

GROUP	MODEL
ELE	2022-2023MY
	Multiple Models
NUMBER	DATE
338 (Rev 1, 1/09/2025)	April 2024

# TECHNICAL SERVICE BULLETIN

SERVICE ACTION: DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

## **■** NOTICE

SUBJECT:

<u>This bulletin has been revised to include additional information.</u> 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 2022-2023MY Kia vehicles (refer to model list on page 9). The affected vehicles may experience various concerns related to Apple CarPlay®/Android Auto™ phone projection connectivity. Follow the procedure outlined in this publication to update the software on Display Audio 2.0 (D2V) and AVN 5.0 Wide (AVN5W) head units on the applicable vehicle to improve the overall infotainment system. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

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# **■** 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  $\rightarrow$  Warranty Coverage  $\rightarrow$  Warranty Coverage Inquiry  $\rightarrow$  Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs  $\rightarrow$  Not Completed Recall  $\rightarrow$  Recall VIN  $\rightarrow$  Select Report), which includes a list of affected vehicles.

This issue number is SA569.

### **Display Audio 2.0 Update Procedure:**

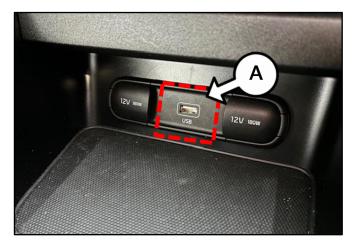
- 1. Turn the ignition switch to the 'ON' position.
- 2. Select 'Setup'.



3. Select 'General'.



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





# DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

USB	Model	ECU P/No.	Software Version			
ОЗВ	Model	LCO F/NO.	Current Version	New Version		
VDS 1 Type	Forte (BDm PE)	96160 M7230 96160 M7270		D2V.003.200.240318		
	Sorento (MQ4a)	96160 R5HF0 96160 R5HA0				
	K5 (DL3a)	96160 L3750 96160 L3760				
	Rio (SC)	96160 H9570 96160 H9580				
	Carnival (KA4)	96160 R0700 96160 R0710	All			
	Niro HEV (DE HEV)	96160 G5UB0 96160 G5UD0 96160 G5UE0				
	Niro PHEV (DE PHEV)	96160 G5XB0 96160 G5XD0				
	Sportage (NQ5)	96160 P1150				
	Sportage HEV (NQ5 HEV)	96160 CH020				
VDS 4 Type	Soul (SK3)	96160 K0810		D2V.001.001.230414		
VDS 5 Type	Seltos (SP2)	96160 Q5660		D2V.001.001.230417		

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

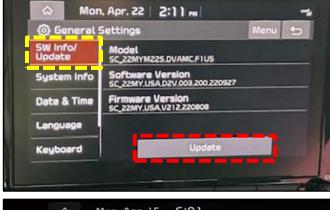




### DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

- 5. Select 'SW Info/Update'.
- 6. Select 'Update'.

7. Select 'Yes'.

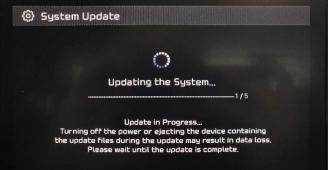




Note: In some cases, the software update may take up to fifteen (15) to twenty (20) minutes to complete. During this dwell time, it is acceptable to work on other vehicles.

# **A**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**

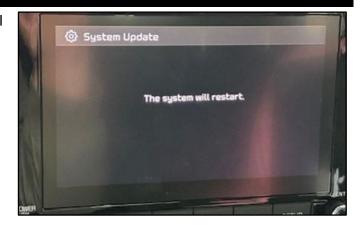
There will be multiple occurrences where the Kia logo will appear, the display will be black during the update process and/or display "Preparing System Update" or "Updating..." for an extended period of time. This is normal.

### **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.



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.

Note: If the customer is unable to pair a phone to the vehicle <u>after</u> the head unit software has been updated, proceed to the 'Phone Pairing Procedure' on page 6.





### **Phone Pairing Procedure:**

#### 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.



### **AVN5W Software Download Procedure:**

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

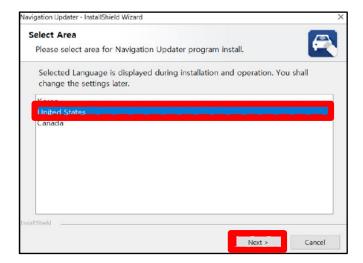


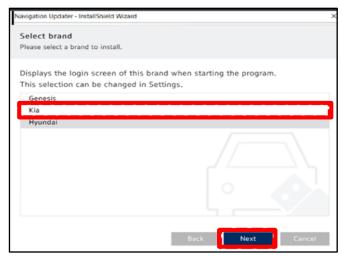
2. Select 'For Windows' or 'For Mac' operating system.



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

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





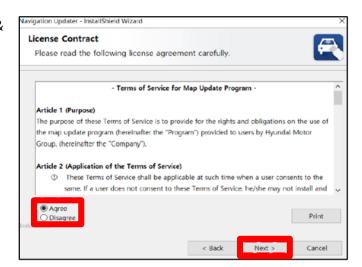


# DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

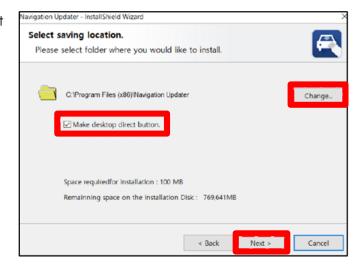
- 5a Select a language (ex. 'English').
- 5b. Select 'Next'.



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



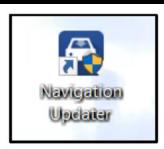
- 7a. Select 'Change' to save the file in a different location.
- 7b. Check the box 'Make desktop direct button.'.
- 7c. Select 'Next'.



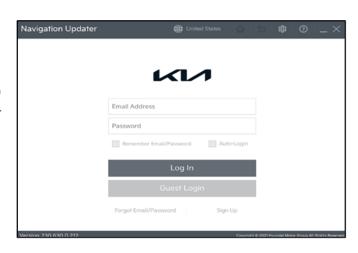


# DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

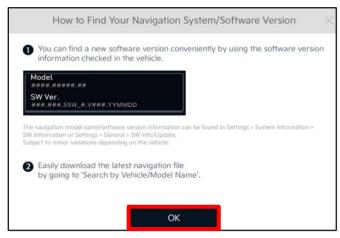
Once the installation is complete, the 'Navigation Updater' shortcut will be saved on the desktop.



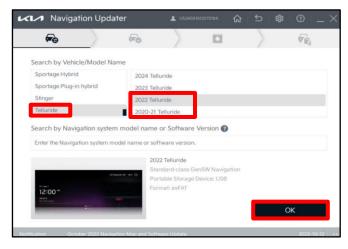
- 8a. Open the 'Navigation Updater'.
- 8b. Log in using Kia Connect (formerly UVO) credentials or log in as a guest using 'Guest Login'.



9. Select 'OK'.



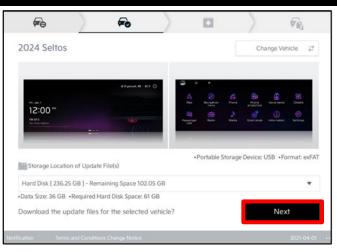
- 10a. Scroll and select 'Telluride'.
- 10b. Select '2020-21 Telluride' or '2022 Telluride'.
- 10c. Select 'OK'.





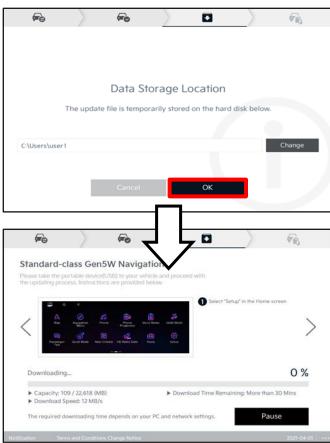
# DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

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

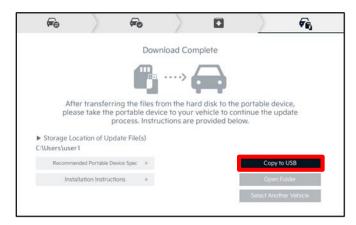


12. Select 'OK'.

**Note**: Once download has completed, continue to step 13a.



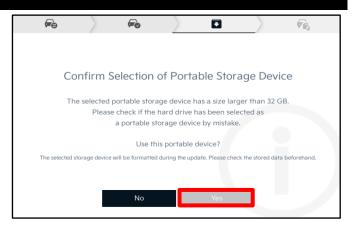
- 13a. Insert a <u>new or formatted</u> USB flash drive to the computer.
- 13b. Select 'Copy to USB'.





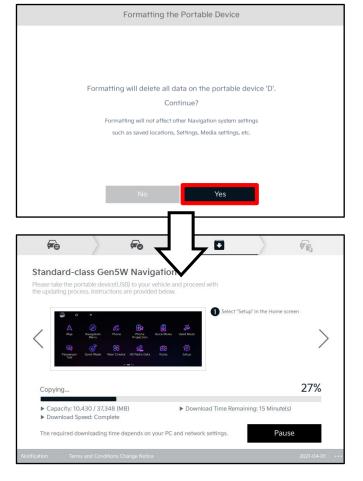
14. Select 'Yes'.

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



15. Select 'Yes'.

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





### **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'.





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'.



<u>Note:</u> 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.

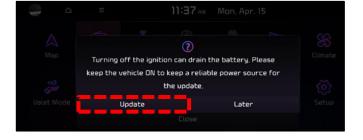


- 8a. Select 'Update Now'.
- 8b. Select **'OK'** on the pop-up screen to start the software update.

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

9. Select 'Update'.



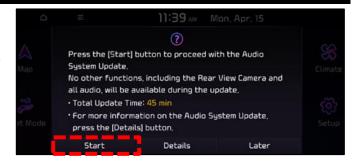




## DISPLAY AUDIO 2.0/AVN5W SOFTWARE UPDATE (SA569)

10. Select 'Start'.

<u>Note:</u> 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.



#### (i) 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.



Note: If the customer is unable to pair a phone to the vehicle <u>after</u> the head unit software has been updated, proceed to the 'Phone Pairing Procedure' on page 9.



### **AFFECTED VEHICLE RANGE:**

Model	Model Year
Sorento (MQ4a)	
Niro HEV (DE HEV)	2022MY
Niro PHEV (DE PHEV)	ZOZZIVIT
Telluride (ON)	
K5 (DL3a)	
Carnival (KA4)	
Forte (BDm PE)	2022 - 2023MY
Rio (SC)	2022 - 2023W1
Soul (SK3)	
Seltos (SP2)	
Sportage (NQ5)	2023MY
Sportage HEV (NQ5 HEV)	ZOZSIVI Y

### **REQUIRED TOOL:**

Tool Name	Models	Figure	Comments
VDS 1 Type	<ul> <li>Forte (BDm)</li> <li>Sorento (MQ4a)</li> <li>K5 (DL3a)</li> <li>Rio (SC)</li> <li>Carnival (KA4)</li> <li>Niro HEV (DE HEV)</li> <li>Niro PHEV (DE PHEV)</li> <li>Sportage (NQ5)</li> <li>Sportage HEV (NQ5 HEV)</li> </ul>	VDS 1 type	(S/W Included)  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
VDS 4 Type	Soul (SK3)	VDS 4 type	USB drives from Snap-On by calling: 1-888-542-1011.
VDS 5 Type	Seltos (SP2)	VDS 5 type	
64 GB USB Flash Drive	Telluride (ON)		(Locally Sourced)  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.
DE HEV DE PHEV KA4 NQ5 NQ5 HEV SK3 SP2	Туре	96560 R0260WK	0	(SA569) Display Audio	240062R0	0.3		
DL3a MQ4a ON	V	96560 L3700FHL	0	2.0/AVN Software Update	240A24R0	M/H	N/A	0
BDm SC	1	96560 M7220WK	0		240M02R0			

## **NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA569 when accessing the KDealer+ system.

