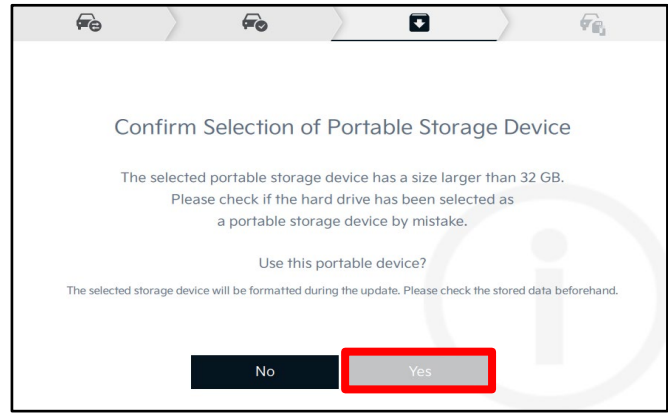
- Select 'Copy to USB'.



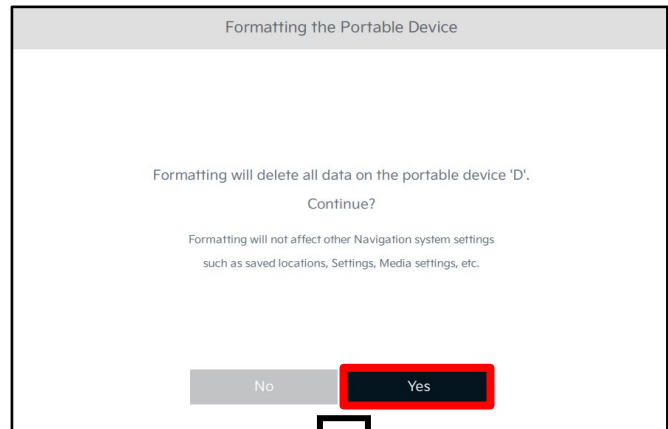
SUBJECT: **DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE**

13. Select 'Yes'.

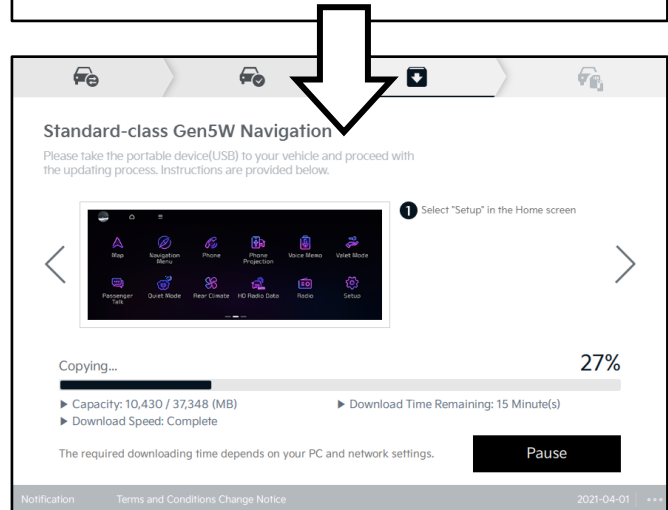
Note: By default, 'NO' is highlighted. Once 'YES' is selected, the pop-up on step 14 will populate.



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

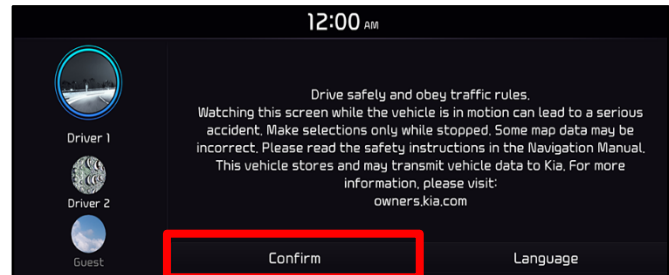
AVN5W Update Procedure:

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.



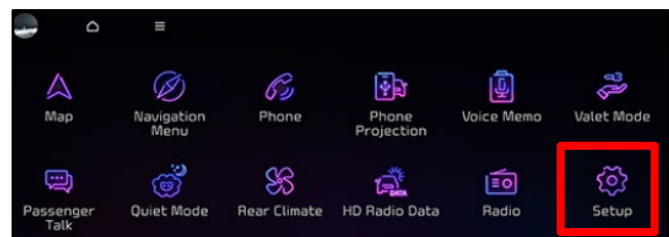
2. Select 'Confirm' on the AVN screen.



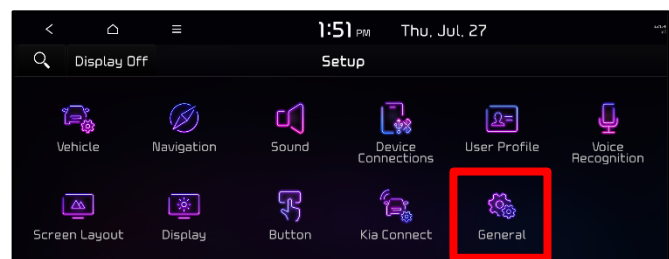
3. Press the 'Power' button (A) to turn the Radio/Media 'OFF'.



4. Select 'Setup'.



5. Select 'General'.



SUBJECT:

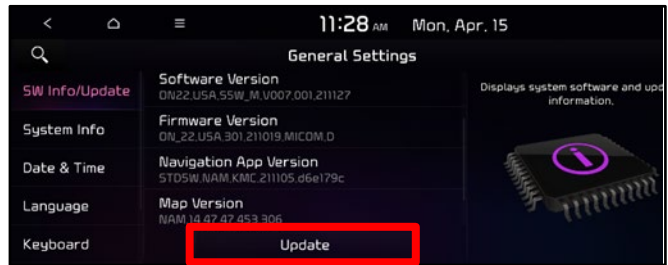
DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE

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

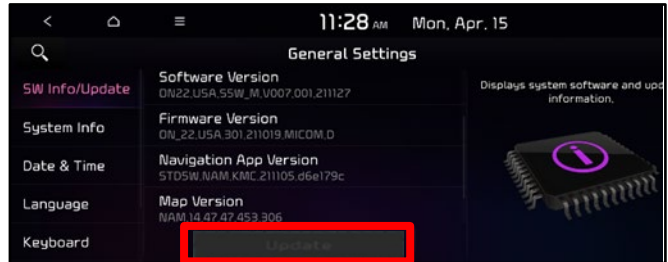


Model	MY	Software Version (SW Ver.)	
		Previous Version	New Version
Telluride (ON)	2021 - 2022MY	240822 or older	240822 or newer

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

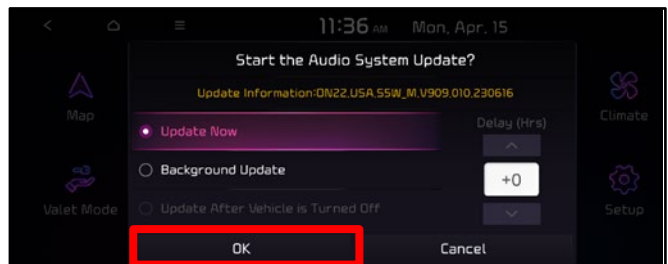


Note: If the USB Flash Drive is not recognized, the 'Update' button will not be activated, as shown. If this occurs, remove the USB Flash Drive, and repeat steps 3-6.

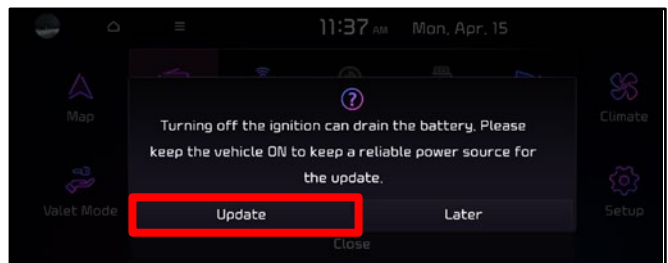


- 8a. Select 'Update Now'.
- 8b. Select 'OK' on the pop-up screen to start the software update.

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



9. Select 'Update'.

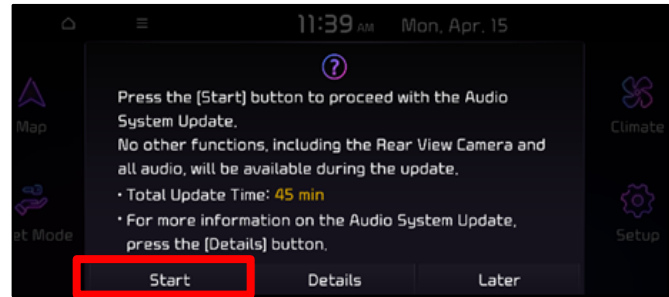


SUBJECT:

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)	
Niro HEV (DE HEV)	2021 - 2023MY
Rio (SC)	
K5 (DL3a)	
Seltos (SP2)	2021 - 2022 MY
Telluride (ON)	
Niro PHEV (DE PHEV)	
Sportage (NQ5)	2023MY
Sportage HEV (NQ5 HEV)	
Soul (SK3)	2022MY

REQUIRED TOOL:

Tool Name	Models	Figure	Comments
VDS 1 Type	<ul style="list-style-type: none"> Forte (BDm) Sorento (MQ4a) K5 (DL3a) Rio (SC) Carnival (KA4) Niro HEV (DE HEV) Niro PHEV (DE PHEV) Sportage (NQ5) Sportage HEV (NQ5 HEV) 		<p>(S/W Included)</p> <p>USB Flash Drives were auto-shipped to dealers with the release of ELE338/SA569. If USB Flash Drive (VDS 1 Type 1/VDS 4 Type/VDS 5 type) is broken or lost, dealers can purchase replacement USB drives from Snap-On by calling: 1-888-542-1011.</p>
VDS 4 Type	Soul (SK3)		
VDS 5 Type	Seltos (SP2)		
64 GB USB Flash Drive	Telluride (ON)		<p>(Locally Sourced)</p> <p>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,</p>

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