



GROUP	MODEL
ELE	2020-2024MY Multiple Models w/ AVN5W
NUMBER	DATE
303 (Rev 2, 2/09/2024)	August 2023

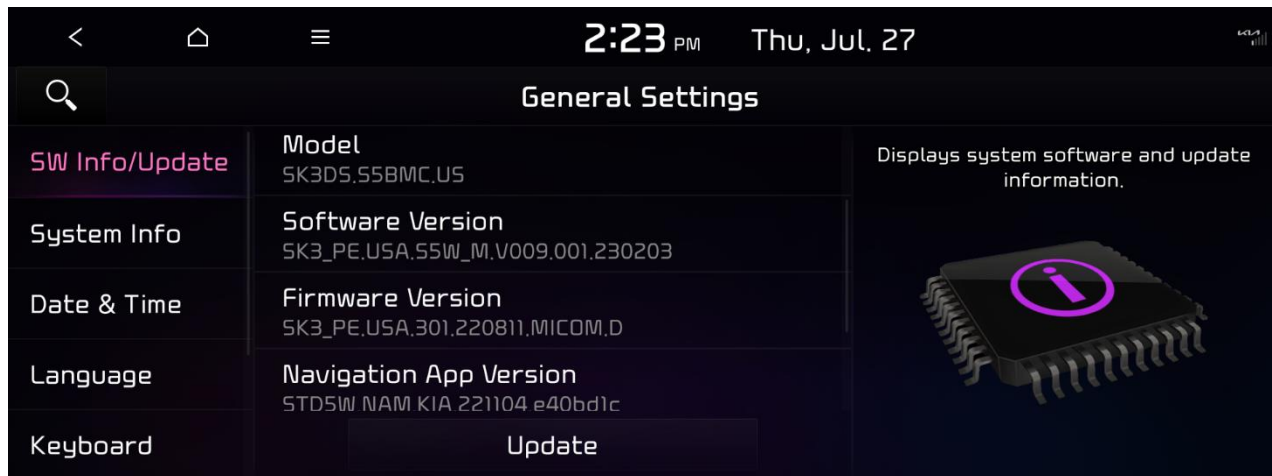
TECHNICAL SERVICE BULLETIN

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

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 update the software on 5th Generation AVN wide on certain 2020-2024MY 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 5th 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.

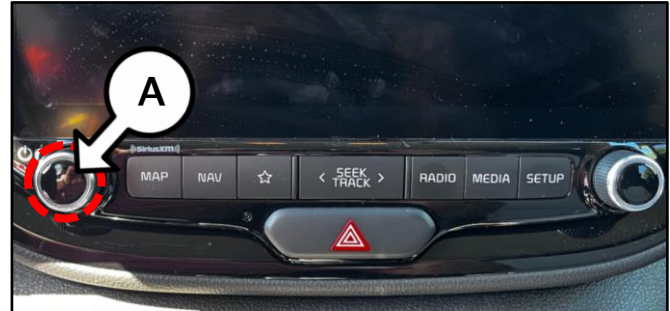
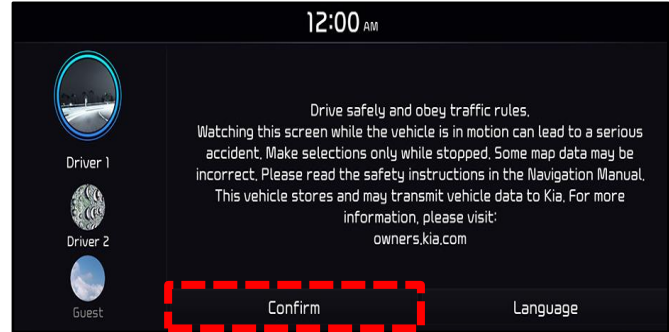
A printed copy is for reference only; publication information can be updated at any time. Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

Update Procedure:

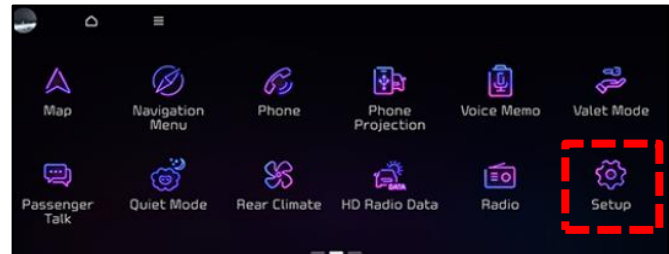
1. Turn the ignition switch to the 'ON' position.
2. Select 'Confirm' on the AVN screen.

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

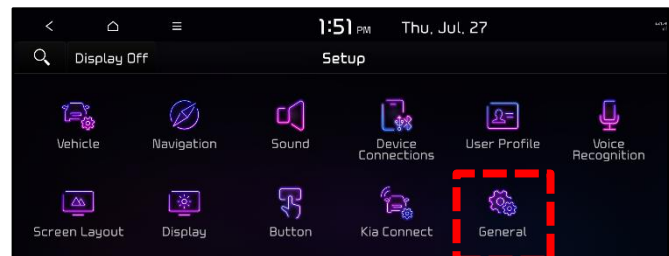
3. Press the 'Power' button (A) to turn the Radio/Media 'OFF'.



4. Select 'Setup'.

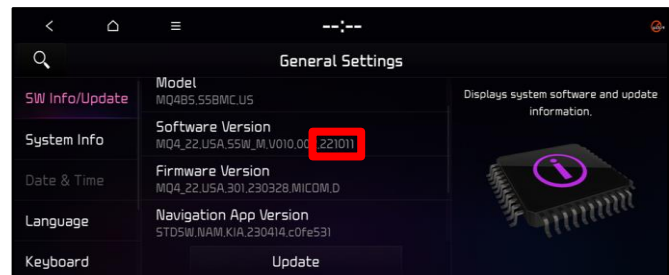


5. Select 'General'.



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

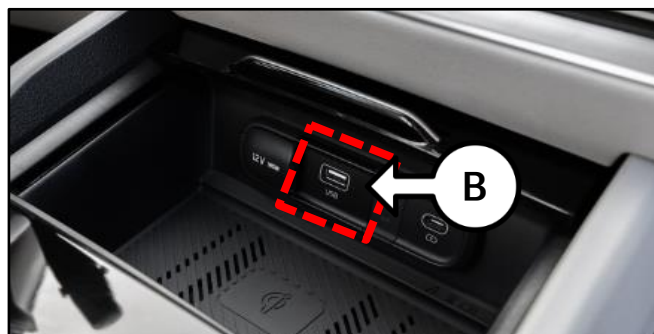
- If the current software version shown in 'General Settings' is included in the software version listed below, then proceed to step 7.
- If the current software version shown in 'General Settings' is not included in the software version listed below, **this TSB does not apply.**



SUBJECT:

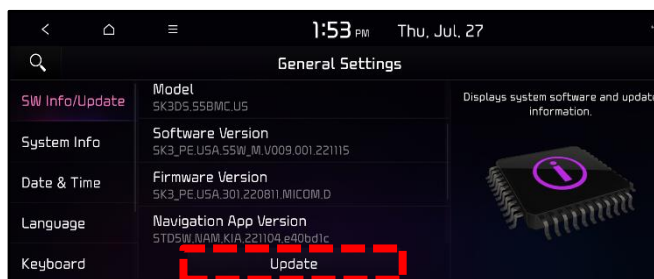
AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM)

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

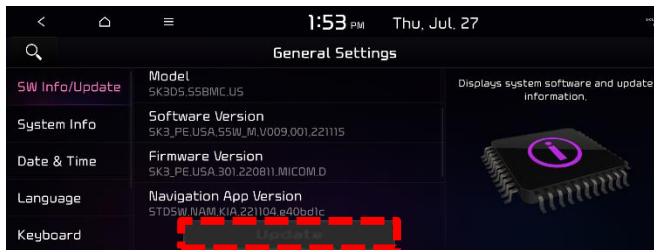


Model		Software Version (SW Ver.)	
USB Flash Drive 'A'	USB Flash Drive 'B'	Current Version	New Version
Stinger (CK PE)	Forte (BDm PE)	221011 221025 221115 221220 221228	230203
Soul (SK3)	Soul (SK3 PE)		
Niro (DE P/HEV, EV)	Niro (SG2 P/HEV, EV)		
Sorento (MQ4 P/HEV)	Sportage (NQ5 P/HEV)		
Seltos (SP2)	Sportage (NQ5a)		
Cadenza (YG)	Carnival (KA4)		
K5 (DL3a)	EV6 (CV)		
Sorento (MQ4a)			

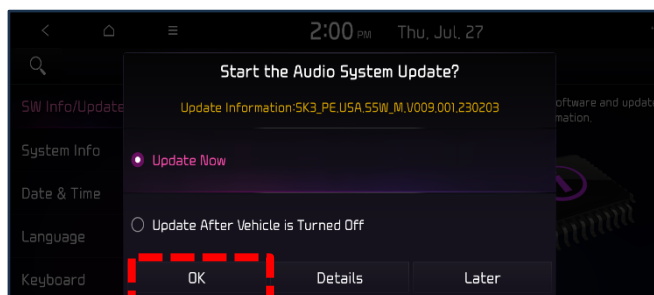
8. On the 'General Settings' screen, select 'SW Info/Update', then select 'Update'.



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.

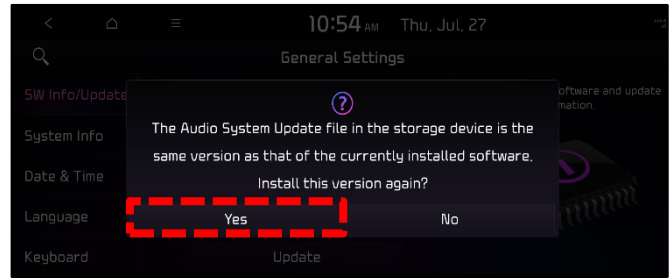


9. Select 'OK' on the pop-up screen.



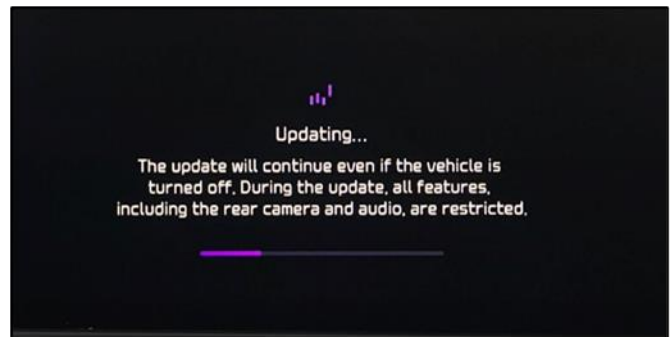
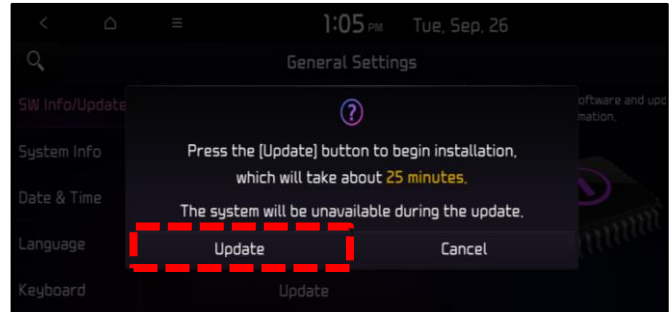
SUBJECT: AVN 5.0 WIDE NON-RESPONSIVE RADIO ICON (AM, FM, SXM)

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 'Update' on the pop-up screen.

Note: In some cases, the software update may take up to 2 hours and 30 minutes to complete. During this dwell time, it is acceptable to work on other vehicles.



CAUTION

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

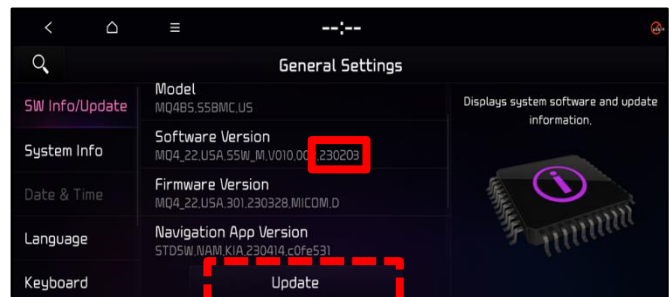
NOTICE

There will be multiple occurrences where the Kia logo will appear, the display will be black during the update process and/or display "Preparing System Update" or "Updating..." for an extended period of time. This is normal.

NOTICE

- Confirm a fully charged battery is used (12.3 volts or higher is necessary)
- **DO NOT** remove the USB drive or turn the ignition 'OFF' or interrupt the power supply during the update.
- Before conducting the update, verify that the software is not the latest version.
- If any issues occur during/after the software update, contact Kia America Techline for assistance.

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 P/HEV, EV (DE P/HEV, EV)	2020-2022MY
Soul (SK3)	
Sorento P/HEV (MQ4 P/HEV)	2021-2023MY
Sorento (MQ4a)	
Seltos (SP2)	
Carnival (KA4)	2022-2023MY
EV6 (CV)	
Forte (BDm PE)	
Stinger (CK PE)	
Sportage (NQ5a)	2023MY
Sportage P/HEV (NQ5 P/HEV)	
Niro P/HEV, EV (SG2 P/HEV, EV)	
Soul (SK3 PE)	
K5 (DL3a)	2021-2024MY

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
USB Flash Drive A	N/A		Applicable models: <ul style="list-style-type: none"> Stinger (CK PE) Soul (SK3) Cadenza (YG) Seltos (SP2) Sorento (MQ4 P/HEV) Sorento (MQ4a) Niro (DE P/HEV, EV) K5 (DL3a)
USB Flash Drive B	N/A		Applicable models: <ul style="list-style-type: none"> Forte (BDm PE) Carnival (KA4) EV6 (CV) Soul (SK3 PE) Sportage (NQ5a) Sportage (NQ5 P/HEV) Niro (SG2 P/HEV, EV)

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 th Generation Wide AVN Software Update	96560F00	0.3 M/H	N/A	0

