



GROUP	MODEL
ELE	2024MY~ Multiple Models w/ ccNC Head Unit
NUMBER	DATE
341 (Rev 4, 3/05/2025)	May 2024

TECHNICAL SERVICE BULLETIN

SUBJECT:

COMBINATION TSB/SERVICE ACTION:

CCNC - DEALER MODE, FACTORY & NETWORK RESET (SA613)

NOTICE

This bulletin has been revised as a Combination TSB/SA and includes additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

- **For vehicles NOT INCLUDED in the VIN list**, refer to the Warranty Table on page 5.
- **For vehicles INCLUDED in the VIN list**, refer to the Warranty Table on page 6.

This bulletin provides information to access the 'Dealer Mode' function on 2024MY~ models listed on page 5 equipped with a Connected Car Navigation Cockpit (ccNC) head unit, and to perform a 'Reset Network' and/or 'Factory Reset' to address customer concerns related to activation of Kia Connect or Kia Connect features that may have stopped working. Follow the procedure outlined in this publication to reset the ccNC head unit on the applicable vehicle.

Examples of Kia Connect issues:

- Remote Start/Climate stop working.
- Vehicle Status on Kia Access App not updating.
- Connected routing stop working.

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 SA613.

Dealer Mode Instructions:

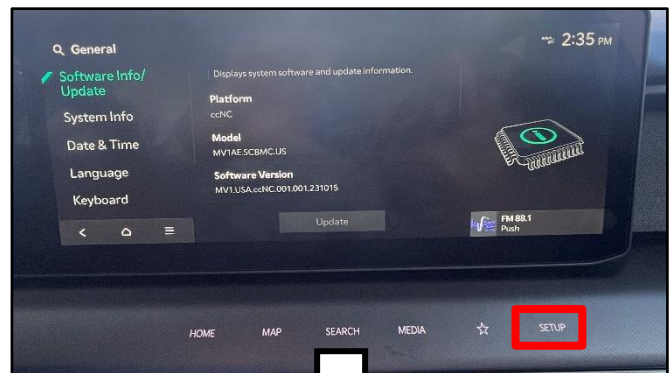
1. Ensure the radio is tuned to 'FM' mode.

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

ⓘ IMPORTANT

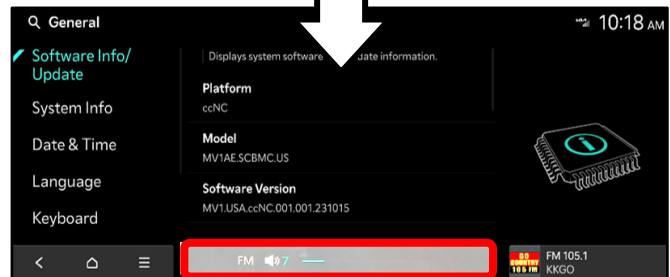
Advise the customer that all stored information (radio presets, saved addresses, paired devices, etc.) in the head unit will be deleted after the Factory Reset has been completed.

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

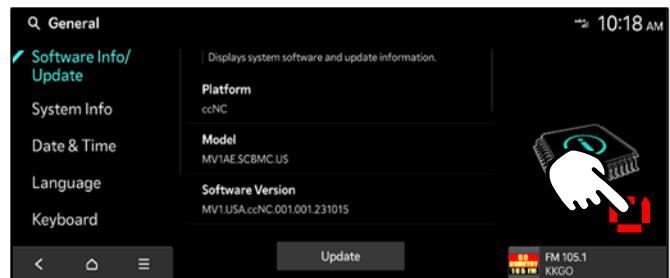


3. Adjust the radio volume to '7'.

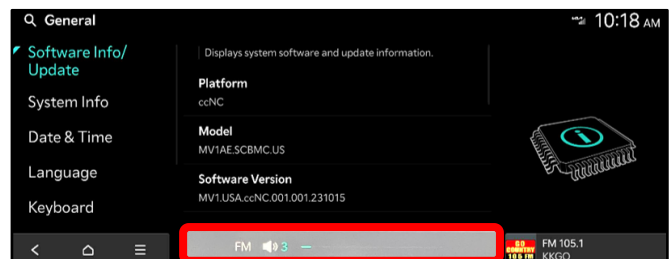
Note: Ensure 'FM' mode is still selected.



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



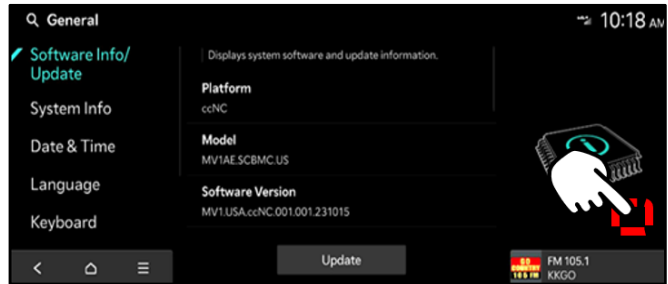
5. Adjust the radio volume to '3'.



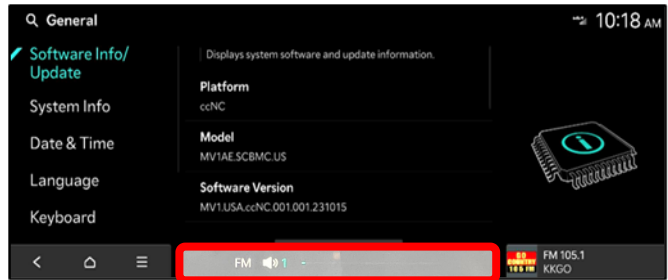
SUBJECT:

CCNC - DEALER MODE, FACTORY AND NETWORK RESET (SA613)

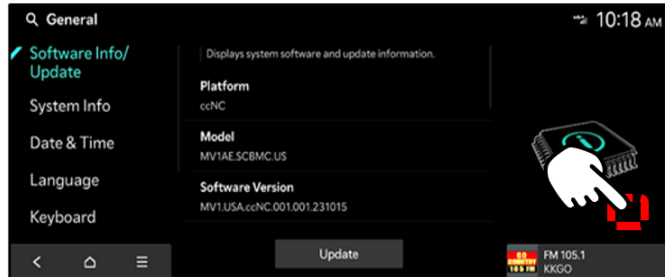
6. Once the volume has been adjusted to '3', press the bottom right hand corner, as shown.



7. Adjust the radio volume to '1'.

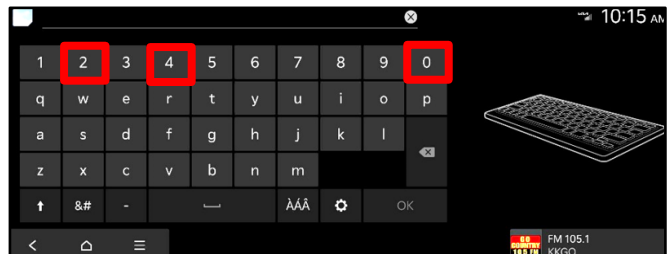


8. Once the volume has been adjusted to '1', press the bottom right hand corner, as shown.



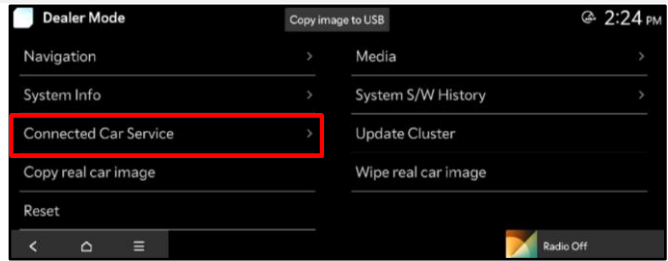
The password prompt screen will populate.

9. Enter password '2400'.



Network Reset in Dealer Mode Instructions:

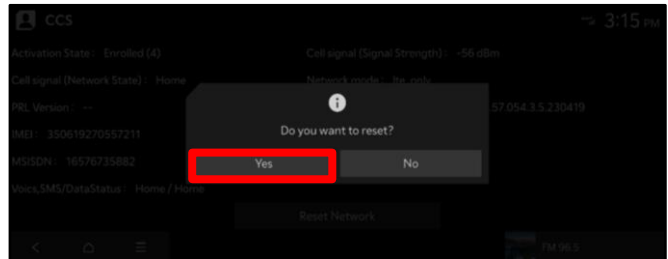
1. On the 'Dealer Mode' screen, select 'Connected Car Service'.



2. Select 'Reset Network'.

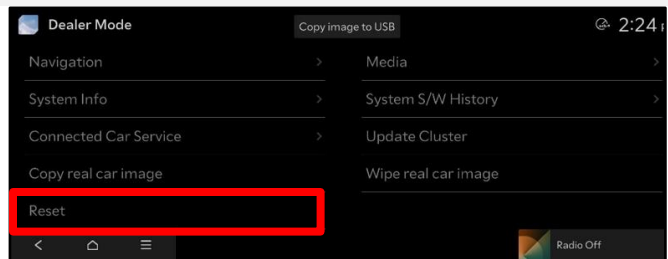


3. Select 'Yes' to continue resetting the network.



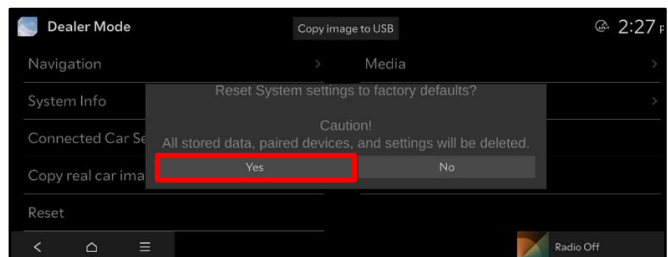
Factory Reset in Dealer Mode Instructions:

1. Once in Dealer Mode, scroll down and select 'Reset'.



2. Select 'Yes' on the pop-up window.

Note: Once the Factory Reset has completed, the head unit will automatically reboot. After the reboot has completed, verify Kia Connect services are working as designed. If the customer's concern has not been resolved, open a Repair Assistance Techline case.



SUBJECT:

CCNC - DEALER MODE, FACTORY AND NETWORK RESET (SA613)**AFFECTED VEHICLE RANGE:**

Model	Model Year
EV9 (MV1, MV1a)	2024MY~
Sorento (MQ4a PE)	
Sorento PHEV (MQ4 PHEV PE)	2025MY~
Sorento HEV (MQ4 HEV PE)	
K5 (DL3 PE)	
Carnival (KA4 PE)	
Carnival HEV (KA4 HEV)	
K4 (CL4)	

❗ IMPORTANT

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STANDARD WARRANTY CLAIM INFORMATION:**USE THIS INFORMATION ONLY TO FILE A WARRANTY CLAIM FOR VEHICLES WHICH:**

1. A customer complains of the same concern, as described on page 1.
2. The VIN does not appear on the affected vehicles list for the Service Action (SA613).
3. The vehicle model year and production date range are as identified in this bulletin.

WARRANTY INFORMATION: (FIELD FIX)**N Code: M41 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 DCU Part Number	0	ccNC - Dealer Mode, Factory Reset and Network Reset (All Models)	96560QOB	0.3 M/H	N/A	0



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WARRANTY INFORMATION: (SERVICE ACTION)

N Code: N99 C Code: C99

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
MV1 MQ4 P/HEV KA4 KA4 HEV DL3	V	96560 DO700	0	(SA613) ccNC - Dealer Mode, Factory Reset and Network Reset	250027R0	0.3 M/H	N/A	0
MQ4a MV1a				(SA613) ccNC - Dealer Mode, Factory Reset and Network Reset	250A06R0			
CL4				(SA613) ccNC - Dealer Mode, Factory Reset and Network Reset	250M05R0			

