



GROUP	MODEL
ELE	2026MY K5 (DL3), Carnival (KA4), Carnival HEV (KA4KH)
NUMBER	DATE
397	September 2025

TECHNICAL SERVICE BULLETIN

CCNC - DEALER MODE NETWORK RESET (SA625)

This bulletin provides information to access the 'Dealer Mode' function on 2026MY models listed on page 6 equipped with a Connected Car Navigation Cockpit (ccNC) head unit, and to perform a 'Reset Network' to address customer concerns related to activation of Kia Connect or Kia Connect features that may have stopped working.

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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 SA625.

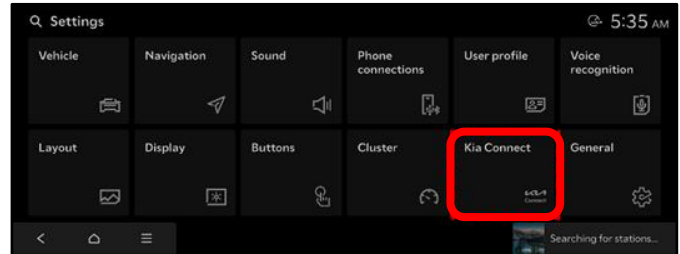
Dealer Mode Instructions:

1. Turn the ignition switch '**ON**' and 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.

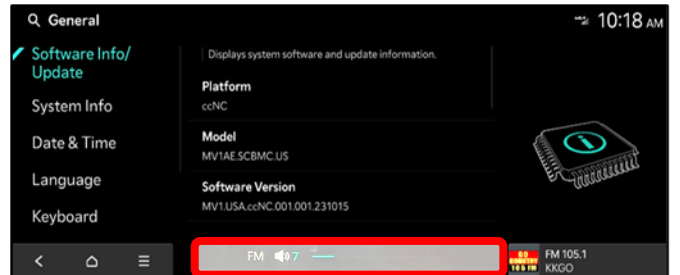


2. Press '**Settings** → **General**' or '**SETUP**' key on keyboard to enter the General Settings screen.

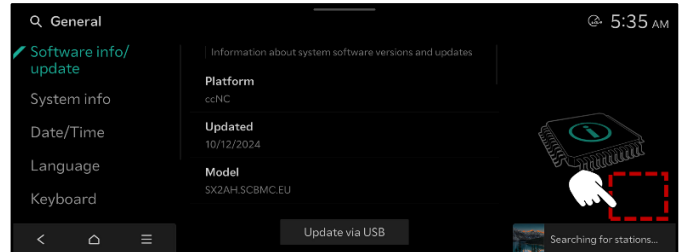


3. Adjust the radio volume to '**7**'.

Note: Ensure 'FM' mode is still selected.



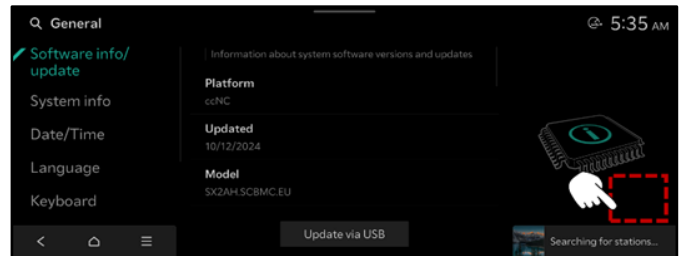
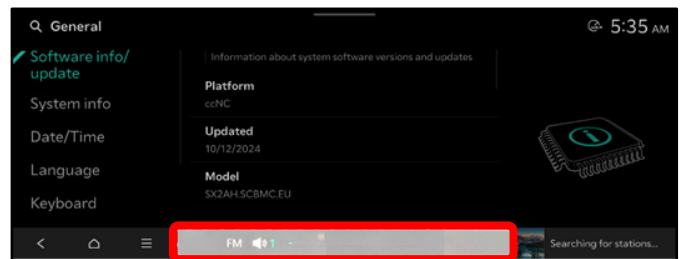
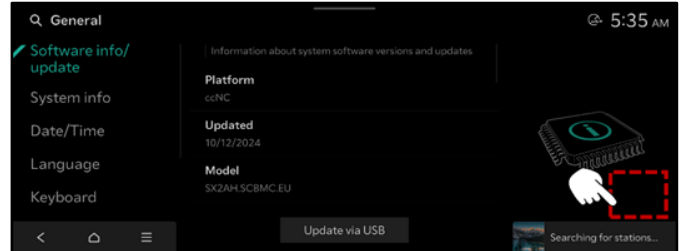
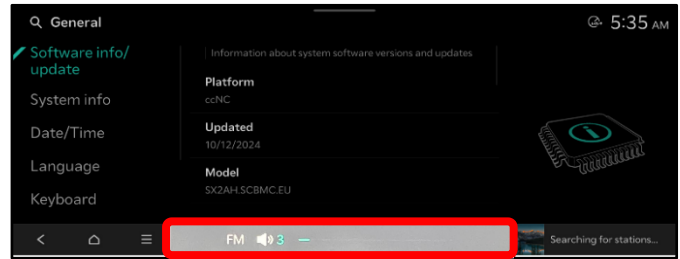
4. Once the volume has been adjusted to '**7**', press the bottom right hand corner, as shown.



SUBJECT:

CCNC - DEALER MODE NETWORK RESET

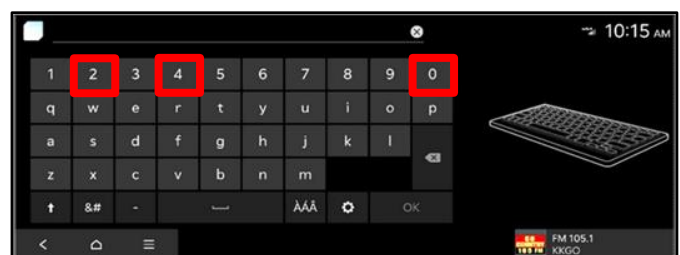
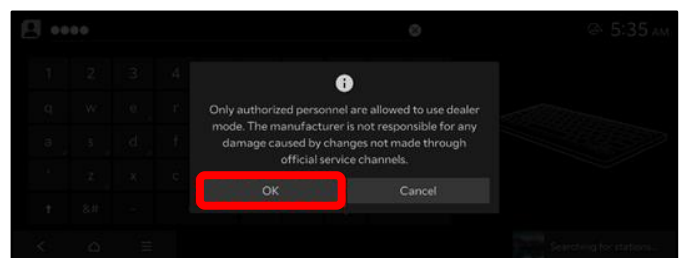
5. Adjust the radio volume to '3'.
6. Once the volume has been adjusted to '3', press the bottom right hand corner, as shown.
7. Adjust the radio volume to '1'.
8. Once the volume has been adjusted to '1', press the bottom right hand corner, as shown.



❗ IMPORTANT

Only authorized personnel are allowed to use the dealer mode. The manufacturer is not responsible for any damage caused by changes not made through official service channels.

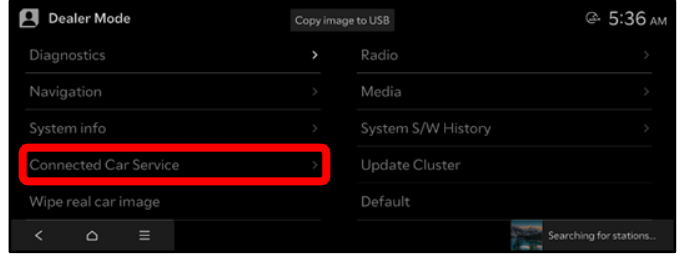
9. Press 'OK' to continue.
10. The password prompt screen will populate. Enter password '2400'.



SUBJECT: **CCNC - DEALER MODE NETWORK RESET**

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.



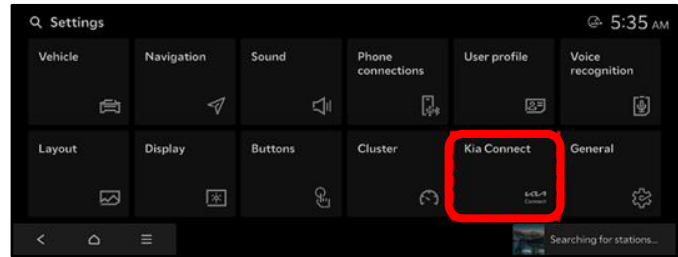
4. Turn the ignition 'OFF', and then 'ON' again.



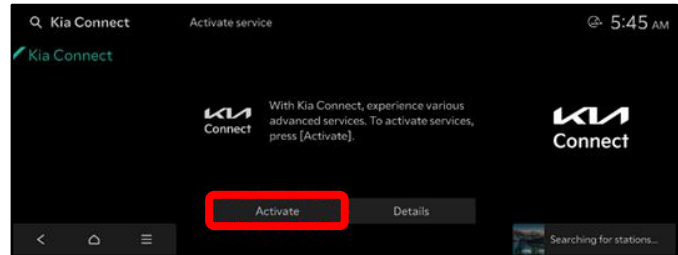
SUBJECT:

CCNC - DEALER MODE NETWORK RESET

- Press "Settings → Kia Connect" or 'SETUP' key on keyboard to enter the Kia Connect Settings screen.

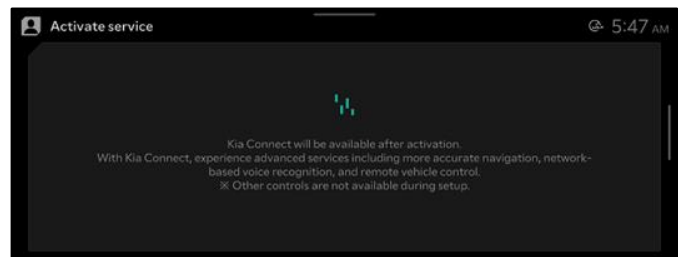


- Select 'Activate' to activate Kia Connect.

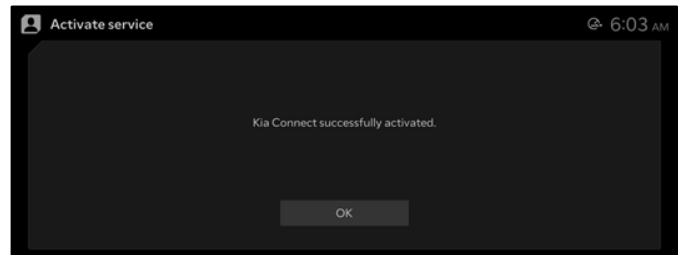


CAUTION

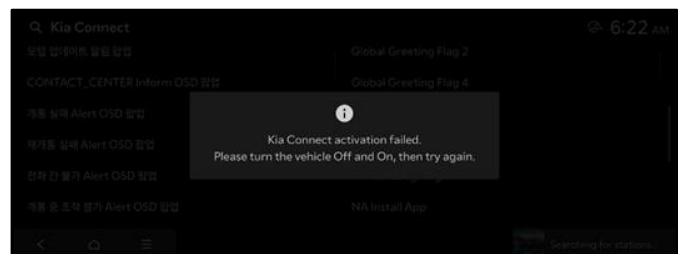
Do not operate the vehicle while the activation is in progress.



- If Kia Connect is successfully activated, complete the procedure.



- If Kia Connect activation is failed, turn the ignition 'ON' again after the ignition 'OFF', following the notifications.



- After entering in the dealer mode step by step from **STEP 2**, perform the network reset again.



SUBJECT: **CCNC - DEALER MODE NETWORK RESET**

AFFECTED VEHICLE RANGE:

Model	Production Date Range
K5 (DL3)	2026MY
Carnival HEV (KA4KH)	
Carnival (K4A)	

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.
K5 (DL3)	V	96510 R0FAO	0	Network reset operation after dealer mode transition.	250143R0	0.3 M/H	N/A	0
Carnival HEV (KA4KH)								
Carnival (K4A)								

Please add 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 [SA625](#) when accessing the KDealer+ system.

