



GROUP	MODEL
ELE	2024-2025MY EV9 (MV1)
NUMBER	DATE
398	September 2025

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: SBW GEAR SELECTION LOGIC IMPROVEMENT (SA626)

SUBJECT:

This bulletin provides information to upgrade the 'E-SHIFTER' system software on certain 2024-2025MY EV9 (MV1) vehicles produced from May 3, 2023, through January 6, 2025, which may exhibit an intermittent inability to select the Reverse (R) gear position. When this occurs, the vehicle returns to the Neutral (N) gear position and displays "N" in the instrument panel. The software update improves gear selection performance. Follow the procedure outlined in this publication to apply the improved logic to the 'E-SHIFTER' system using the KDS ECU Upgrade function as described in this bulletin. 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.

This software upgrade may also be available via an Over-the-Air (OTA) update on vehicles with an 'active' Kia Connect subscription.



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 SA626.

A printed copy is for reference only; publication information can be updated at any time. Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

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

① IMPORTANT

The software update may also be available via **Over-The-Air (OTA)** upgrade feature through an 'active' Kia Connect account for customers. An OTA software upgrade may not be available at the time a TSB publication is released. Dealers can confirm OTA availability by checking for OTA release notes on the Kia [Owners Portal: OTA Software Update Release Notes](#). If the affected vehicle had the latest software installed via OTA, no further action is required by the dealer.

Note: An OTA installed software is time-stamped for each VIN.

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

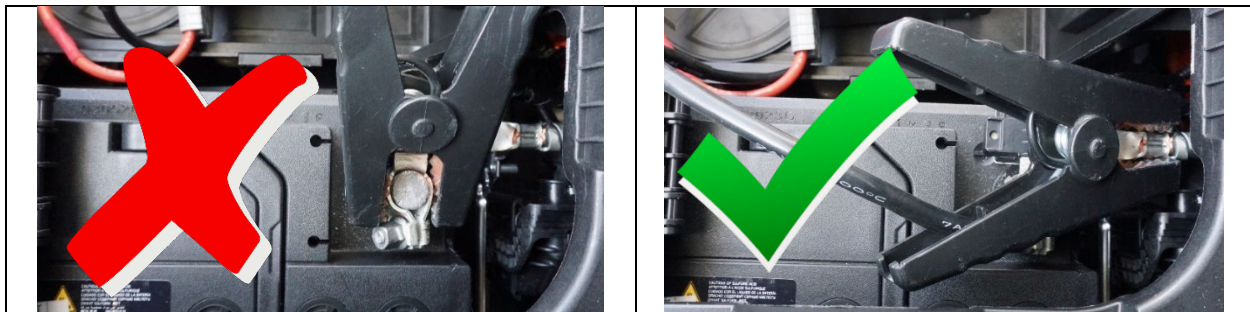
Upgrade Event Name

842.MV1 SBW Gear Shifting Logic Improvement


📄 NOTICE

- Confirm a fully charged battery (12.3 volts or higher is necessary) is used or utilize a full 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.
- **Damage 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.](#)



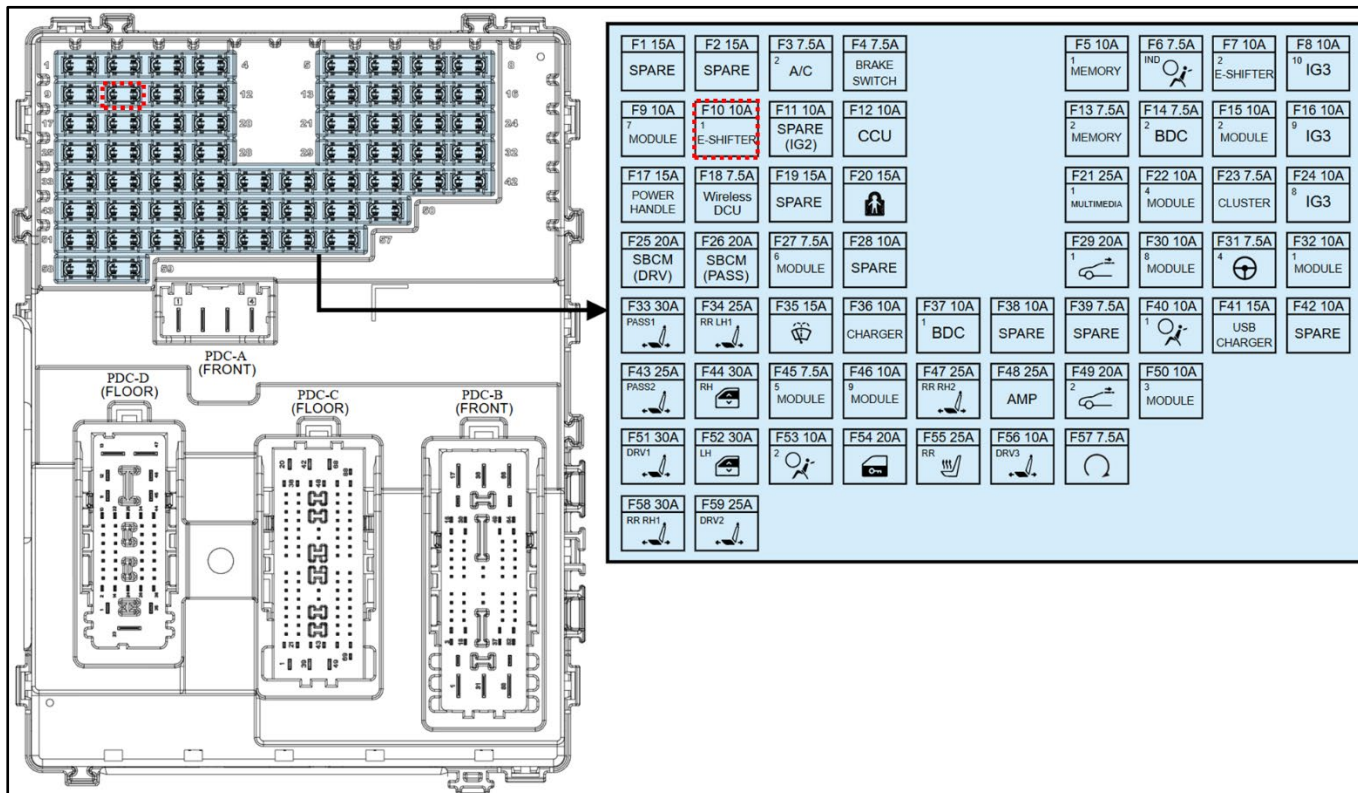
📄 NOTICE

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.

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IMPORTANT

If the upgrade fails, turn the ignition OFF. Then, disconnect the E-SHIFTER (electronic shift lever) fuse, wait approximately 4 seconds, and reconnect it. Once reconnected, attempt the upgrade again.



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 #842 (MV1)

Model	System	IMMO	ECU P/No.	ROM ID	
				Previous	New
MV1	E-SHIFTER	Yes	467W0-DO110	1.00	1.01
			467W0-DO100	1.02	1.05
				1.03	

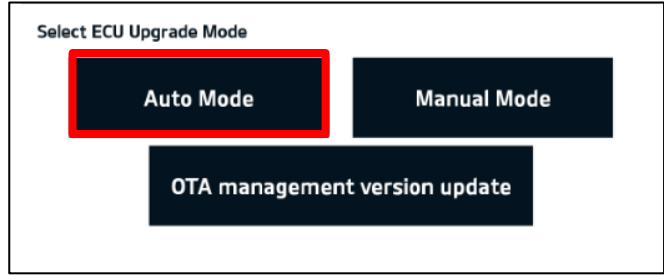
To verify the vehicle is affected, be sure to check the Calibration Identification of the vehicle's ECM ROM ID and reference the Information Table as necessary.



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.

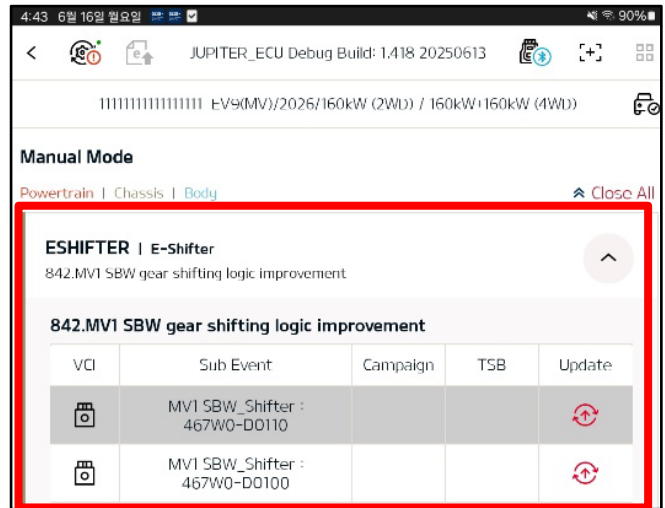
Event No.	Menu	Password
842	MV1 SBW_Shifter : 467W0-DO110	9437
	MV1 SBW_Shifter : 467W0-DO100	9438

UPGRADE EVENT:

Select the applicable **'E-SHIFTER'** system module and the Event Group.

- **842.MV1 SBW Gear Shifting Logic Improvement**


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



AFFECTED VEHICLE RANGE:

Model	Production Date Range
EV9 (MV1)	May 3, 2023 to January 6, 2025

REQUIRED TOOL:

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

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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.
MV1	V	467W0 DO110	0	Upgrading software on the E-SHIFTER	250071R0	0.3 M/H	N/A	0

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 [SA626](#) when accessing the KDealer+ system.

