



GROUP	MODEL
General	2024MY~ Multiple Model w/ ccNC and ccNC Lite
NUMBER	DATE
PS791	August 2025



TECHNICAL OPERATIONS

SUBJECT: DCU IDENTIFICATION AND DIAGNOSTIC AID

This Pitstop provides information on identifying the Data Connectivity Unit (DCU) in Kia vehicles equipped with Connected Car Navigation Cockpit (ccNC) and ccNC Lite head units, as well as a diagnostic aid when diagnosing Kia Connect concerns. **When diagnosing non-operational Kia Connect concerns, under no circumstance should the DCU be swapped with a known good DCU from another vehicle.** Doing so may result in inoperative Kia Connect services on either vehicle and may require the replacement of the known good DCU. If a DCU needs to be replaced, the recommendation is to always order a replacement unit (with the correct P/N) to ensure proper Kia Connect services operations using the newly installed/replaced DCU. After DCU replacement, if Kia Connect services still remain inoperative, create a Repair Assistance (RA) Techline case.

Note: If a DCU replacement is required, the customer may need to reperform the In-Vehicle Enrollment. For further information regarding ccNC and ccNC Lite head units, refer to [PS777](#).

DCU Manufacturer	Image	Model
Continental		Sportage (NQ5) EV6 (CVa)
Mobis		EV9 (MV, MVa) Sorento (MQ4) K5 (DL3) Carnival (KA4) K4 (CL4)

NOTICE

A Pitstop provides information which may help guide technicians address a concern on the subject vehicle described in this publication. A Pitstop is an informational guide/tool without customer notification. Technicians are to review the information provided in this Pitstop for the applicable vehicle and if applicable, use it for diagnostic purposes only. Dealers are required to validate Warranty Coverage in KDealer+ Warranty Coverage Inquiry before conducting any diagnosis/repair procedure.