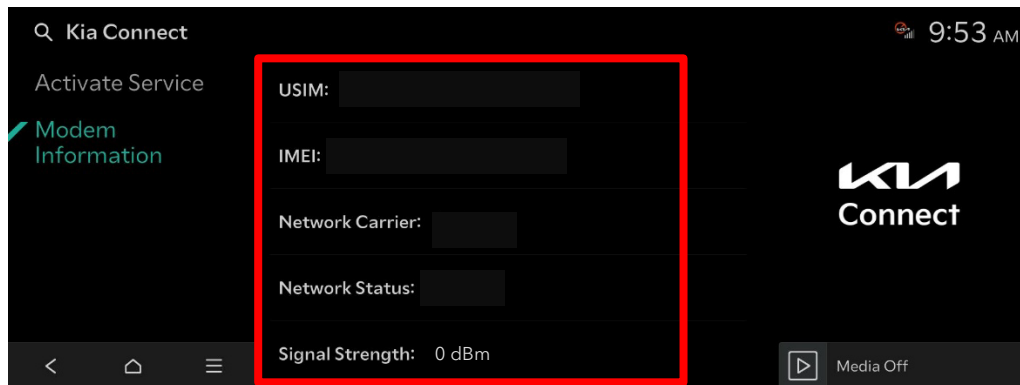
	GROUP	MODEL
	ELE	2026MY Sportage (NQ5a), 2025MY EV6 (CVa)
	NUMBER	DATE
	408	December 2025

TECHNICAL SERVICE BULLETIN

SUBJECT:

SERVICE ACTION: DCU REPLACEMENT (SA638)

This bulletin provides information to replace faulty Data Connectivity Units (DCUs) on certain 2026MY Sportage and 2025MY EV6 vehicles that may cause modem data to be missing on the Connected Car Navigation Cockpit (ccNC) head unit, resulting in Kia Connect failing to activate. Follow the procedure outlined in this publication to replace the DCU on the applicable vehicle. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



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 SA638.

SUBJECT:

SERVICE ACTION: DCU REPLACEMENT (SA638)

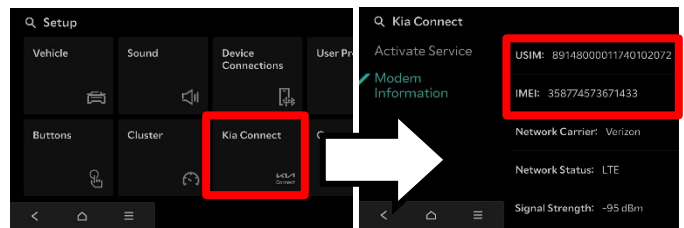
Replacement Procedure:

1. Disconnect the 12V negative (-) terminal.
2. Remove and replace the DCU by referring to "Body (Interior/Exterior/Electric) → Security & Ignition System → Data Connectivity Unit (DCU) → Removal and Installation" in the applicable Shop Manual on KGIS.

3. Reconnect the 12V negative (-) terminal.

4. Navigate to Modem Information to confirm that both USIM and IMEI values display. Exact navigation steps may vary:

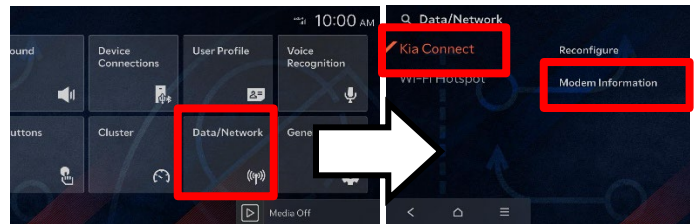
Setup → Kia Connect → Modem Information



or

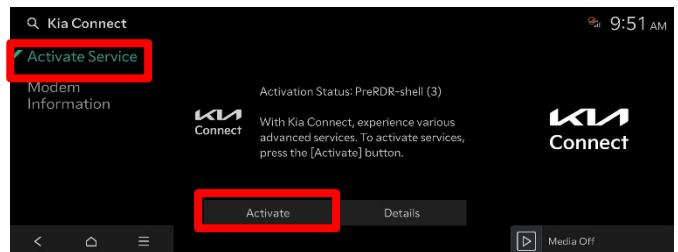
Setup → Data/Network → Kia Connect → Modem Information

or



5. Activate or reconfigure the Kia Connect service. Exact navigation steps may vary:

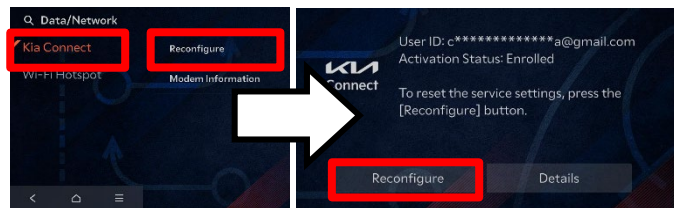
Setup → Kia Connect → Activate Service → Activate



or

Setup → Data/Network → Kia Connect → Reconfigure → Reconfigure

or




SUBJECT:

SERVICE ACTION: DCU REPLACEMENT (SA638)**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Sportage (NQ5a)	March 25, 2025 to September 26, 2025
EV6 (CVa)	March 24, 2025 to August 14, 2025

REQUIRED PART:

Part Name	Part Number	Figure	Qty.	Comments
UNIT ASSY-DCU (NQ5a)	96510 P1720QQK		1	N/A
UNIT ASSY-DCU (CVa)	96510 XG100QQK		1	

Note: The replacement QQK part numbers will require a VIN entry for parts ordering. **DO NOT** order these parts for stocking purposes, related to this Campaign. Supply is very limited. Until supply stabilizes, please confirm part availability before scheduling customers. Please be sure to expedite warranty claim filing.

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.
CVa	V	96510 XG100	0	(SA638) DCU Replacement	250A56R1	1.3 M/H	96510 XG100QQK	1
NQ5a		96510 P1720			250A56R0	0.6 M/H	96510 P1720QQK	1

When necessary, manually enter sublet code 'X2' for reimbursement of one roundtrip rideshare expense or up to three (3) days of rental for DCU replacement. Attach supporting documentation.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA638** when accessing the KDealer+ system.

