



GROUP	MODEL
ELE	2023-2025MY Multiple Models
NUMBER	DATE
426	August 2026

TECHNICAL SERVICE BULLETIN

SUBJECT:

AVN GEN 5.0 WIDE SOFTWARE UPDATE

This bulletin provides information on the Audio Video Navigation (AVN) system software update for certain vehicles equipped with AVN5W and Navigation System listed in the table below. Affected vehicles may overestimate travel times during route calculation. Follow the procedure outlined in this bulletin to update the AVN system software and apply improved route calculation logic. Refer to TSB [ELE422](#) for information and service procedures for updating the infotainment system using the Kia Navigation Updater available at update.kia.com. Before performing the update, confirm that the vehicle is equipped with an applicable infotainment system and verify the currently installed software version.

Model	Model Year
Telluride (ON)	2023-2025
Sportage (NQ5)	
Sportage Hybrid (NQ5 HEV)	
Sportage Plug-In Hybrid (NQ5 PHEV)	
Niro Hybrid (SG2 HEV)	
Niro Plug-In Hybrid (SG2 PHEV)	
Niro EV (SG2 EV)	
Soul (SK3)	

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.

SUBJECT:

GEN5W AVN SOFTWARE UPDATE

Inspection Procedure:

1. Turn the vehicle On and select Confirm on the Head Unit screen.



2. Press the 'Setup' button.



3. Press the 'General' button.



4. Confirm that the software version currently installed is valid.



SUBJECT:

GEN5W AVN SOFTWARE UPDATE

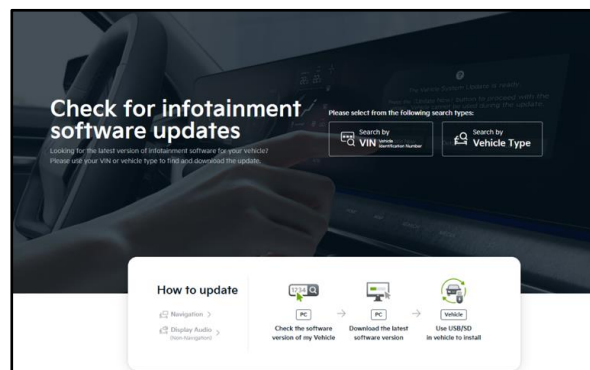
Model	Platform	Software Version	
		Previous	New
Telluride (ON)	GEN5W	ON_PE.USA.S5W_M.V011.005.231215 ON_PE.USA.S5W_M.V011.005.240314	ON_PE.USA.S5W_M.V014.011.251120 or later
Sportage (NQ5)		NQ5.USA.S5W_M.V011.005.231215 NQ5.USA.S5W_M.V011.005.240314	NQ5.USA.S5W_M.V014.011.251120 or later
Sportage HEV (NQ5 HEV)		NQ5HEV.USA.S5W_M.V011.005.231215 NQ5HEV.USA.S5W_M.V011.005. 240314	NQ5HEV.USA.S5W_M.V014.011.251120 or later
Sportage PHEV (NQ5 PHEV)		NQ5PHEV.USA.S5W_M.V011.005.231215 NQ5PHEV.USA.S5W_M.V011.005. 240314	NQ5PHEV.USA.S5W_M.V014.011.251120 or later
Niro HEV (SG2 HEV)		SG2HEV.USA.S5W_M.V011.005.231215 SG2HEV.USA.S5W_M.V011.005.240314	SG2HEV.USA.S5W_M.V014.011.251120 or later
Niro PHEV (SG2 PHEV)		SG2PHEV.USA.S5W_M.V011.005.231215 SG2PHEV.USA.S5W_M.V011.005.240314	SG2PHEV.USA.S5W_M.V014.011.251120 or later
Niro EV (SG2 EV)		SG2EV.USA.S5W_M.V011.005.231215 SG2EV.USA.S5W_M.V011.005.240314	SG2EV.USA.S5W_M.V014.011.251120 or later
Soul (SK3)		SK3.USA.S5W_M.V011.005.231215 SK3.USA.S5W_M.V011.005.240314	SK3.USA.S5W_M.V014.011.251120 or later

Repair Procedure:

 WARNING

- Do not turn off vehicle power by switching the ignition OFF, starting the engine, or by any other method during the update process. Interrupting power may corrupt the update and compromise data transfer or file integrity.
- The update can be performed while the GEN5W system is ON. Ensure the vehicle battery is sufficiently charged before starting the update.
- Before proceeding, ensure compliance with all local traffic laws and regulations.

- Refer to TSB [ELE422](#) for information and service procedures for updating the infotainment system using the Kia Navigation Updater available at update.kia.com.



AFFECTED VEHICLE RANGE:

Model	Model Year
Telluride (ON)	2023-2025
Sportage (NQ5)	
Sportage Hybrid (NQ5 HEV)	
Sportage Plug-In Hybrid (NQ5 PHEV)	
Niro Hybrid (SG2 HEV)	
Niro Plug-In Hybrid (SG2 PHEV)	
Niro EV (SG2 EV)	
Soul (SK3)	

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 5W

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.

WARRANTY INFORMATION:

N Code: M31 C Code: ZZ3

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
ON	W	Refer to EPC for Applicable AVN Head Unit Assembly Part Number	0	AVN Software Update	96560F21	0.4 M/H	N/A	0
NQ5					96560F22			
NQ5 (P)HEV								
SG2 (P)HEV								
SG2 EV								
SK3								

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