



GROUP	MODEL
ELE	2025MY EV6 (CV1, CV1a) 2026MY Sportage (NQ5, NQ5a, NQ5 P/HEV)
NUMBER	DATE
406 (Rev 1, 02/10/2026)	December 2025

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: DCU OPERATION SOFTWARE LOGIC IMPROVEMENT (SA635)

NOTICE

This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

This bulletin provides information to improve the Data Connectivity Unit (DCU) performance on all 2026MYSportage and Sportage HEV/PHEV and 2025MY EV6 vehicles equipped with Kia Connect Services.

The affected vehicles may encounter the following issues:

- Remote Start/Climate Control function not working
- Vehicle Status on the Kia Access App not updating
- Connected routing not functioning properly

Follow the procedure outlined in this publication to update the DCU. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs. Refer to [SST081](#) for software upgrade instructions using the Kia Diagnostic System (KDS) tablet with either the VCI-III or VCI-II with ECI Connector and confirm the Upgrade Event Number/Name, ROM ID Information, and Manual Mode passwords (if applicable) on the applicable vehicle.

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.

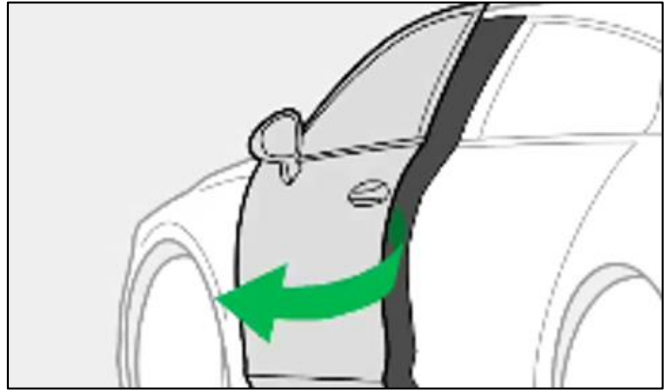
This issue number is SA635.

'Service Mode' Setting Procedure : EV6 (CV1a, CV1) ONLY

1. Open the driver door.

ⓘ IMPORTANT

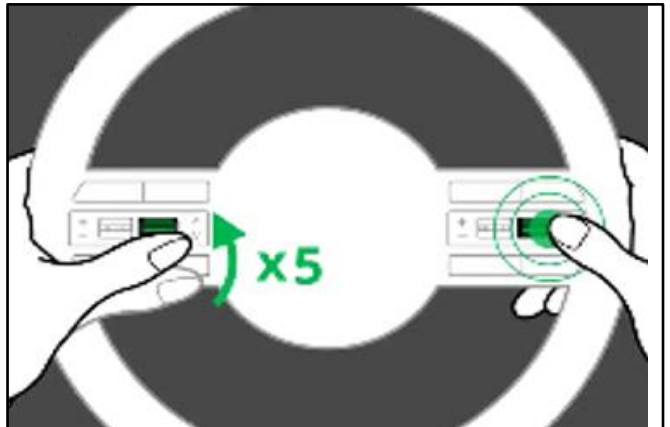
Keep the left driver door open throughout the following steps.



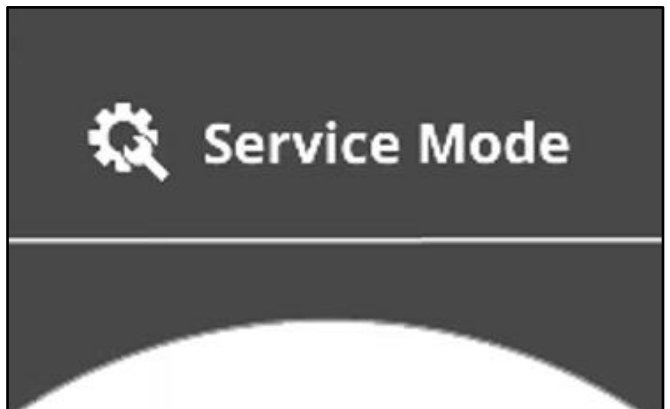
2. Press the ignition 'Power ON' button once (without depressing the brake pedal).



3. Press and hold the right side 'MUTE' button down on the steering wheel while pressing the left side 'UP/DOWN' button UPWARDS five (5x) times.



4. Confirm the vehicle is set to 'Service Mode' in the instrument cluster display.



5. Proceed to upgrade the DCU software by following the instructions in the 'Software Information' on page 4.

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

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

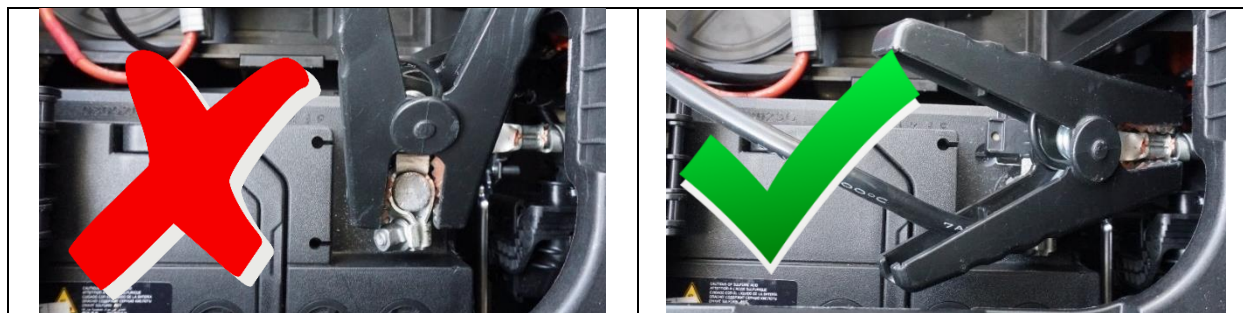
Upgrade Event Name
872.CV1 PE, CV1a PE DCU operation logic improvement [Ethernet]
873.NQ5(a) PE (HEV/PHEV) DCU operation logic improvement [Ethernet]

EV6 (CV1a, CV1) ONLY: Set to 'Service Mode' (Refer to Page 2) before performing the software upgrade.

NOTICE

- Confirm a fully charged battery (12.3 volts or higher is necessary) is used or utilize a fully 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.
- **Damaged 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.




ROM ID Information Table:

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

Upgrade Event #872 (CV1/CV1a)

Model	System	IMMO 	ECU P/No.	ROM ID	
				Previous	New
EV6 (CV1)	DCU (Data Connectivity Unit)	Yes	96510 CV620	120.NA.011509.011509 120.NA.011589.011589 120.NA.011606.011606 120.NA.011870.011870 120.NA.011951.011951	120.NA.012054.012054
EV6 (CV1a)		Yes	96510 XG100	120.NA.011870.011870 120.NA.011951.011951	

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.

Upgrade Event #873 (NQ5/NQ5a, NQ5/NQ5a HEV/PHEV)

Model	System	IMMO 	ECU P/No.	ROM ID	
				Previous	New
Sportage (NQ5/a)	DCU (Data Connectivity Unit)	Yes	96510 P1720	120.NA.011870.011870 120.NA.011951.011951	120.NA.012054.012054
Sportage HEV/PHEV (NQ5)			96510 P1520		

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.

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SERVICE ACTION: DCU OPERATION LOGIC IMPROVEMENT (SA635)**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	Menu	Password
872	CV1 DCU: 96510 CV620	6262
	CV1a DCU: 9510 XG100	1897
873	NQ5 HEV/PHEV DCU: 96510 P1520	1120
	NQ5/NQ5a DCU: 96510 P1720	8473

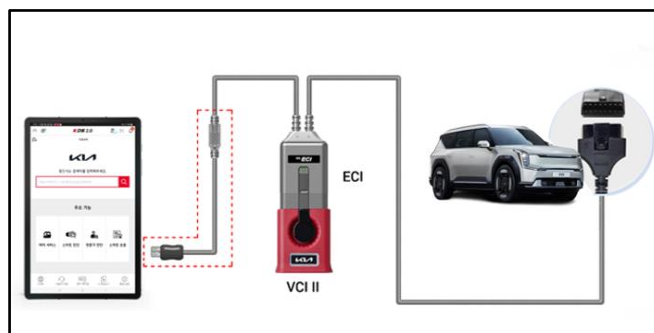
IMPORTANT

Perform the update by connecting an additional ECI Connector to the VCI-II or by using a VCI-III Connector since the DCU upgrade uses ethernet for vehicle communication. The ECI Connector and VCI-III must be connected to the diagnostic terminal with a USB wired cable and the KDS tablet's IP must be set.

Using KDS + VCI-II and ECI Connection

Ensure the ECI cable is configured by referring to the ['KDS Configuration for ECI Cable Usage'](#).

1. Connect the ECI DLC connector to the OBD-II connector, located under the driver's side of the instrument panel.
2. Connect the ECI USB -C connector to the KDS tablet.
3. Connect the VCI II to the ECI OBD-II connector.

**Using KDS + VCI-III Connection**

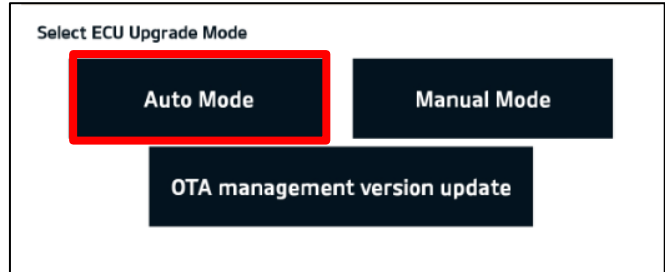
1. Connect the VCI III USB-C connector to the KDS tablet.
2. Connect the VCI III to the OBD-II connector of the vehicle.



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.



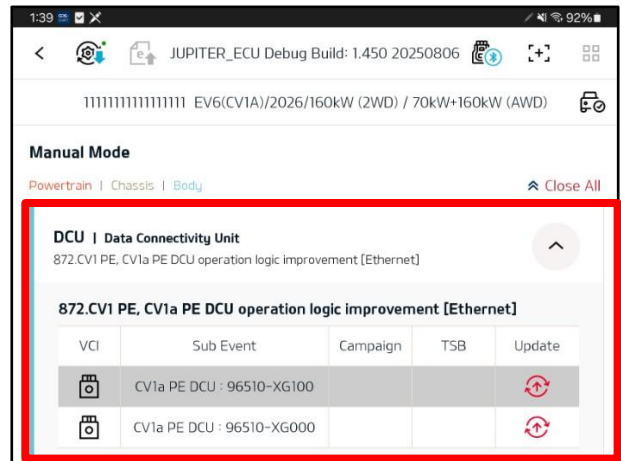
EV6 (CV1a, CV1) ONLY: Set to 'Service Mode' (Refer to Page 2) before performing the software upgrade.

UPGRADE EVENT: EV6 (CV1a, CV1)

Select the applicable **'DCU'** system module and the Event Group.

- 872.CV1 PE, CV1a PE DCU operation logic improvement [Ethernet]

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

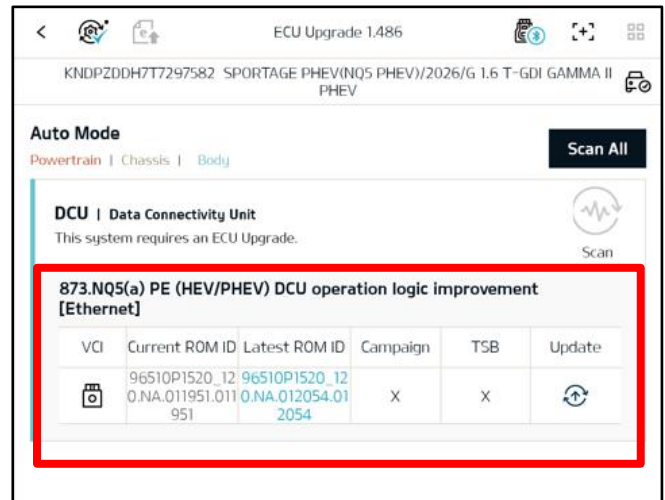


UPGRADE EVENT: Sportage (NQ5a, NQ5)

Select the applicable **'DCU'** system module and the Event Group.

- 873.NQ5(a) PE (HEV/PHEV) DCU operation logic improvement [Ethernet]

Verify the affected vehicle Calibration Identification of the applicable ECU ROM ID and reference the Information Table on page 4 as necessary.






SUBJECT:

SERVICE ACTION: DCU OPERATION LOGIC IMPROVEMENT (SA635)**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Sportage (NQ5a)	March 13, 2025 to September 26, 2025
EV6 (CV1a)	March 24, 2025 to August 14, 2025
EV6 (CV1)	March 22, 2024 to April 11, 2025
Sportage (NQ5)	March 17, 2025 to September 8, 2025
Sportage HEV (NQ5 HEV)	January 25, 2025 to August 28, 2025
Sportage PHEV (NQ5 PHEV)	January 25, 2025 to August 28, 2025

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
Kia Diagnostic System (KDS)	N/A		KDS + VCI
ECI Adapter	GIT1XDDMN057 or GITOXDDMN052		Required if using VCI-II
VCI-III Connector	GITGOVKNNN006		Connect directly to KDS

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.
NQ5a	V	96510 P1720	0	(SA635A) DCU Operation Logic Improvement	250A60R0	0.4 M/H	N/A	0
CV1a		96510 XG100		(SA635B) DCU Operation Logic Improvement	250A35R0			
CV1		96510 CV620		(SA635C) DCU Operation Logic Improvement	250200R0			
NQ5 NQ5 P/HEV		96510 P1520		(SA635D) DCU Operation Logic Improvement	250200R1			

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 **SA635** when accessing the KDealer+ system.

