



GROUP	MODEL
Voluntary Emissions Service Campaign	2023MY Niro HEV (SG2 HEV) and 2023-2024MY Sportage HEV (NQ5 HEV)
NUMBER	DATE
SC338	June 2025

VOLUNTARY EMISSIONS SERVICE CAMPAIGN

SUBJECT: BMS S/W LOGIC IMPROVEMENT FOR DTC P1BB2 (SC338)

This bulletin provides information to upgrade the Battery Management System 'BMS' software logic on certain 2023MY Sportage HEV (NQ5 HEV) vehicles produced from February 15, 2022 to October 28, 2023, and 2023-2024MY Niro HEV (SG2 HEV) vehicles produced from June 21, 2022 through February 6, 2023. Due to a software issue, the Battery Management System (BMS) may inadvertently overcharge the 12V Lithium battery. If the 12V Lithium battery becomes overcharged, the subject vehicles may experience a reduction in motive power accompanied by the 'Check Hybrid System, Stop Safely' warning message, Hybrid system warning lamp, Service warning lamp, Charging system warning lamp, and a rapid beeping sound for approximately ten (10) seconds. **(Note: This Voluntary Emissions Service Campaign supersedes SC335).** Follow the procedure outlined in this publication to upgrade the BMS software judgement to prevent overcharging of the 12V Lithium battery. Refer to [SST081](#) for software upgrade instructions using Kia Diagnostic System (KDS) tablet and VCI-II and confirm the Upgrade Event Number/Name, ROM ID Information, and Manual Mode passwords (if applicable) on the applicable vehicle. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

DTC Description:

P1BB2 - 12V Lithium Battery Cell Voltage High



NOTICE

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.

Refer to [TSB SST081](#) for instructions to upgrade the 'BMS' system:

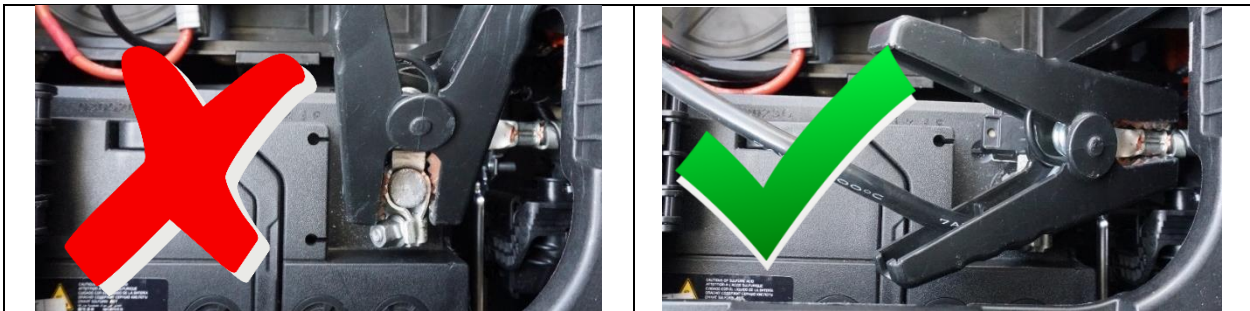
To correct this condition, the specified system module should be reprogrammed using KDS as described in this bulletin in 'Auto Mode'.

Upgrade Event Name
698.SG2 HEV BMS DTC Judgment Logic Improvement (P1BB2)
700.NQ5 HEV BMS DTC Judgment Logic Improvement (P1BB2)


NOTICE

- Confirm a fully charged battery (12.3 volts or higher is necessary) is used or utilize a fully charged jump starter box connected to the battery.
- **Ensure the KDS GDS is sufficiently charged at 60% or higher prior to reflash.**
- All ECU upgrades must be performed with the ignition set to the 'ON' position unless otherwise stated.
- **Damaged VCI II units should not be used and promptly replaced.**
- Be careful not to disconnect the VCI-II connected to the vehicle during the ECU upgrade procedure.
- **DO NOT start the engine during ECU upgrade.**
- DO NOT turn the ignition key 'OFF' or interrupt the power supply during ECU upgrade.
- **When the ECU upgrade is completed, turn the ignition 'OFF' and wait 10 seconds before starting the engine.**
- ONLY use approved ECU upgrade software designated for the correct application.

[Connect the negative \(-\) terminal to the battery as shown below.](#)



NOTICE


Before attempting an ECU upgrade on any Kia model, make sure to first determine whether the applicable model is equipped with an immobilizer  security system. Failure to follow proper procedures may cause the PCM to become inoperative after the upgrade and any claims associated with this repair may be subject to chargeback.

SUBJECT:

BMS S/W LOGIC IMPROVEMENT FOR DTC P1BB2 (SC338)**ROM ID Information Table:****❗ IMPORTANT**


It is recommended to **ALWAYS** check the Electronic Parts Catalog (EPC) to locate the ECU Part Number respective to Auto/Manual Mode ROM IDs. **DO NOT** reference the parts label affixed to the ECU.

Upgrade Event #698 for Niro HEV (SG2 HEV)

Model	System	IMMO 	ECU P/No.	ROM ID	
				Previous	New
SG2 HEV	BMS	YES	37513 AT000	6000	6020

To verify the vehicle is affected, be sure to check the Calibration Identification of the vehicle's ECM ROM ID and reference the Information Table as necessary.

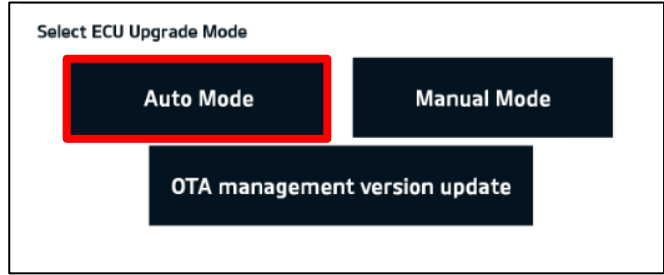
Upgrade Event #700 for Sportage HEV (NQ5 HEV)

Model	System	IMMO 	ECU P/No.	ROM ID	
				Previous	New
NQ5 HEV	BMS	YES	37513 CH000	6100	6120

Software Information:

The required software must be installed by selecting the **'Auto Mode'** ECU Upgrade option.

Note: In some case, the 'Manual Mode' installation option may be required **ONLY** if the 'Auto Mode' function fails or is otherwise noted above.



NOTICE

If the automatic upgrade fails, turn the ignition 'OFF' for about 10 seconds then place it back in the 'ON' position to reset the control unit BEFORE performing the manual upgrade.

'Manual Mode' passwords.

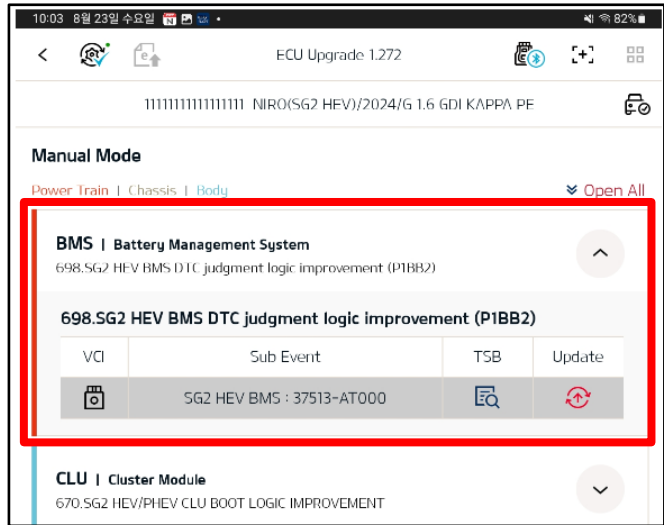
Menu	Password
SG2 HEV BMS: 37513-AT000	3157
NQ5 HEV BMS: 37513-CH000	4540

UPGRADE EVENT:

Select the applicable **'BMS'** system module and the Event Group for the vehicle model.

- **698.SG2 HEV BMS DTC Judgment Logic Improvement (P1BB2)**

Verify the affected vehicle Calibration Identification of the applicable ECU ROM ID and reference the Information Table on page 3 as necessary.

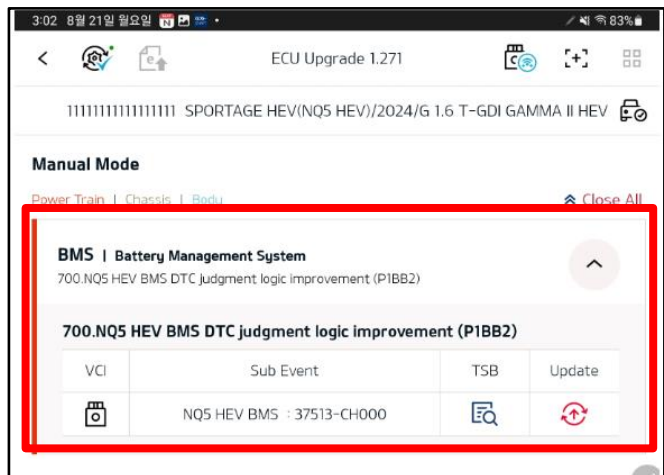


UPGRADE EVENT:

Select the applicable **'BMS'** system module and the Event Group for the vehicle model.

- **700.NQ5 HEV BMS DTC Judgment Logic Improvement (P1BB2)**

Verify the affected vehicle Calibration Identification of the applicable ECU ROM ID and reference the Information Table on page 3 as necessary.



SUBJECT:

BMS S/W LOGIC IMPROVEMENT FOR DTC P1BB2 (SC338)

ATTENTION: THE PROOF OF CORRECTION CARD AND CAMPAIGN COMPLETION LABEL ARE RESTRICTED ONLY TO DEALERS IN THE FOLLOWING STATES:

California, Connecticut, Delaware, Massachusetts, Maine, Maryland, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington. See Parts Information below to order the Proof of Correction Card and Campaign Completion Label from the PDC.

VEHICLE EMISSION RECALL - PROOF OF CORRECTION CARD

A Vehicle Emission Recall - Proof of Correction card must be filled out for all vehicles registered in California, Connecticut, Delaware, Massachusetts, Maine, Maryland, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington. Residents of these states, who own an affected vehicle, will be required to possess a Vehicle Emission Recall - Proof of Correction card as evidence of voluntary service campaign completion, when they apply for vehicle registration renewal.

WHAT TO DO WITH THE CARD:

The Vehicle Emission Recall - Proof of Correction card must be completed by the Dealership's Service Manager using a permanent ink pen. A fine point pen is recommended. When filling in the information, copy the information directly from the vehicle, not the repair order. **ALL INFORMATION MUST BE PRINTED AND NEAT.**

NOTE: DO NOT COMPLETE THE CARD UNLESS THE SERVICE CAMPAIGN WORK IS COMPLETED.

The copy of the card shown below indicates the areas to be filled in. Each area must be filled in. The completed card should be given to the owner of the vehicle upon completion of the Campaign and placement of the Campaign Completion Label outlined below.

FILLING OUT AND APPLYING THE CAMPAIGN COMPLETION LABEL (CA and S.177 STATES ONLY):

The dealer must fill in the Dealer Code and Date information fields on the Campaign Completion Label. Once complete, affix the campaign completion label under the hood of the vehicle, as shown below.

CA and S.177 States Only: Apply SC338 Campaign Completion Label onto the body in the area next to the shock tower, as shown. **NOTE: Be sure to clean the mounting surface to ensure proper label adhesion.**



Printed document copy is for reference only; information may be updated at any time. Always refer to KGIS for the latest information.

TSB: SC338 Sportage HEV (NQ5 HEV), Niro HEV (SG2 HEV) June 2025




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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sportage HEV (NQ5 HEV)	February 15, 2022 to October 28, 2023
Niro HEV (SG2 HEV)	June 21, 2022 to February 6, 2023

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
Kia Diagnostic System (KDS)	N/A		KDS + VCI

REQUIRED PARTS:

Part Name	Part Number	Figure	Qty.
Campaign Completion Label	UT160 SC338		1
Vehicle Emissions Recall Proof of Correction Card	UT161 SC338		1

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.
NQ5 HEV	R	37513 CH000	0	(SC338) Sportage HEV BMS Software Logic Upgrade	230117R4	0.3 M/H	N/A	0
SG2 HEV		37513 AT000		(SC338) Niro HEV BMS Software Logic Upgrade	230117R5			

Note: Refer to **Warranty Bulletin 2025-17** for claim submission procedures. For Substitute Transportation policy, please refer to Service Policy and Procedures Manual (SPPM) 6.11 "Kia Substitute Transportation".

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SC338** when accessing the KDealer+ system.

