



GROUP	MODEL
ELE	2025-2026MY Multiple Models
NUMBER	DATE
413	March 2026

TECHNICAL SERVICE BULLETIN

SUBJECT:

DCU COMMUNICATION LOGIC IMPROVEMENT

This bulletin provides the procedure to upgrade the Data Connectivity Unit (DCU) system software on some 2025-2026MY vehicles listed in the table below. Kia has identified that Connected Car Services (CCS) functionality may intermittently fail due to temporary DCU communication issues. This condition can impact convenience and connectivity features by causing the Remote Start and Remote Climate functions to become inoperative, prevent vehicle status updates in the Kia Access app, and interrupt connected navigation routing services. To resolve this, follow the procedure outlined in this publication to install updated DCU software. 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) for the relevant vehicle.

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

Model	Date Range
Carnival (KA4, KA4 HEV)	2025 - 2026MY
Sorento (MQ4a, MQ4 HEV)	
EV9 (MV1, MV1a)	
K5 (DL3)	
K4 (CL4)	

IMPORTANT

This TSB ONLY applies to vehicles who have experienced a FAILED OTA software installation.

All claims are subject to review and Warranty chargeback.

NOTICE

A Technical Service Bulletin is a field fix repair program without customer notification that may be performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

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 'DCU' 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.

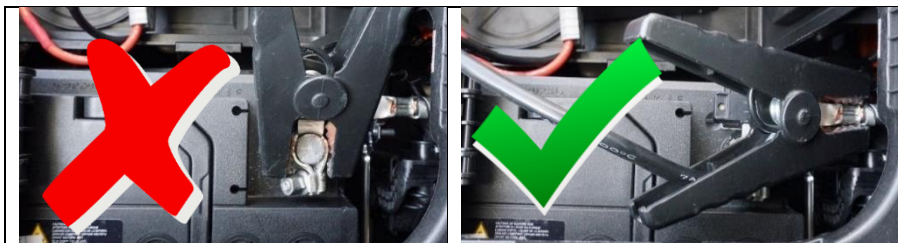
To correct this condition, the specified system module should be reprogrammed using KDS as described in this bulletin in 'Auto Mode'.

Upgrade Event Name
818. DL3 PE DCU Communication Logic Improvement
819. KA4 PE(HEV) DCU Communication Logic Improvement
820. MQ4(a) PE(HEV) DCU Communication Logic Improvement
821. MV1(a) DCU Communication Logic Improvement
822. CL4 DCU Communication Logic Improvement

📄 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.](#)




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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 with this repair may be subject to chargeback.

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 #818

Model	System	IMMO 	ECU P/No.	ROM ID	
				Previous	New
K5 (DL3)	DCU	YES	96510 L2GAO	01I.SKU1.57.054.3.5	01J.SKU1.62.060.1.9
				01I.SKU1.57.054.5.5	
				01I.SKU1.59.654.5.5	

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 #819

Model	System	IMMO 	ECU P/No.	ROM ID	
				Previous	New
Carnival (KA4, KA4 HEV)	DCU	YES	96510 ROEAO	01I.SKU1.57.054.3.5	01J.SKU1.62.060.1.9
			96510 ROFAO	01I.SKU1.59.654.5.5	

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 #820

Model	System	IMMO 	ECU P/No.	ROM ID	
				Previous	New
Sorento (MQ4a, (MQ4 HEV)	DCU	YES	96510 R5010	01I.SKU1.57.054.3.5	01J.SKU1.62.060.1.9
				01I.SKU1.57.054.5.5	
				01I.SKU1.59.654.5.5	


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 #821

Model	System	IMMO 	ECU P/No.	ROM ID	
				Previous	New
EV9 (MV1, MV1a)	DCU	YES	96510 DO700	01I.SKU1.57.054.5.5	01J.SKU1.62.060.1.9
				01I.SKU1.59.654.5.5	

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 #822

Model	System	IMMO 	ECU P/No.	ROM ID	
				Previous	New
K4 (CL4)	DCU	YES	96510 GG150	01I.SKU1.61.059.4.7	01J.SKU1.62.060.1.9

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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DCU COMMUNICATION LOGIC IMPROVEMENT

 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
818	DL3 PE DCU : 96510-L2GA0	9745
819	KA4 PE/KA4 PE HEV DCU : 96510-ROEAO/FA0	7562
820	MQ4 PE HEV, MQ4a PE DCU : 96510-R5000/10	2796
821	MV1/MV1a DCU : 96510-DO600/700	9273
822	CL4 DCU : 96510-GG100/50	4512

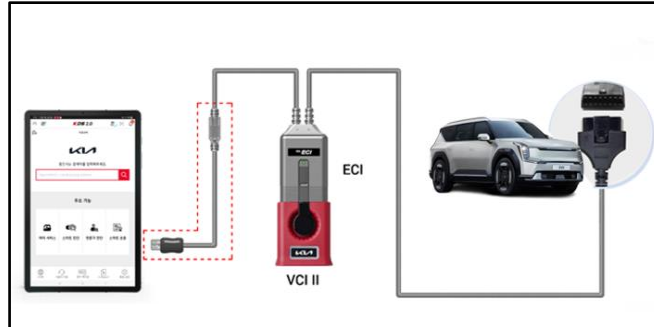
 IMPORTANT

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

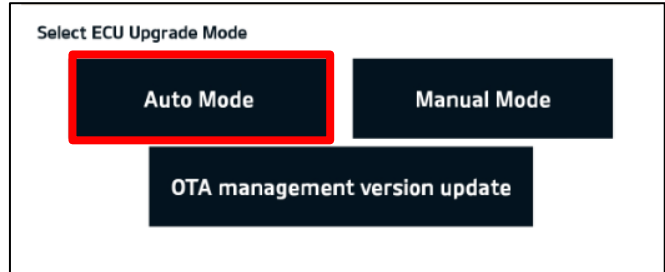
1. Connect the VCI III USB-C connector to the KDS tablet.
2. Connect the VCI III to the OBD-II connector of the vehicle.



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.



UPGRADE EVENT:

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

- **818.** DL3 PE DCU Communication Logic Improvement

or

- **819.** KA4 PE(HEV) DCU Communication Logic Improvement

or

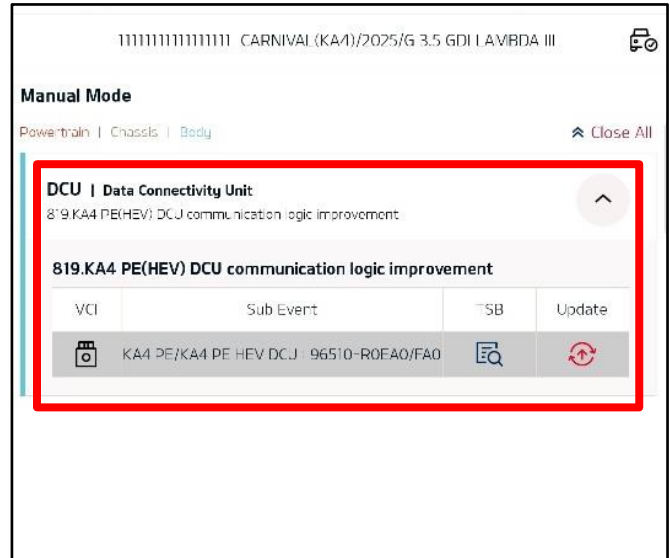
- **820.** MQ4(a) PE(HEV) DCU Communication Logic Improvement

or

- **821.** MV1(a) DCU Communication Logic Improvement

or

- **822.** CL4 DCU Communication Logic Improvement



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






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DCU COMMUNICATION LOGIC IMPROVEMENT**AFFECTED VEHICLE RANGE:**

Model	Date Range
Carnival (KA4, KA4 HEV)	2025-2026MY
Sorento (MQ4a, MQ4 HEV)	
EV9 (MV1, MV1a)	
K4 (CL4)	
K5 (DL3)	

REQUIRED TOOL:

Tool Name	Part Number	Figure	Location	Comments
Kia Diagnostic System (KDS)	N/A		SHOP	KDS + VCI
VCI-II Connector	N/A			Connect Directly to KDS Using Included Ethernet Cable
ECI Adapter	GIT1XDDMN057 or GIT0XDDMN052		Located in Toolbox #1 Drawer 8	ECI Adapter For VCI-II

WARRANTY INFORMATION:**N Code: I11 C Code: ZZ3**

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
CL4	W	OTAFAIL	0	DCU Software Upgrade	O9999F01	0.3 M/H	N/A	0
MQ4a								
MQ4 HEV								
KA4								
KA4 HEV								
DL3								
MV1								
MV1a								

Note: For Substitute Transportation policy, please refer [to Service Policy and Procedures Manual \(SPPM\) 6.11 "Kia Substitute Transportation"](#).

