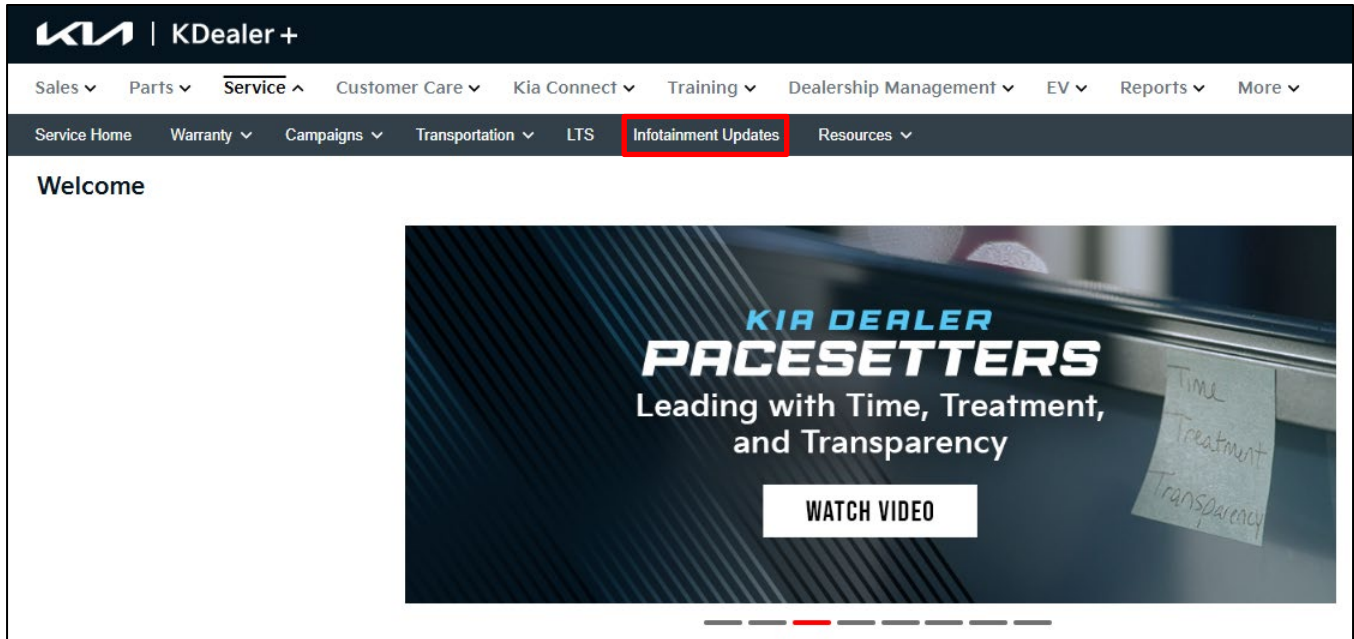


SUBJECT:

INFOTAINMENT SOFTWARE UPDATE PROCEDURE

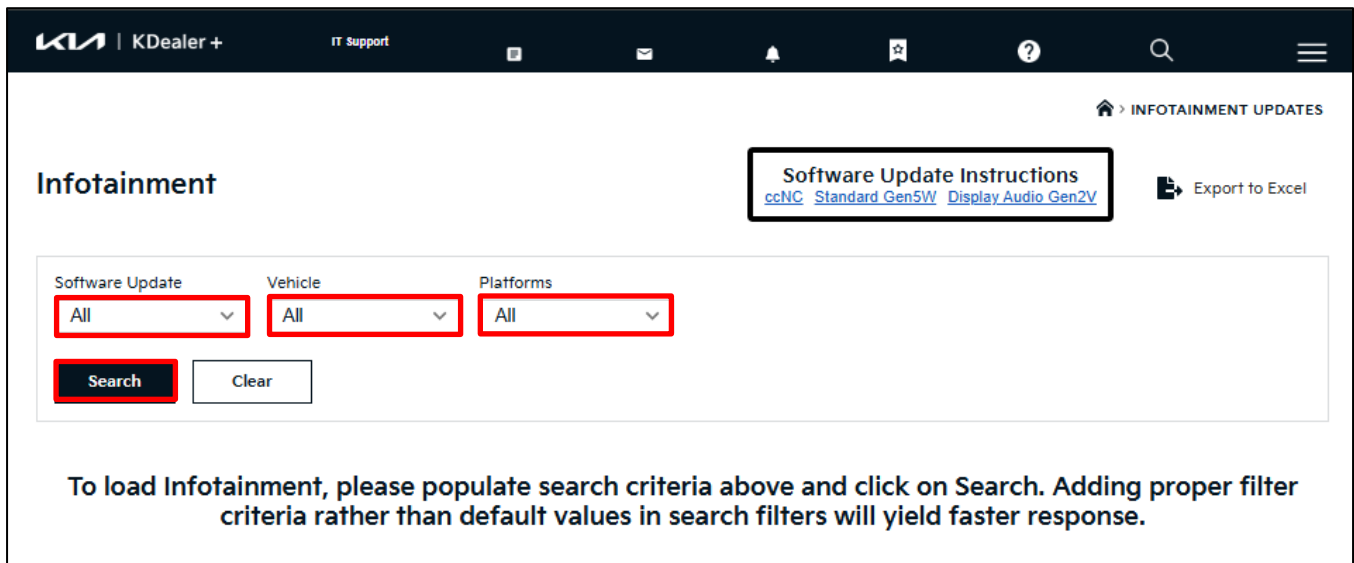
Preparation:

1. Navigate to KDealer+ → Service → Infotainment Updates.



2. On the Infotainment screen, select:
 - Software Update
 - Vehicle
 - PlatformsThen select **'Search'**.

Note: Software update instructions are also available in KDealer+ for reference.



SUBJECT:

INFOTAINMENT SOFTWARE UPDATE PROCEDURE

- Download the software files by clicking the arrow to the right of the selected model under the 'Action' column.

Standard GEN 5 W

Infotainment

INFOTAINMENT UPDATES

Export to Excel

Software Update: Navigation
Vehicle: Telluride
Platforms: Standard Gen5...

Search Clear

YEAR	VEHICLE NAME	PLATFORMS	SW VERSION	MAP VERSION	ACTION
2020	Telluride	Standard Gen5W Navigation	ON_USA.S5W_M.V013.010.241120	NAM.17.49.50.024.511.0	↓
2021	Telluride	Standard Gen5W Navigation	ON_USA.S5W_M.V013.010.241120	NAM.17.49.50.024.511.0	↓
2022	Telluride	Standard Gen5W Navigation	ON22_USA.S5W_M.V013.010.241120	NAM.17.49.50.024.511.0	↓
2023	Telluride	Standard Gen5W Navigation	ON_PE_USA.S5W_M.V013.010.241120	NAM.17.49.50.024.511.0	↓
2024	Telluride	Standard Gen5W Navigation	ON_PE_USA.S5W_M.V013.010.241120	NAM.17.49.50.024.511.0	↓
2025	Telluride	Standard Gen5W Navigation	ON_PE_USA.S5W_M.V013.010.241120	NAM.17.49.50.024.511.0	↓

Items per page: 10 1-6 of 6

- The software download will begin automatically.

Note: Download progress can be monitored by clicking the Downloads icon in the top-right corner of the browser window (example shown using Google Chrome).

Standard GEN 5 W

Recent download history

2024_Telluride_USA.zip
↓ 0.1/30.6 GB • 1 hour left

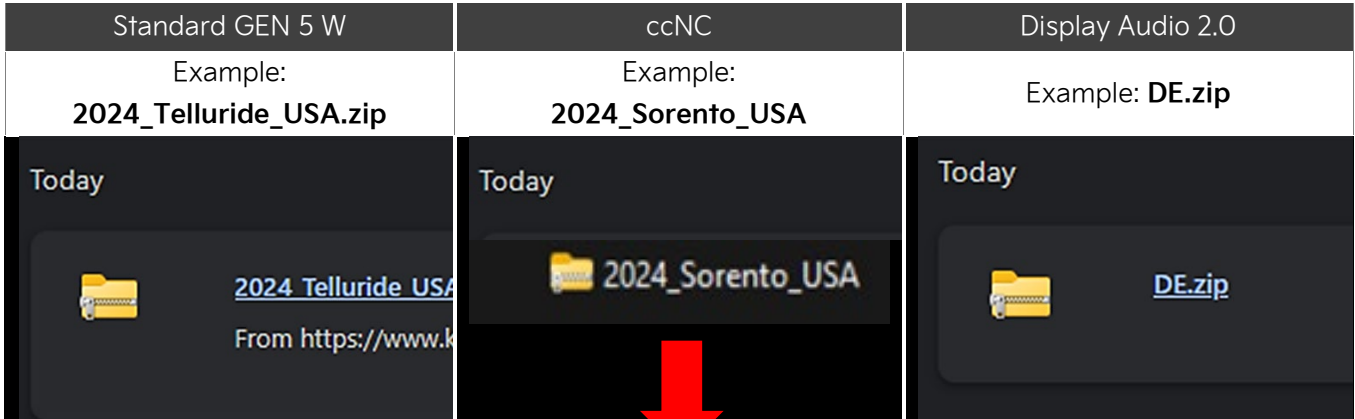
Bookmarks

UPDATES

SUBJECT:

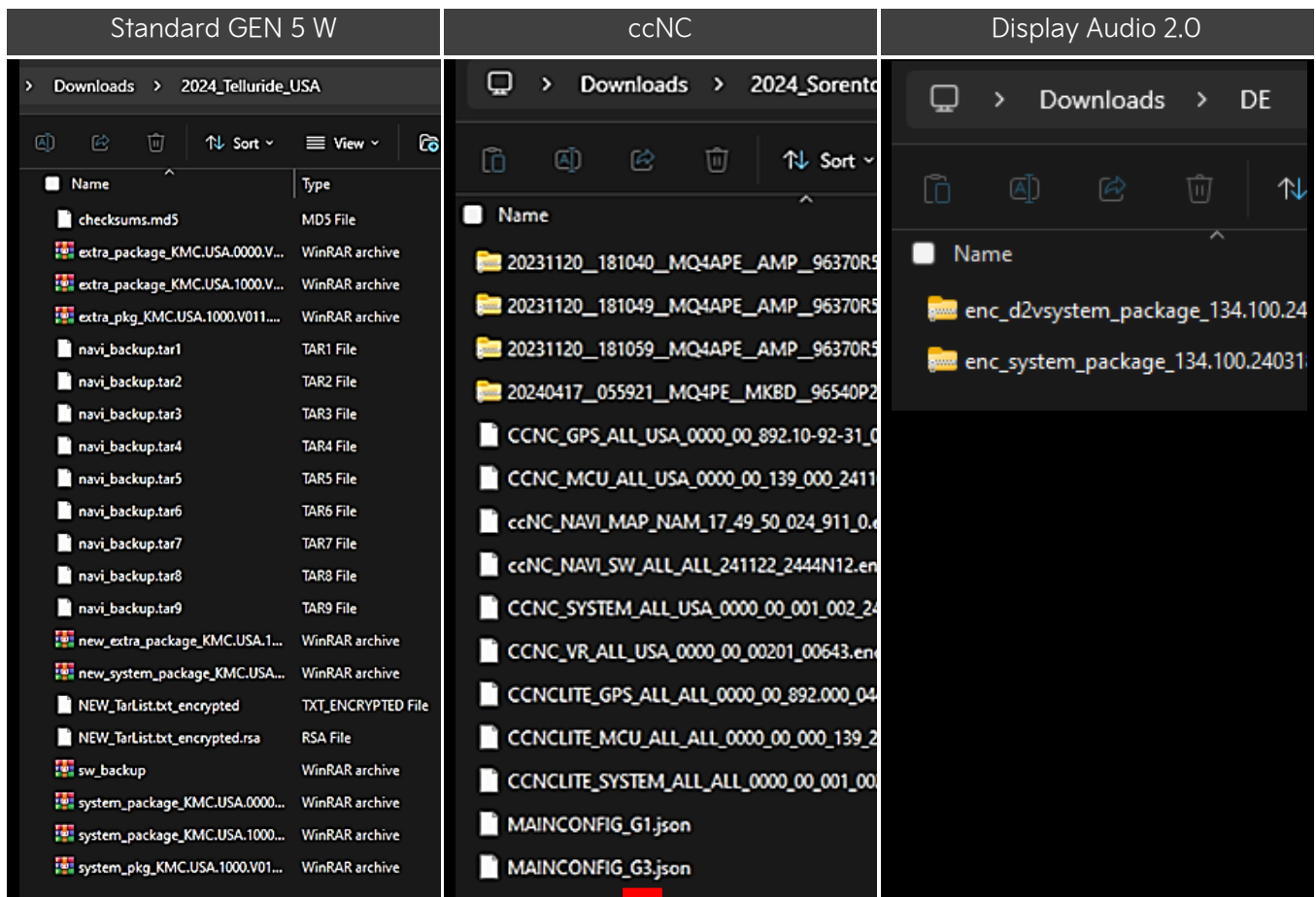
INFOTAINMENT SOFTWARE UPDATE PROCEDURE

5. After downloading the software, navigate to the folder on your PC that contains the ZIP file(s).



6. Unzip the downloaded zip file.

Note: Unzip only the main downloaded .zip file. Do not unzip any additional .zip files contained within it.



7. Copy all files to the root directory of the USB drive.



SUBJECT:

INFOTAINMENT SOFTWARE UPDATE PROCEDURE

Standard GEN 5 W Update Procedure:

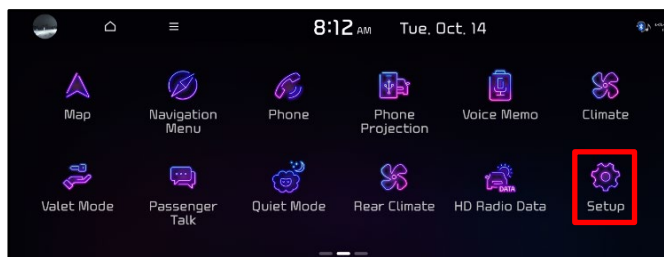
NOTICE

- The software update may take 1 hour to 2 hours 30 minutes. **Do NOT** turn off the vehicle or remove the USB drive during the update, as this may cause data loss or system failure. The display may show the Kia logo or remain black at times, this is normal. Vehicles with older software may automatically begin a second update after the first update completes.
- Automatic engine shutoff may interrupt the software update if the vehicle powers off during installation. Take steps to extend vehicle runtime while the update is in progress.

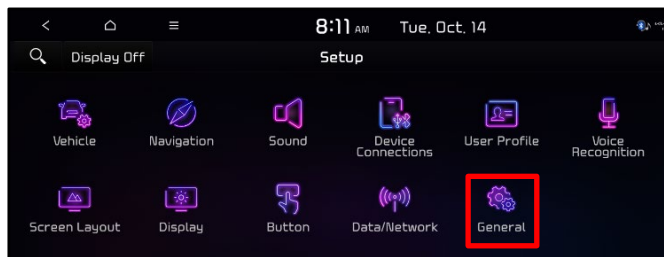
1. Once the files have been copied to the root of the USB flash drive, insert the USB to the vehicle's USB data port.



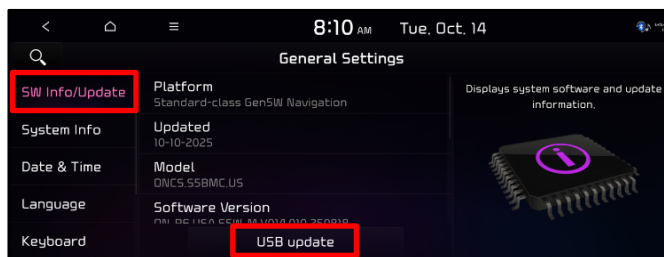
2. On the vehicle's head unit, select 'Setup'.



3. Select 'General'.



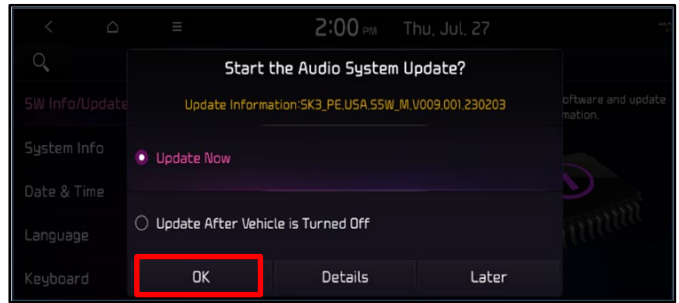
4. Select 'SW Info/Update' then choose 'USB update'.



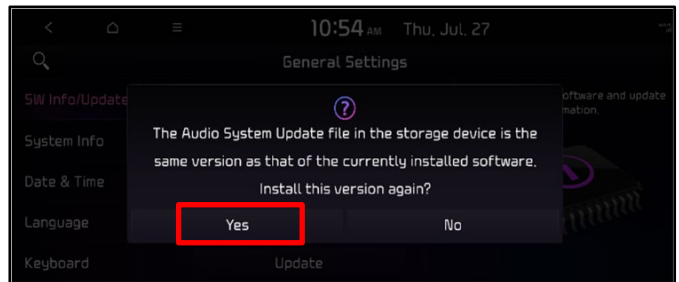
SUBJECT:

INFOTAINMENT SOFTWARE UPDATE PROCEDURE

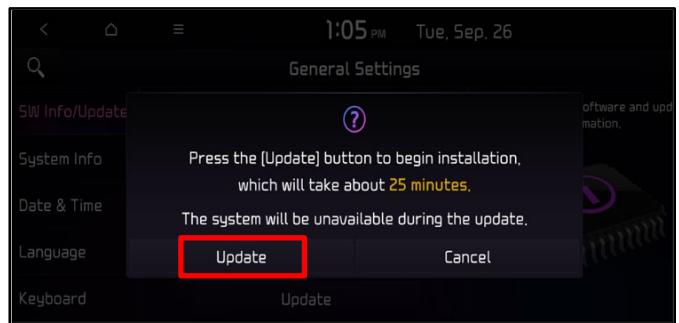
- Select **'OK'**.



- Select **'Yes'**.

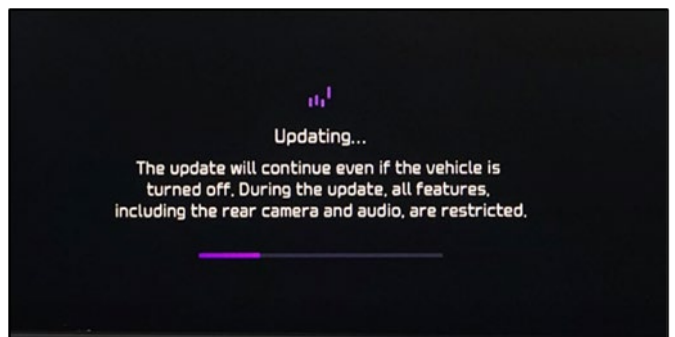


- During this process, the following pop-up messages may appear. Continue to approve each prompt and select **'Update'** as instructed. The notice indicating an installation duration of 25 minutes may be disregarded.



NOTICE

The update process may remain on the "Updating" screen for longer than one hour. Due to the non-linear operation of the progress bar, it may appear stalled at times. This is normal operation.



- After the update is completed, confirm the new Software Version was installed correctly by checking the **'Software Info/Update'** screen.



- Remove the USB flash drive from the vehicle.



SUBJECT:

INFOTAINMENT SOFTWARE UPDATE PROCEDURE

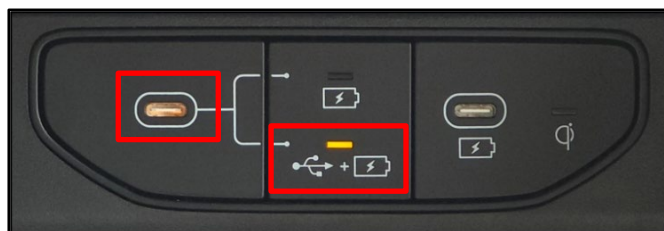
ccNC Update Procedure:

NOTICE

- Copying files from the USB to the vehicle may take 1 hour 30 minutes to 2 hours. **DO NOT** turn off power or remove the USB drive. Removing the USB drive during the update may cause the update duration to increase or force the update to restart from the beginning.
- **Note:** Automatic engine shutoff may interrupt the software update if the vehicle powers off during installation. Take steps to extend vehicle runtime while the update is in progress.

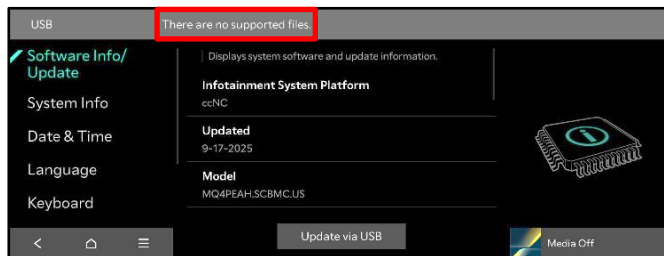
1. Once the files have been copied to the root of the USB flash drive, insert the USB to the vehicle's USB data port.

Note: USB port must be in Data & Power transfer mode. (Orange backlight).

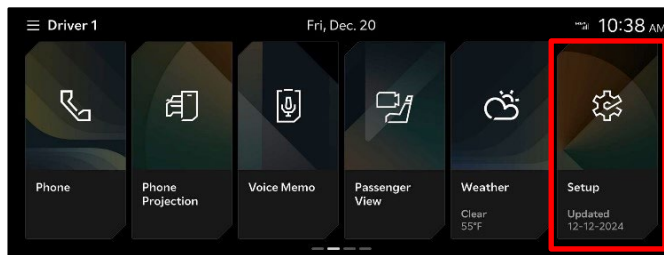


NOTICE

A pop-up message stating "There are no supported files." may appear if the USB flash drive does not contain any music files. This is normal operation. Proceed to the next step to start the update process.



2. On the vehicle's head unit select 'Setup'.



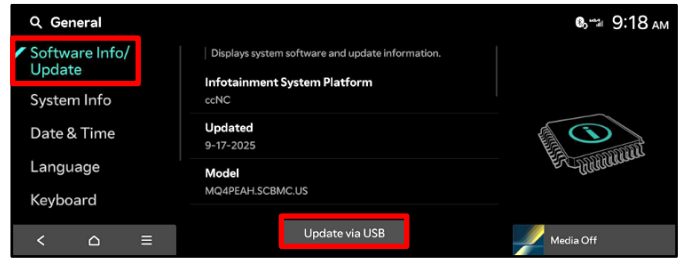
3. Select 'General'.



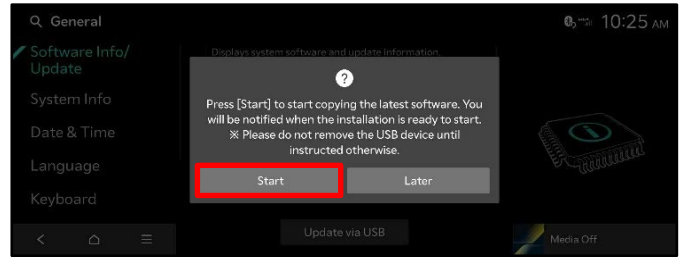
SUBJECT:

INFOTAINMENT SOFTWARE UPDATE PROCEDURE

- Select 'SW Info/Update' then choose 'Update via USB'.

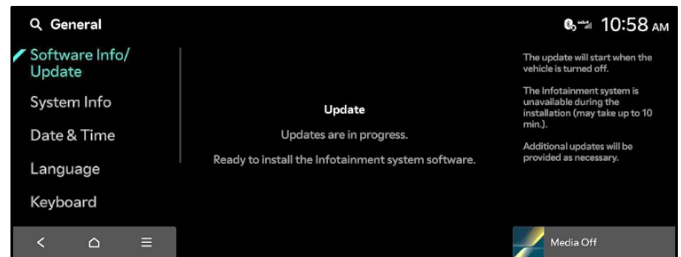
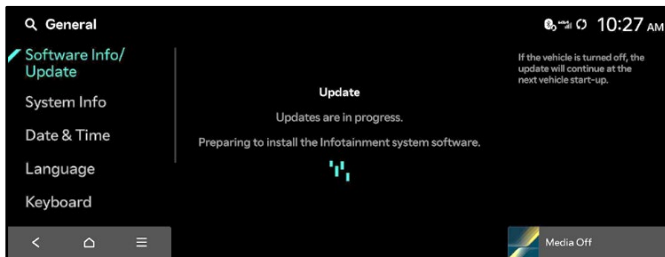


- Select 'Start'.

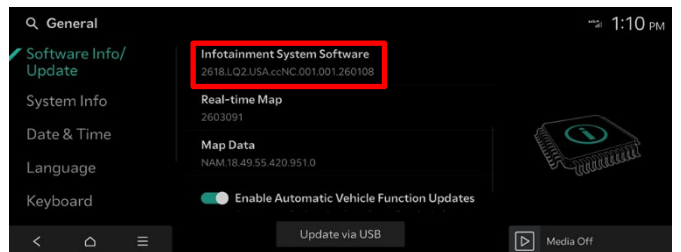


NOTICE

The update may remain on the 'Preparing to Install' screen for 1 hour 30 minutes to 2 hours. This is normal. Once the on-screen message changes to 'Ready to install the Infotainment system software', the vehicle may be turned off for the installation pop-up to appear. **DO NOT OPEN THE DOOR** or the pop-up may not appear if the head unit display turns off. Press 'Install now' to finalize the software installation. (Install now step will only take ~1 minute.)



- After the update is completed, confirm the new Software Version was installed correctly by checking the Software Info/Update screen.



- Remove the USB flash drive from the vehicle.



SUBJECT:

INFOTAINMENT SOFTWARE UPDATE PROCEDURE

Display Audio 2.0 Update Procedure:

1. Once the files have been copied to the root of the USB flash drive, insert the USB to the vehicle's USB data port.

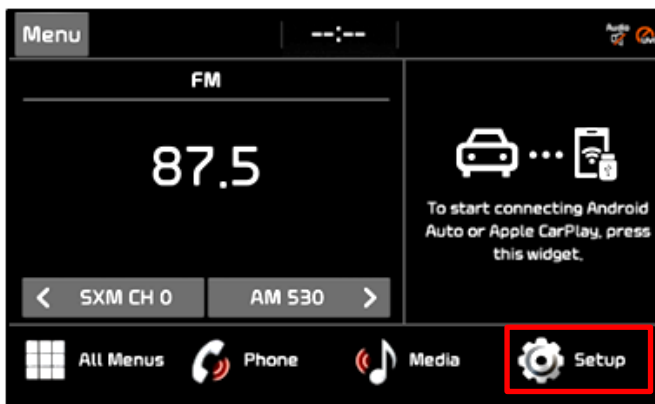


NOTICE

A pop-up message stating "There are no supported files." may appear if the USB flash drive does not contain any music files. This is normal operation. Proceed to the next step to start the update process.



2. On the vehicle's head unit select 'Setup'.



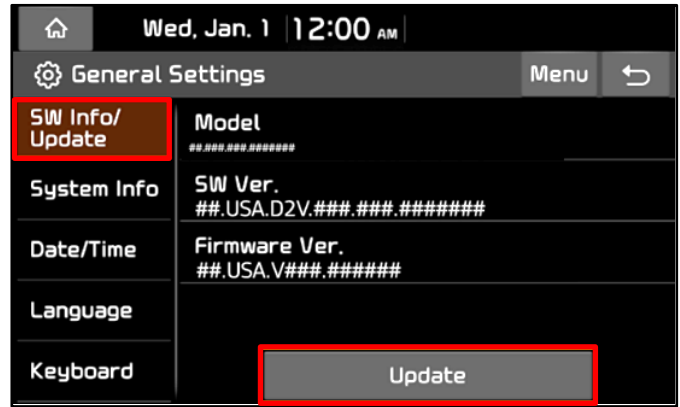
3. Select 'General'.



SUBJECT:

INFOTAINMENT SOFTWARE UPDATE PROCEDURE

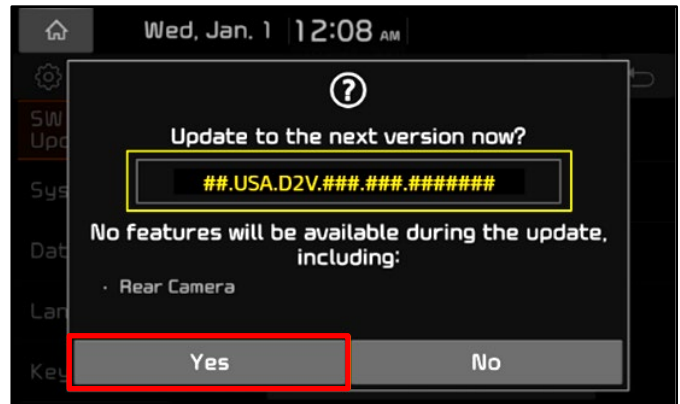
4. Select 'SW Info/Update' then choose 'Update via USB'.



NOTICE

The software update will take ~15 minutes. Do NOT turn off power or remove the USB drive. Removing it during the update may cause data loss or system failure. There will be multiple occurrences where the Kia logo may appear, or the display will be black during the update process. This is normal.

5. Select 'Yes'.



6. After the update is completed, confirm the new Software Version was installed correctly.



7. Remove the USB flash drive from the vehicle.





SUBJECT:

INFOTAINMENT SOFTWARE UPDATE PROCEDURE

AFFECTED VEHICLE RANGE:

Model	Model Year
Multiple Models	2021-2026MY

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
USB Flash Drive	Locally Sourced		USB 3.0 Type-A flash drive with a minimum capacity of 64 GB, formatted as FAT32 or exFAT, required for Standard Gen 5 W and Display Audio 2.0 systems.
			USB 3.0 Type-C flash drive with a minimum capacity of 64 GB, formatted as FAT32 or exFAT, required for ccNC systems.

Note: Download and upload speeds can be affected by several factors, including the computer's hard drive read/write performance, internet connection speed, and the quality of the USB flash drive being used.

For best results, it is recommended to use a high-quality USB 3.0 (or higher) flash drive. These drives support faster data transfer speeds, reducing download times and improving performance when writing files to the drive or updating the vehicle.

