



GROUP	MODEL
ELE	2025MY Multiple Models w/ ccNC Head Unit
NUMBER	DATE
368 (Rev 1, 1/28/2025)	January 2025

## TECHNICAL SERVICE BULLETIN

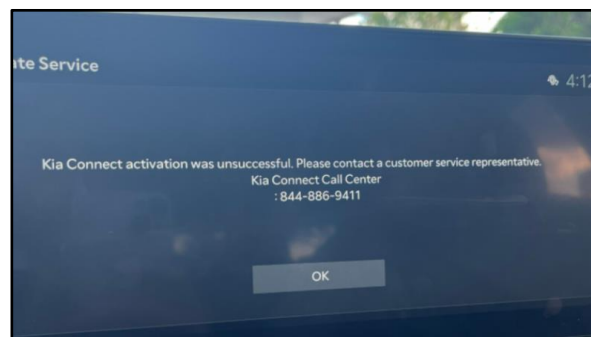
### SERVICE ACTION: KIA CONNECT ACTIVATION FAILURE (SA600)

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 access the 'Dealer Mode' function and perform a 'Reset Network' on certain 2025MY Multiple Model vehicles listed on page 7 equipped with a Connected Car Navigation Cockpit (ccNC) head unit to address customer concerns related to activation of Kia Connect due to missing modem data caused by a data transmission error. Follow the procedure outlined in this publication to access the 'Dealer Mode' function and perform a 'Reset Network' on the applicable vehicle. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



#### 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 SA600.

A printed copy is for reference only; publication information can be updated at any time. Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

SUBJECT:

**KIA CONNECT ACTIVATION FAILURE (SA600)**

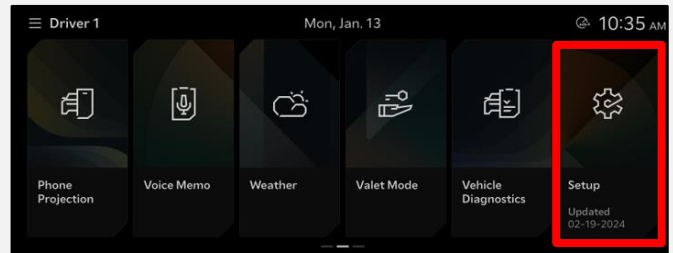
**Dealer Mode Instructions:**

1. Turn the ignition 'ON'.
2. Ensure the radio is tuned to 'FM' mode.

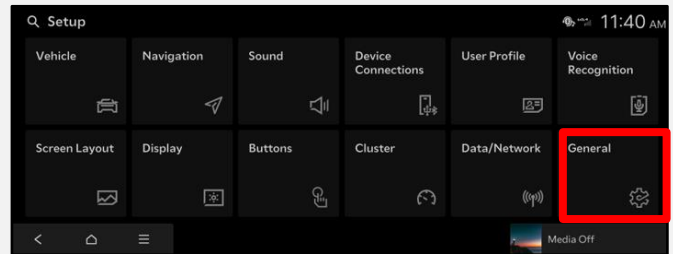
Note: The radio does not have to be tuned to a specific radio station. It only needs to be in 'FM' mode.

**DL3, KA4, KA4 HEV, MQ4a, MQ4 HEV, MV1, MV1a**

3. Select 'Setup'.



4. Select 'General'.



**MQ4a, MQ4 HEV, MV1, MV1a, CL4**

5. Press and hold 'SETUP' until the 'Software Info/Update' screen is displayed.

**IMPORTANT**

**Steps 6 - 11 need to be completed in smooth succession. If the volume does not stop EXACTLY on 7, 3, and 1, the password prompt on step 13 will not populate.**

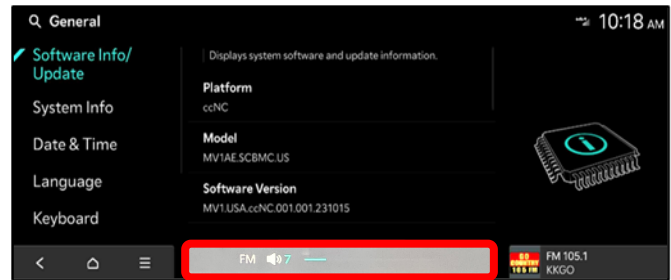


SUBJECT:

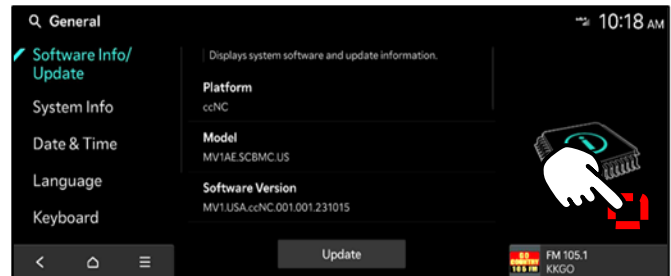
## KIA CONNECT ACTIVATION FAILURE (SA600)

6. Adjust the radio volume to '7'.

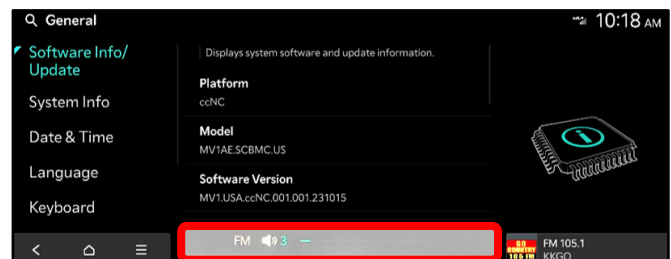
Note: Ensure 'FM' mode is still selected.



7. Once the volume has been adjusted to '7', press the bottom right hand corner, as shown.



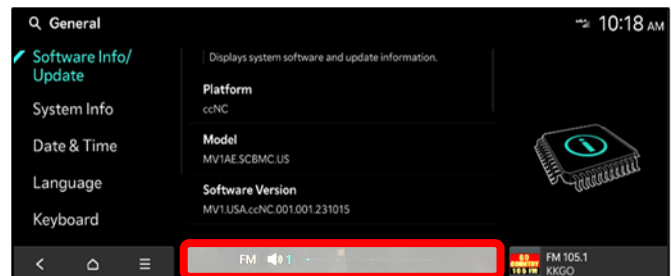
8. Adjust the radio volume to '3'.



9. Once the volume has been adjusted to '3', press the bottom right hand corner, as shown.

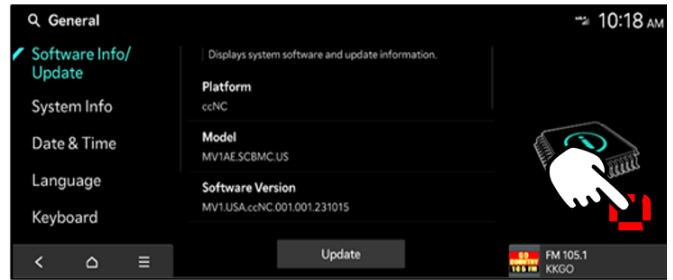


10. Adjust the radio volume to '1'.

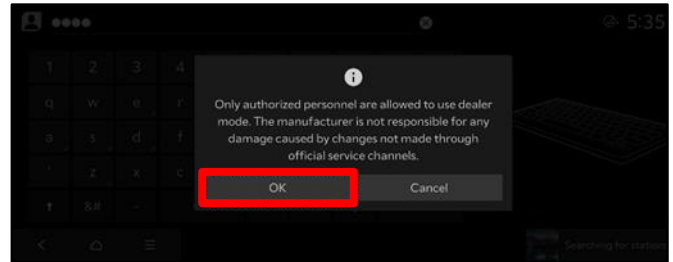


SUBJECT: KIA CONNECT ACTIVATION FAILURE (SA600)

- 11. Once the volume has been adjusted to '1', press the bottom right hand corner, as shown.

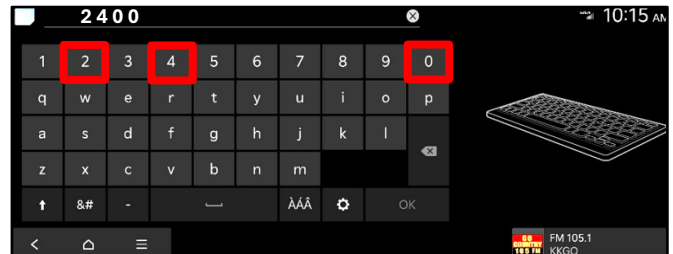


- 12. Select 'OK'.



The password prompt screen will populate.

- 13. Enter password '2400'.

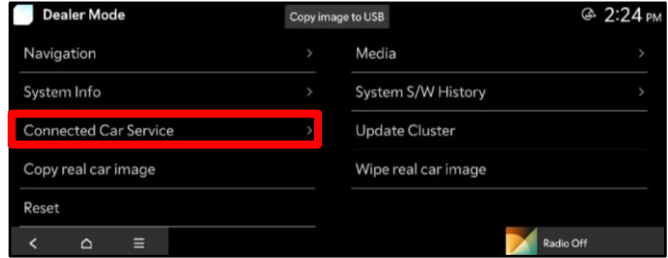


SUBJECT:

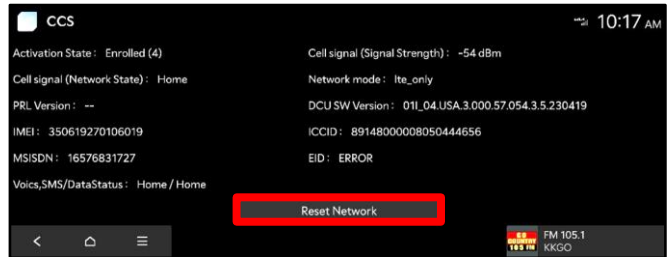
# KIA CONNECT ACTIVATION FAILURE (SA600)

## Network Reset in Dealer Mode Instructions:

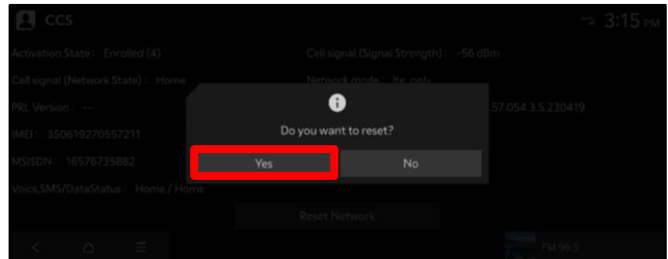
1. On the 'Dealer Mode' screen, select 'Connected Car Service'.



2. Select 'Reset Network'.



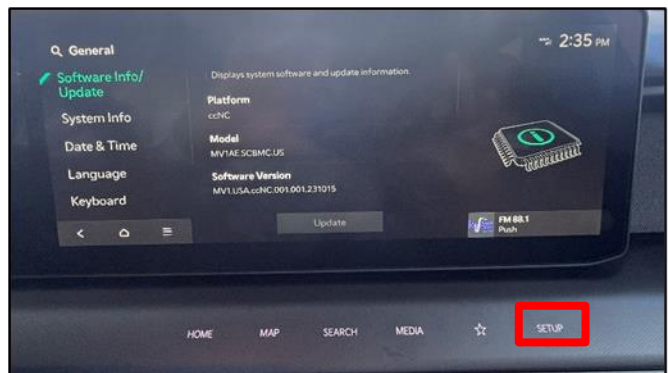
3. Select 'Yes' to continue resetting the network.



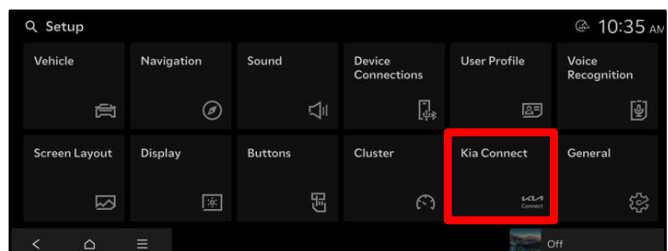
4a. Turn the ignition 'OFF'.

4b. Turn the ignition 'ON'.

5. Select 'Setup'.



6. Select 'Kia Connect'.



SUBJECT:

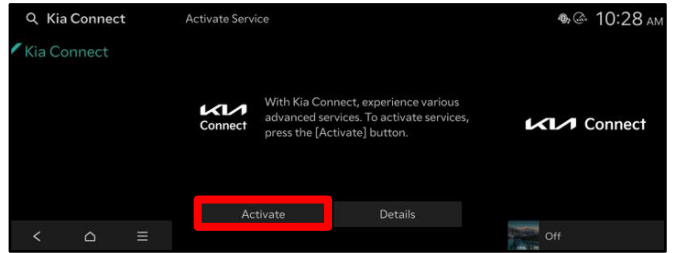
# KIA CONNECT ACTIVATION FAILURE (SA600)

7. Select 'Activate Service'.

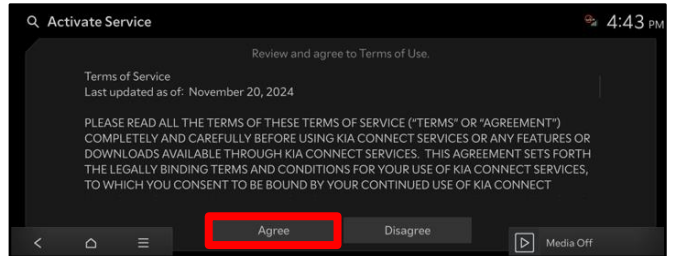


8. One (1) of two (2) pop ups will populate.

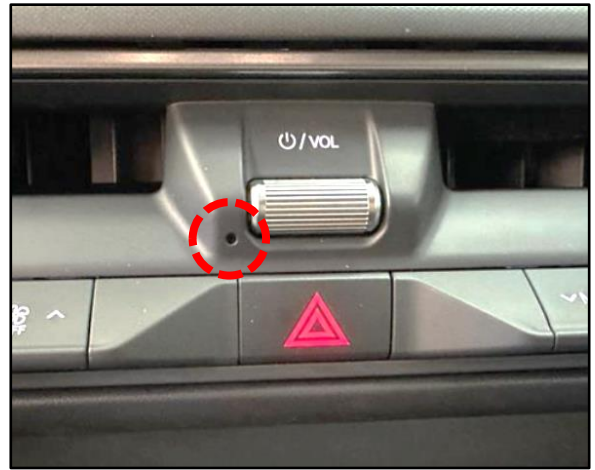
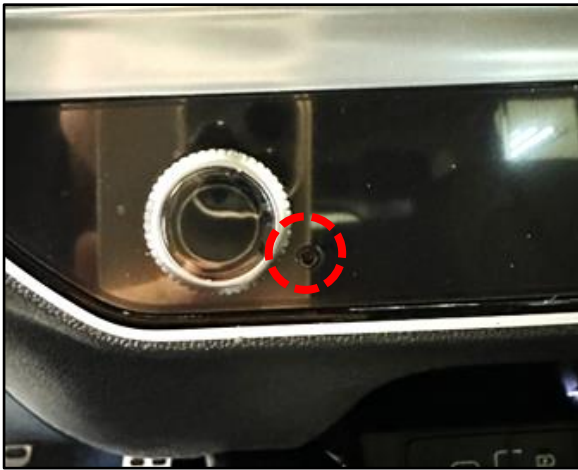
- If either of the pop ups displayed to the right populate, select 'Activate'.



- If the pop up to the right populates, select 'Agree'



9. Use a paperclip or pick to press the pinhole on the navigation system.



MQ4a and MV1a are shown for reference purposes only.



SUBJECT:

**KIA CONNECT ACTIVATION FAILURE (SA600)****AFFECTED VEHICLE RANGE:**

Model	Production Date Range
EV9 (MV1a)	November 20, 2024 to December 08, 2024
Sorento (MQ4a)	November 13, 2024 to November 26, 2024
K5 (DL3 PE)	September 14, 2024 to November 16, 2024
Carnival (KA4 PE)	September 11, 2024 to November 26, 2024
Carnival HEV (KA4 PE HEV)	September 11, 2024 to December 16, 2024
Sorento HEV (MQ4 PE HEV)	October 28, 2024 to November 08, 2024
EV9 (MV1)	December 02, 2024 to December 06, 2024
K4 (CL4)	November 16, 2024 to December 17, 2024

**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.
MV1a MQ4a	V	96510 DO700	0	(SA600A) ccNC - Dealer Mode and Network Reset	240A46RO	0.3 M/H	N/A	0
DL3 KA4 KA4 HEV MQ4 HEV MV1		96510 L2GA0	0	(SA600B) ccNC - Dealer Mode and Network Reset	240246RO	0.3 M/H	N/A	0
CL4		96510 GG150	0	(SA600C) ccNC - Dealer Mode and Network Reset	250M01RO	0.3 M/H	N/A	0

**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA600** when accessing the KDealer+ system.

