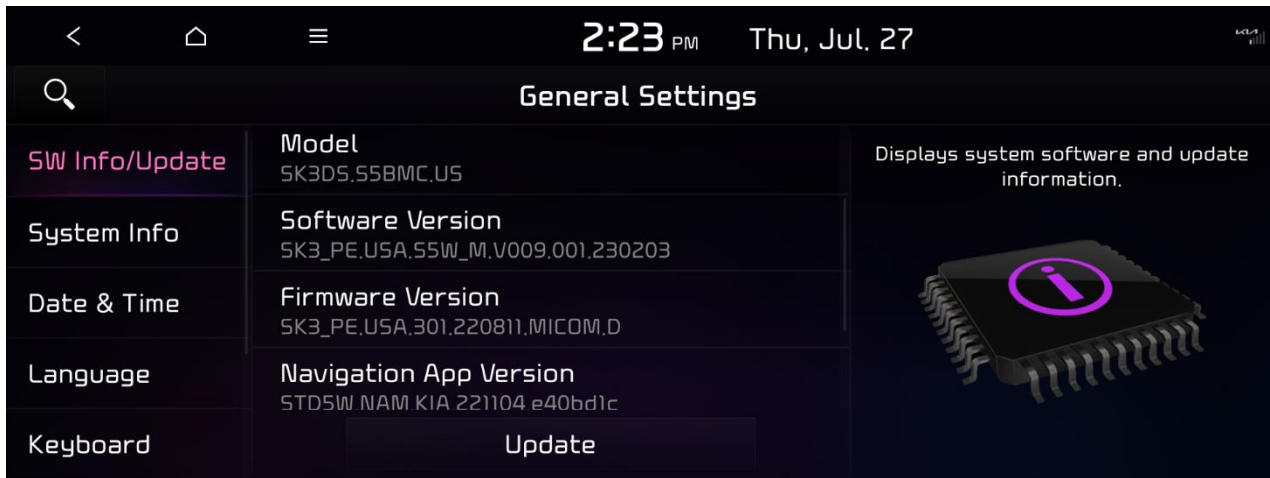
	GROUP	MODEL
	ELE	2020-2023MY Multiple Models w/ AVN5W
	NUMBER	DATE
	303	August 2023
<h2>TECHNICAL SERVICE BULLETIN</h2>		
<b>SUBJECT: AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM)</b>		

This bulletin provides information to update the software on 5<sup>th</sup> Generation AVN wide on certain 2020-2023MY Kia vehicles (refer to model list on page 3) to remedy a ‘non-responsive’ or ‘inoperative’ radio (FM, AM, SXM, etc.) concern. The affected AVN unit on the vehicles may not respond when pressing the ‘RADIO’ hard key/button on the AVN unit or when selecting the ‘RADIO’ icon on the AVN menu screen. Follow the procedure outlined in this publication to update the software on 5<sup>th</sup> Generation AVN wide units using the applicable USB Flash Drive A or B for the applicable vehicle.



### NOTICE

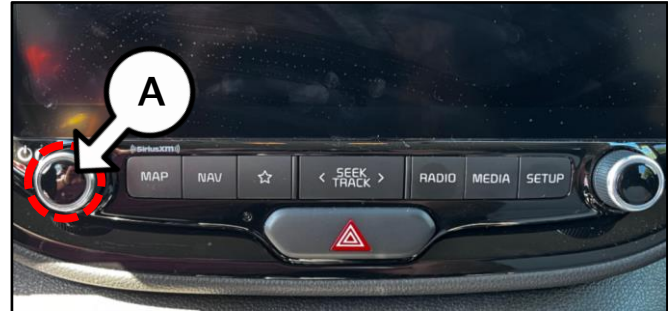
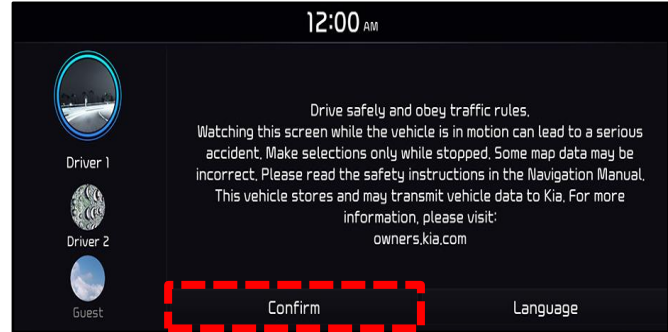
**A Technical Service Bulletin is a field fix repair program without customer notification that may be performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.**

## Update Procedure:

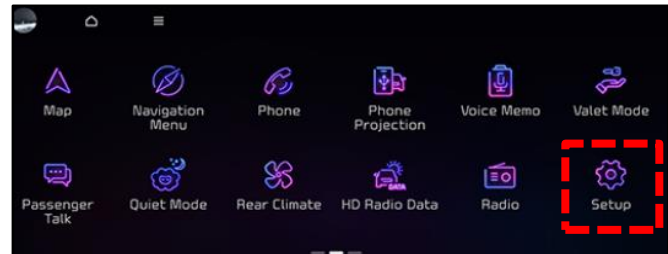
1. Turn the ignition switch to the 'ON' position.
2. Select 'Confirm' on the AVN screen.

**Note:** The software update is possible with the AVN 'OFF'.

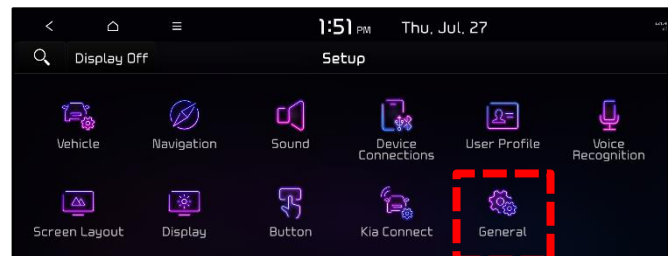
3. Press the 'Power' button (A) to turn the Radio/Media 'OFF'.



4. Select 'Setup'.

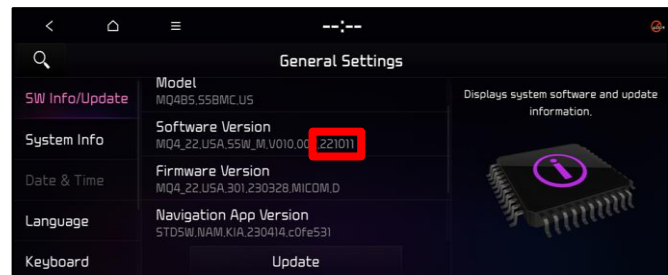


5. Select 'General'.



6. Inspect the last six (6) digits of the AVN Software Version displayed in 'General Settings'.

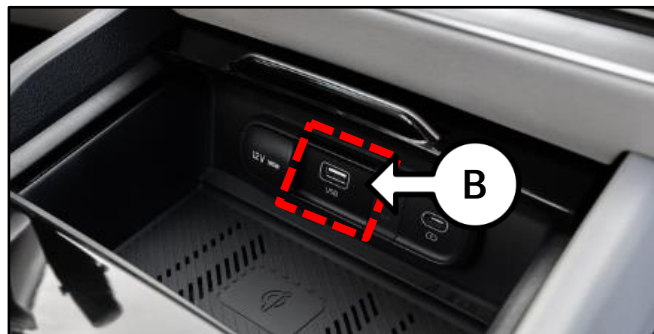
- If the current software version shown in 'General Settings' is included in the software version listed below, then proceed to step 7.
- If the current software version shown in 'General Settings' is not included in the software version listed below, **this TSB does not apply.**



SUBJECT:

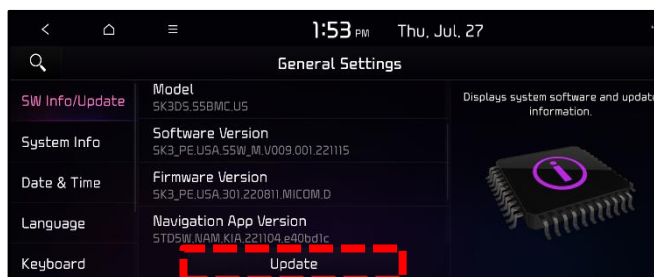
**AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM)**

7. Insert the USB Flash Drive (refer to the table below) into the USB slot (B) located underneath the AVN unit.

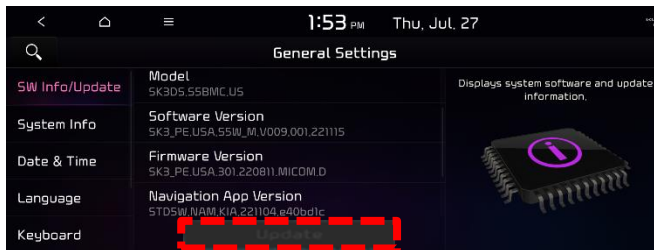


Model		Software Version (SW Ver.)	
USB Flash Drive 'A'	USB Flash Drive 'B'	Current Version	New Version
Stinger (CK)	Forte (BDm)	221011 221025 221115 221220 221228	230203
Soul (SK3)	Sportage (NQ5 P/HEV)		
Niro (DE P/HEV, EV)	Niro (SG2 P/HEV, EV)		
Sorento (MQ4 P/HEV)	Carnival (KA4)		
Seltos (SP2)	EV6 (CV)		
Cadenza (YG)			
EV6 (CV)			

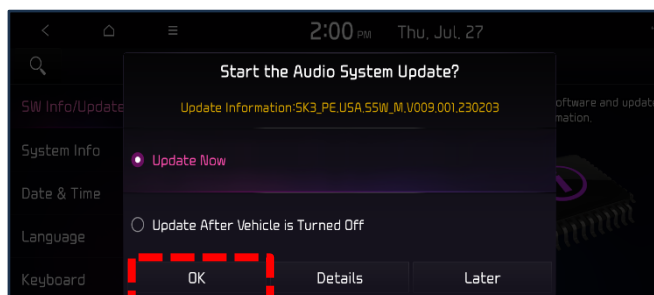
8. On the 'General Settings' screen, select 'SW Info/Update', then select 'Update'.



**Note:** If the USB Flash Drive is not recognized, the 'Update' button will not be activated, as shown. If this occurs, remove the USB Flash Drive and repeat steps 3-7.

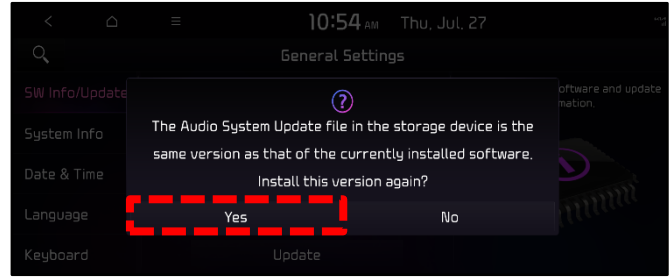


9. Select 'OK' on the pop-up screen.

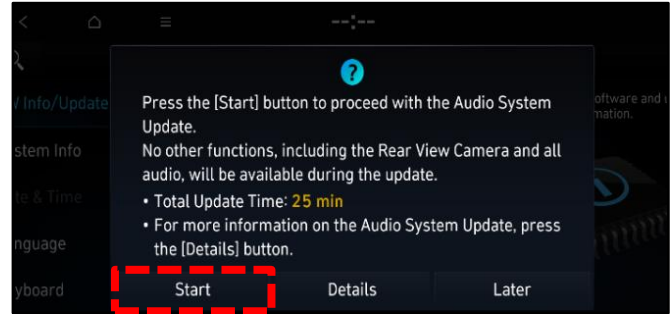


**SUBJECT: AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM)**

**Note:** After selecting 'OK', there may be some instances where the pop-up shown may be displayed. Select 'Yes' and proceed to step 10.



10. Select 'Start' on the pop-up screen.



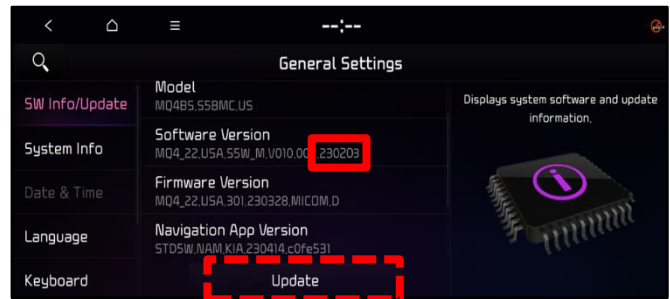
**Note:** There will be multiple occurrences where the Kia logo will appear or the display will be black during the update process. This is normal.

**CAUTION**

**DO NOT** turn the ignition switch 'OFF', start the engine, and/or remove the USB drive from the vehicle during the update process.



11. Once the update has completed, repeat steps 4-6 to confirm the Software Version has been correctly updated.





SUBJECT:

**AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM)****AFFECTED VEHICLE RANGE:**

Model	Model Year
Cadenza (YG)	2020MY
Niro (DE P/HEV, EV)	2020-2022MY
Forte (BDm)	2020-2023MY
Soul (SK3)	
EV6 (CV)	2021-2023Y
Sorento (MQ4 P/HEV)	
Stinger (CK)	
Seltos (SP2)	
Carnival (KA4)	2022-2023Y
Sportage (NQ5 P/HEV)	2023MY
Niro (SG2 P/HEV, EV)	

**REQUIRED TOOL:**

Tool Name	Part Number	Figure	Comments
USB Flash Drive A	N/A		<u>Applicable models:</u> <ul style="list-style-type: none"> <li>Stinger (CK)</li> <li>Sorento ( MQ4 P/HEV)</li> <li>Soul (SK3)</li> <li>Niro (DE P/HEV, EV)</li> <li>Cadenza (YG)</li> <li>EV6 (CV)</li> <li>Seltos (SP2)</li> </ul>
USB Flash Drive B	N/A		<u>Applicable models:</u> <ul style="list-style-type: none"> <li>Forte (BDm)</li> <li>Carnival (KA4)</li> <li>Sportage (NQ5 P/HEV)</li> <li>Niro (SG2 P/HEV, EV)</li> <li>EV6 (CV)</li> </ul>

**Note:** Two (2) USB Flash Drives were auto-shipped to dealers. If USB Flash Drive is broken or lost, dealers can purchase replacement USB drives from Snap-On by calling: 1-888-542-1011 (When ordering, it is required to provide the Dealer Code and Service Action number).

Software update files are also available to download from. <https://update.kia.com/US/EN/Main>. A 64GB USB Flash Drive will be required to download the update files. (Refer to TSB [ELE208](#) for instructions on how to download software update files using Navigation Updater)

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

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	Refer to EPC for AVN P/N per applicable model	0	5 <sup>th</sup> Generation Wide AVN Software Update	96560F00	0.3 M/H	N/A	0

