



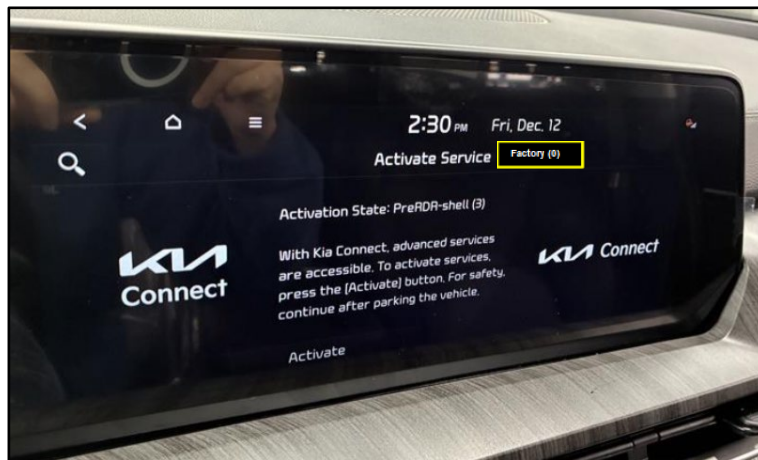
GROUP	MODEL
ELE	2025MY Telluride (ON)
NUMBER	DATE
411	January 2026

TECHNICAL SERVICE BULLETIN

SUBJECT:

SERVICE ACTION: AVN FACTORY RESET THROUGH DEALER MODE (SA640)

This bulletin provides information on accessing the Dealer Mode function on 2025MY Telluride (ON) models equipped with an Audio Video Navigation (AVN) head unit and performing a Dealer Mode Factory Reset. A factory reset is required on certain 2025MY Telluride (ON) vehicles produced between December 2, 2024, and November 17, 2025, as incomplete initialization of the head unit during manufacturing may prevent the telematics system from properly connecting to U.S. networks, resulting in Kia Connect activation issues. Other AVN functions, including rear-view camera display, are not affected by this condition. Before beginning the repair, confirm that the vehicle's VIN falls within the affected production range, then follow the procedures outlined in this bulletin to complete the Dealer Mode Factory Reset.



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 **SA640**.

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.

Reset Procedure:

- 1. 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.

ⓘ IMPORTANT

Advise the customer that all stored information (radio presets, saved addresses, paired devices, etc.) in the head unit will be deleted after the Factory Reset has been completed.

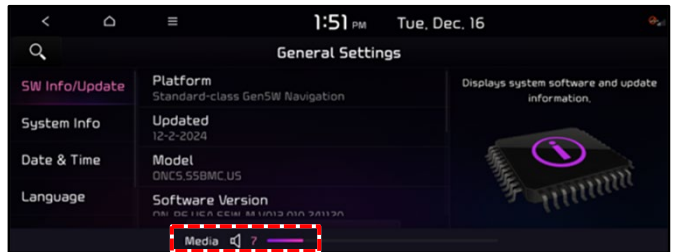
- 2. Press 'Setup' and then press 'General' to display the 'SW Info/Update' screen.



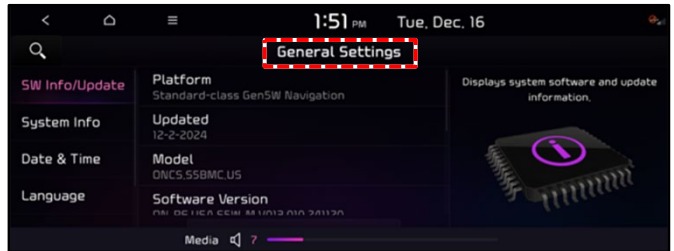
- 3. At the 'SW Info/Update' screen adjust the radio volume to '7'.

📄 NOTICE

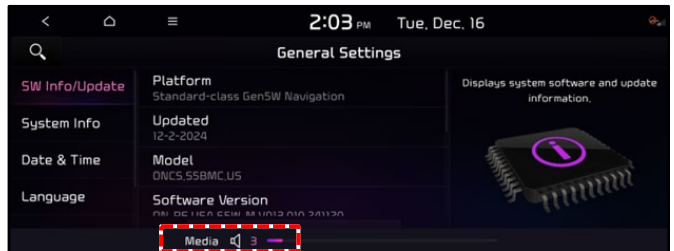
Ensure 'FM' mode is still selected.



- 4. Once the volume has been adjusted to '7', press 'General Settings', as shown.

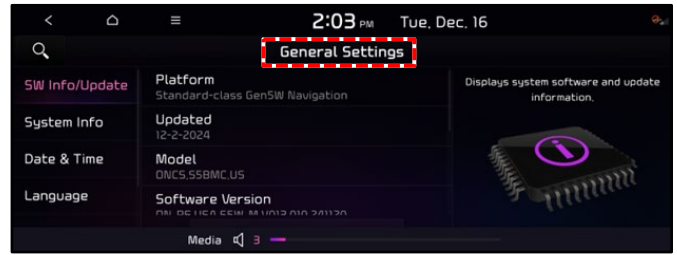


- 5. Adjust the radio volume to '3'.

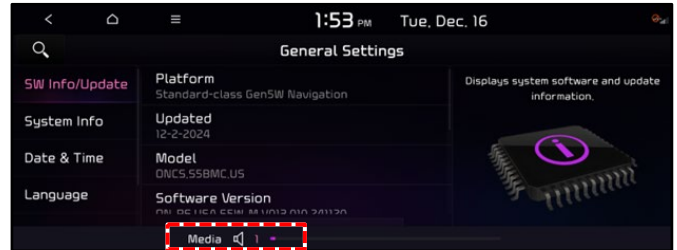


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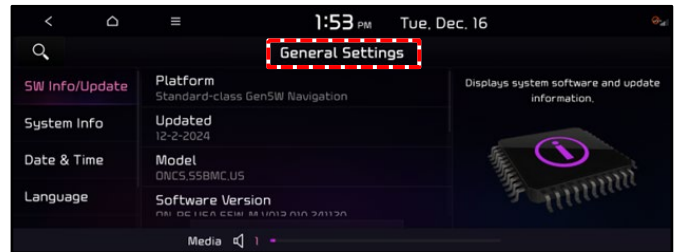
6. Once the volume has been adjusted to '3', press 'General Settings', as shown.



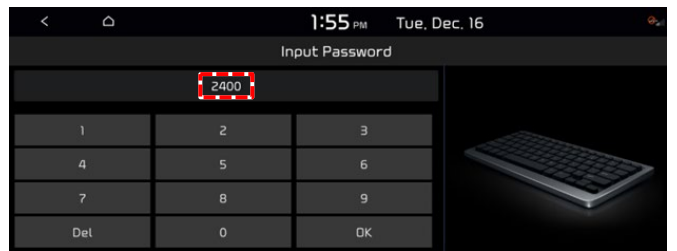
7. Adjust the radio volume to '1'.



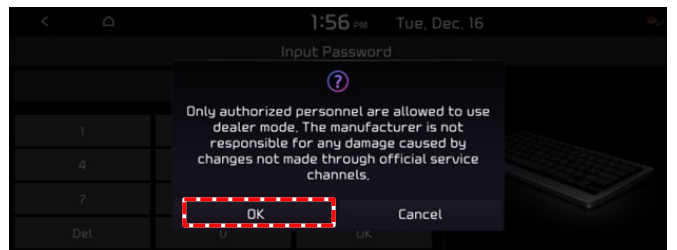
8. Once the volume has been adjusted to '1', press 'General Settings', as shown.



9. On the 'Input Password' screen enter password '2400'.



10. Press 'OK'.



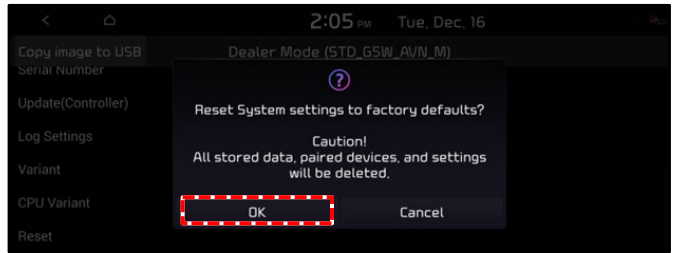
11. On the 'Dealer Mode' screen, scroll down and select 'Reset' to perform factory reset.



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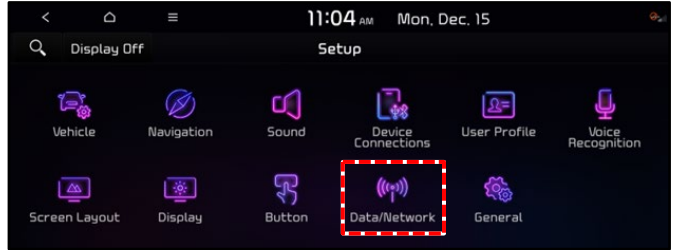
- 12. Select 'OK' to reset system settings to factory defaults.

ⓘ IMPORTANT
All stored data, paired devices, and settings will be deleted.

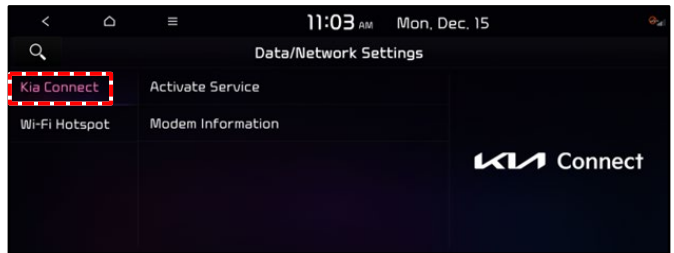


Activation Status Check:

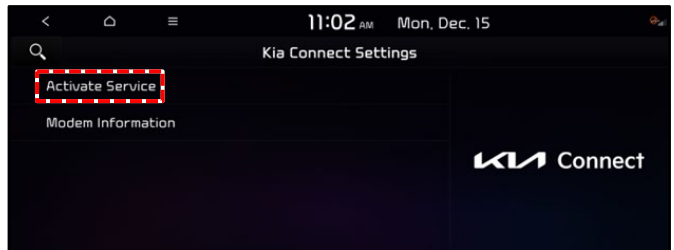
- 1. On the 'Setup' screen press 'Data/Network'.



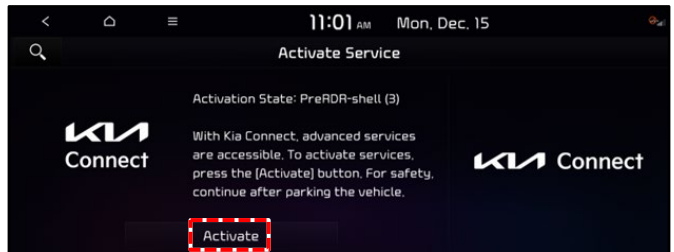
- 2. On the 'Data/Network Settings' screen press 'Kia Connect'.



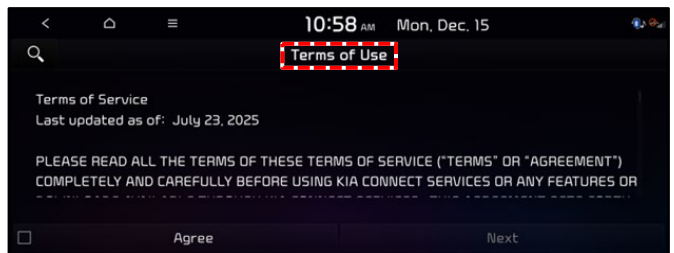
- 3. On the 'Kia Connect Settings' screen press 'Activate Service'.



- 4. On the 'Activate Service' screen press 'Activate' to confirm that Kia Connect services are available for activation.



- 5. The 'Terms of Use' screen appearing is confirmation of a successful reset.



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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Telluride (ON)	December 2, 2024 to November 17, 2025

WARRANTY INFORMATION:

N Code: N99 C Code: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	96560 S9AHO	0	(SA640) AVN Head Unit Reset	250A65RO	0.3 M/H	N/A	0

Note: 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 SA640 when accessing the KDealer+ system.

