



GROUP	MODEL
ELE	2016-2025MY Multiple Models
NUMBER	DATE
378	March 2025

TECHNICAL SERVICE BULLETIN

SUBJECT: **SERVICE ACTION: KIA CONNECT MODEM RESET (SA611)**

This bulletin outlines the procedure for resetting the modem in certain 2016-2025MY Kia vehicles listed on page 3 that are equipped with Kia Connect Services.

The affected vehicles may encounter the following issues:

- Remote Start/Climate Control function not working
- Vehicle Status on the Kia Access App not updating
- Connected routing not functioning properly

To resolve these issue(s), follow the steps provided in this bulletin to reset the modem for the Kia Connect system. Prior to performing the procedure, ensure the vehicle's VIN is included in the list of affected vehicles.



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 SA611.

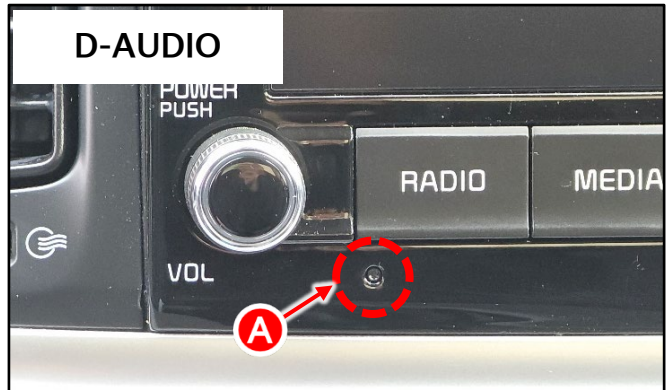
Pinhole Reset Procedure:

- 1. Press the 'ENGINE START/STOP' button twice (2X) to the 'ON' position.



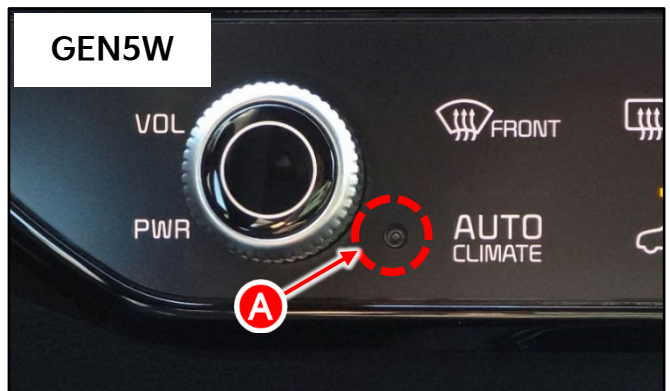
- 2a. Press and hold the reset button (A) using a pin or paper clip for five (5) seconds.

Note: The pinhole location may vary by model and head unit platform.



CAUTION

Use an appropriate tool to press the pinhole reset button, ensuring that the surrounding area is not scratched or damaged.



- 2b. The head unit will restart and then display the 'KIA' logo.



NOTICE

If the vehicle does NOT have a reset pinhole or the 'Pinhole Reset Procedure' was unsuccessful, create a Repair Assistance (RA) Techline case.

Dealers should advise customers enrolled in Kia Connect to send a remote command or verify normal operation through the Kia Access app.

SUBJECT:

KIA CONNECT MODEM RESET (SA611)

AFFECTED VEHICLE RANGE:

Model	Model Year
K900 (KH)	2016 - 2017
Soul (PS EV)	2017 - 2019
Optima (Optima (JF PHEV)	2017 - 2020
Niro (DE PHEV)	2018 - 2022
K900 (RJ)	2019 - 2020
Optima (JF, JFa)	
Niro (DE EV)	2019 - 2022
Cadenza (YG)	2020
Optima (JF HEV)	
Sorento (UM, UMa)	
Niro (DE HEV)	2020 - 2022
Sportage (QL)	2020 - 2022
Forte (BDm)	2020 - 2024
Soul (SK3)	2020 - 2025
Telluride (ON)	
Rio (SC)	2021 - 2023
Sorento (MQ4a)	
K5 (DL3a)	2021 - 2024
Sorento (MQ4 HEV)	
Seltos (SP2)	2021 - 2025
Stinger (CK)	2022 - 2023
Carnival (KA4)	2022 - 2024
EV6 (CV)	
Sorento PHEV (MQ4 PHEV)	2021 - 2024
Niro (SG2 EV)	2023 - 2025
Niro (SG2 HEV)	
Niro (SG2 PHEV)	
Sportage (NQ5 HEV)	
Sportage (NQ5 PHEV)	
Sportage (NQ5, NQ5a)	



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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.
YG, CV KH, RJ CK, JF SP2, SK3 PS, QL PS EV DE EV JF HEV SG2 EV DE P/HEV NQ5 P/HEV SG2 P/HEV MQ4 P/HEV	V	96560 L3700FHL	0	(SA611) Kia Connect Modem Reset	250027R1	0.2 M/H	N/A	0
ON JFa UMa DL3a MQ4a NQ5a					TBD			
SC BDm					250M04R0			

This TSB will be revised to include Labor Op Code for U.S. Produced models.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA611** when accessing the KDealer+ system.

