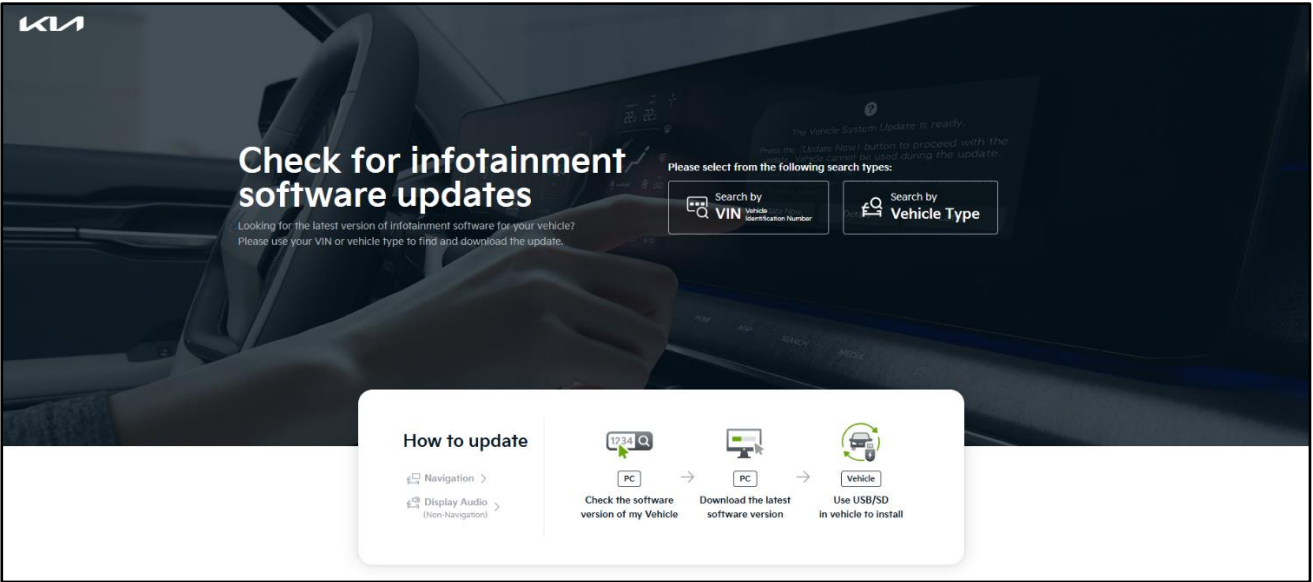


	GROUP	MODEL
	ELE	2021-2026MY All Models
	NUMBER	DATE
	422	May 2026
TECHNICAL SERVICE BULLETIN		
SUBJECT: INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM		

This bulletin provides information and service procedures for updating the infotainment systems on applicable Kia vehicles using the Kia Navigation Updater available at update.kia.com. The software update may improve system performance, enhance existing features, and apply the latest operating software for supported vehicles. Follow the procedures in this bulletin carefully to ensure a successful update.

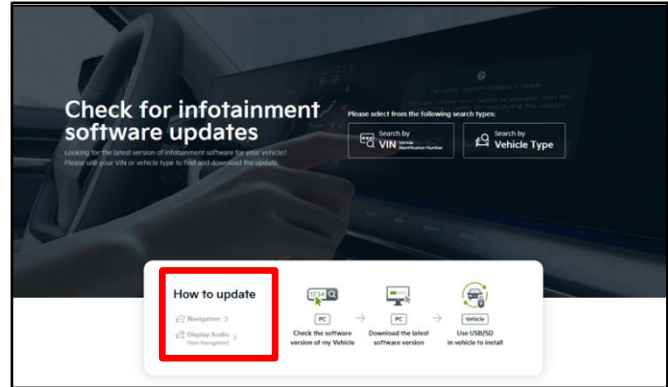


Navigation Updater Application Download	Page 2
Navigation Updater Application Installation for Windows	Page 3
Searching by VIN	Page 8
Standard GEN 5 W Update Procedure	Page 9
ccNC Update Procedure	Page 11
Display Audio 2.0 Update Procedure	Page 13

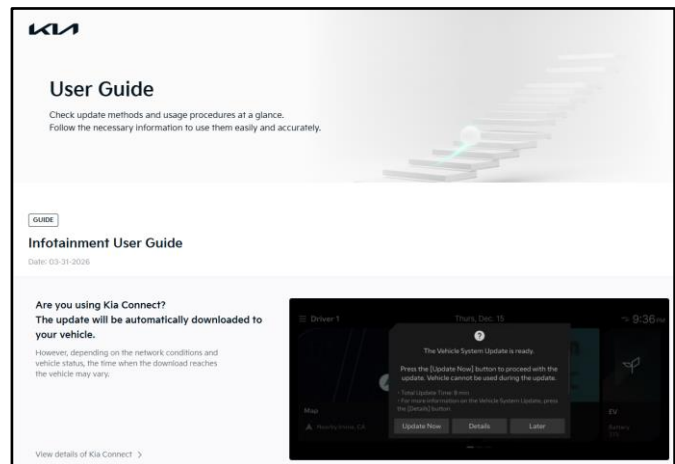
SUBJECT: **INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM**

Navigation Updater Application Download:

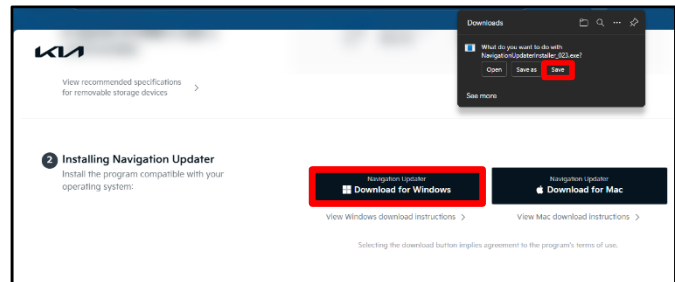
1. Go to '<https://update.kia.com/US/EN/home>'.
- 2a. Select '**Navigation**' in the '**How to update**' area.



- 2b. The '**Infotainment User Guide**' will open.

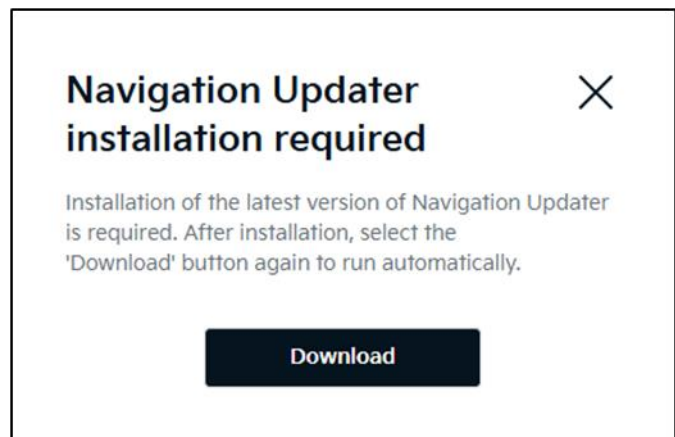


3. Select either '**Download for Windows**' or '**Download for Mac**' operating system and then save the installation file(s).



NOTICE

You may be prompted to download the Navigation Updater Installation when searching by VIN or Vehicle Type. See pages 7-8 for details.

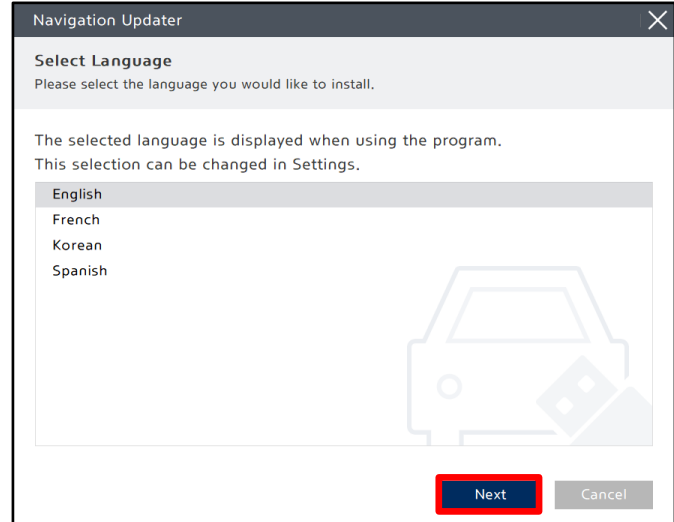


SUBJECT: **INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM**

Navigation Updater Application Installation for Windows:

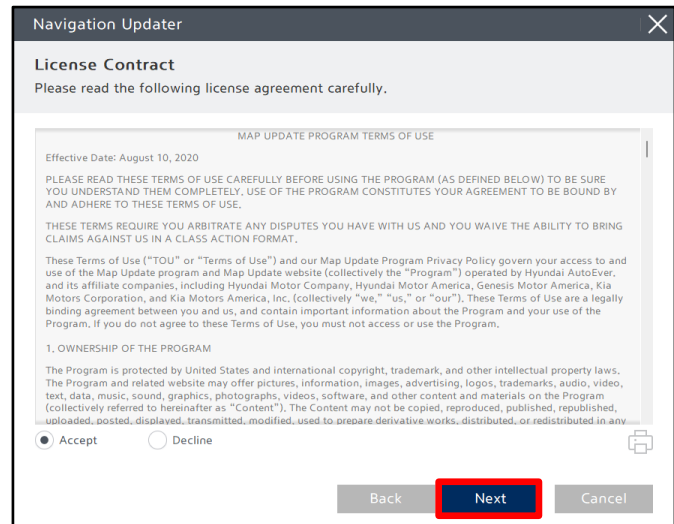
4a. Select a language (ex. 'English').

4b. Select **'Next'**.



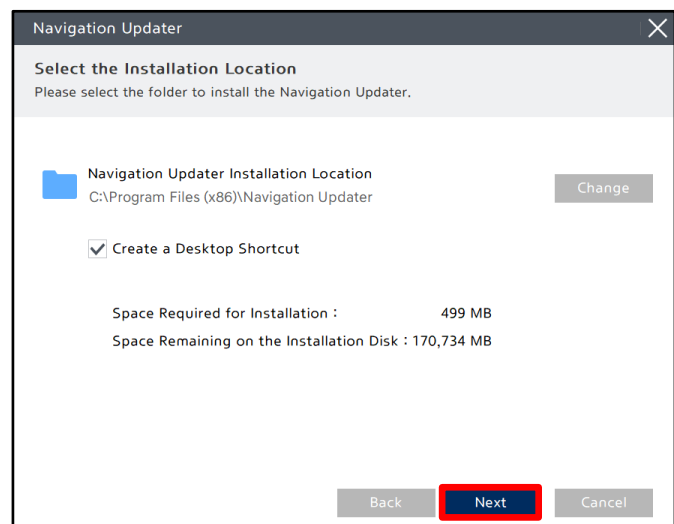
5a. Select **'Accept'**.

5b. Select **'Next'**.

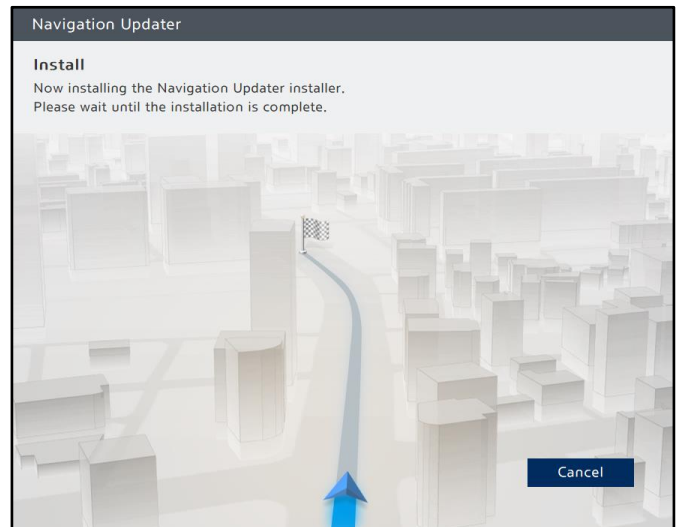


6a. Check the box **'Create a Desktop Shortcut'**.

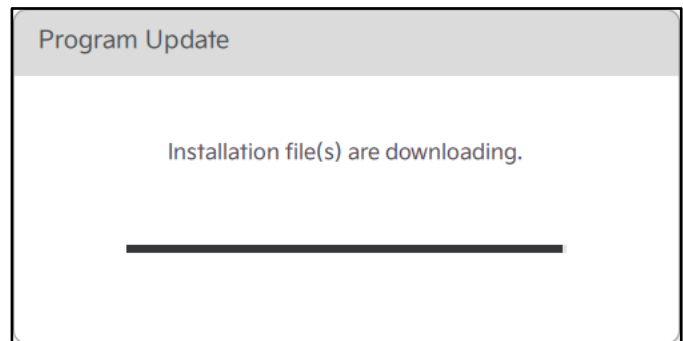
6b. Select **'Next'**.



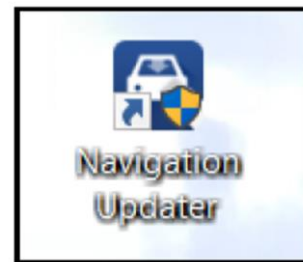
7. The **'Navigation Updater'** window will open.



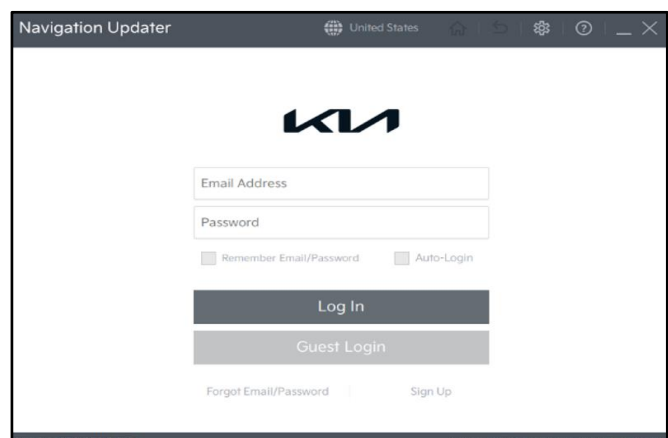
8. The **'Navigate Updater Installer'** will download the installation file(s).



9. Once the installation is complete, the **'Navigation Updater'** shortcut will be saved on the desktop.

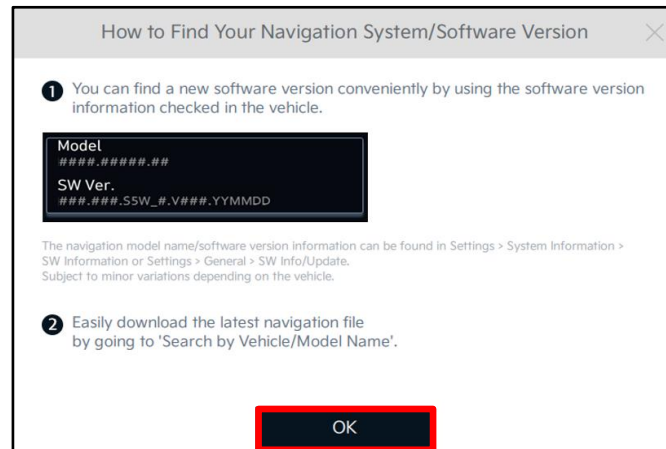


- 10a. Open the **'Navigation Updater'**.
- 10b. Log in using Kia Connect (formerly UVO) credentials or log in as a guest using 'Guest Login'.



SUBJECT: **INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM**

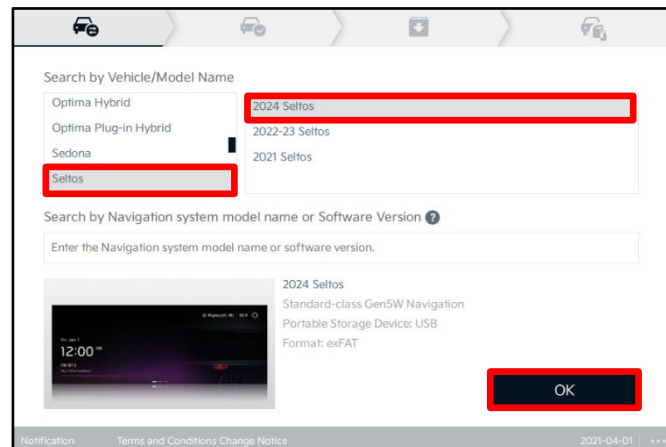
11. Select **'OK'**.



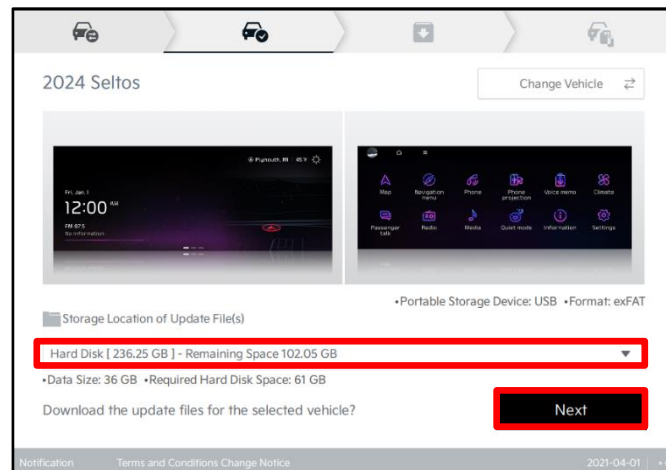
- 12a. Scroll and select **'your vehicle model'**.

- 12b. Select **'model year of vehicle'**.

- 12c. Select **'OK'**.



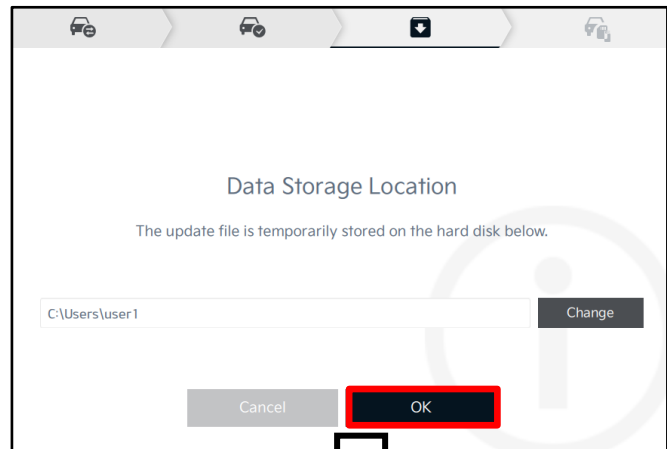
13. Verify the **'Storage Location of Updated File(s)'**, then select **'Next'**.



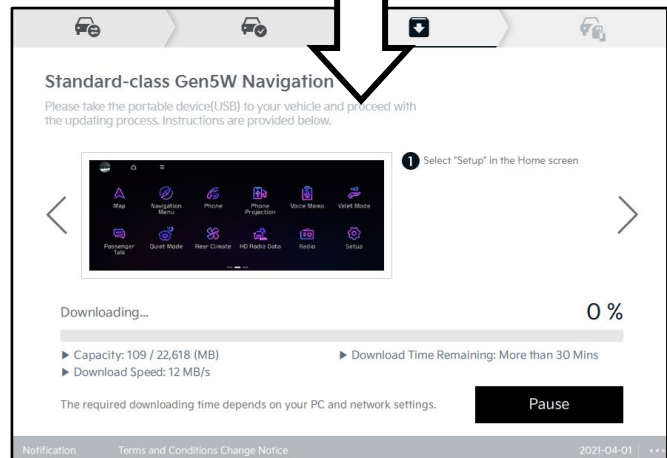
SUBJECT:

INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM

14. Select 'OK'.

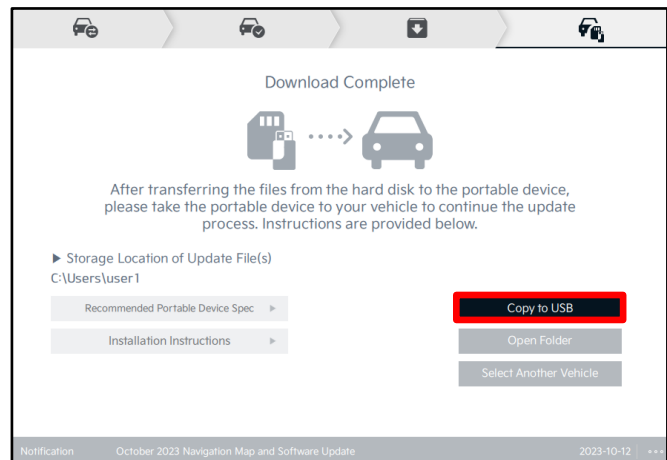


Note: Once download has completed, continue to step 15a.



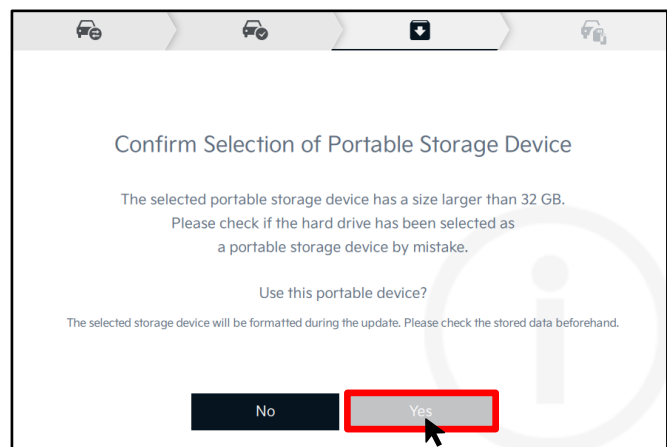
- 15a. Insert a **new or formatted** USB flash drive to the computer.

- 15b. Select 'Copy to USB'.



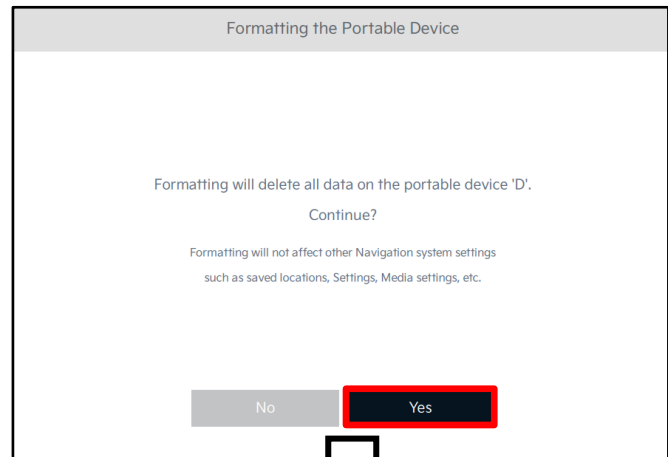
16. Select 'Yes'.

Note: By default, 'NO' is highlighted. Once 'YES' is selected, the pop-up on step 17 will populate.

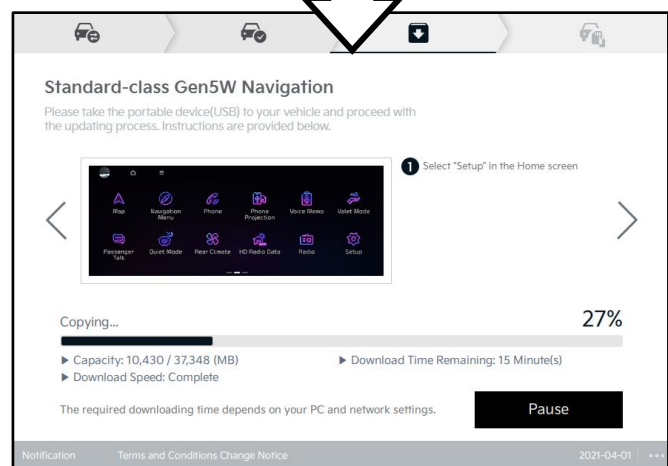


SUBJECT: INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM

17. Select 'Yes'.



18. Once the downloaded files have completed copying to the USB, proceed to the appropriate Update Procedure.

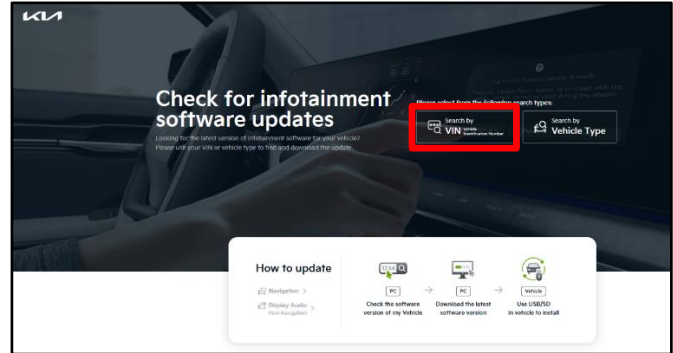


SUBJECT:

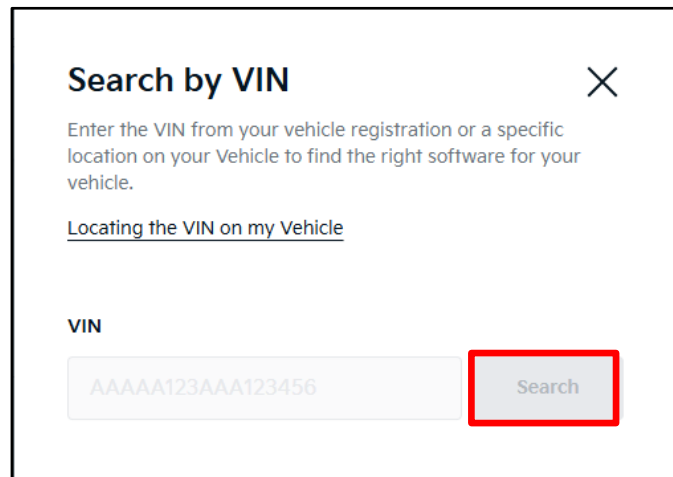
INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM

Searching by VIN:

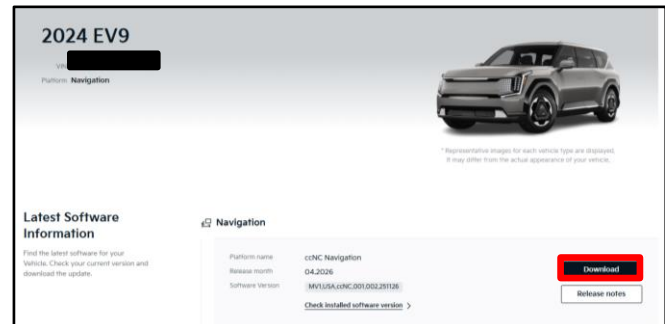
1. To search for the infotainment software update for a specific VIN, start on the the <https://update.kia.com/US/EN/home> website and select 'Search by VIN'.



2. Enter the VIN of the vehicle you wish to update and select 'Search'.

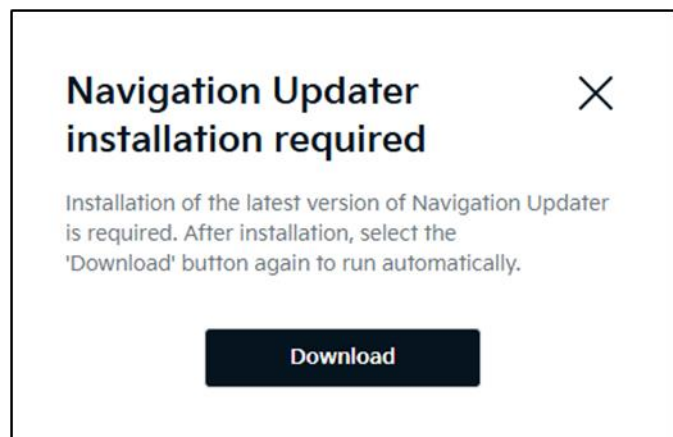


- 3a. The model year and vehicle model will display.
- 3b. Select 'Download'.



NOTICE

If the Navigation Updater application has not been installed, a prompt to download the application will display. Follow steps on page 2 to install the application.



SUBJECT: INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM
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.



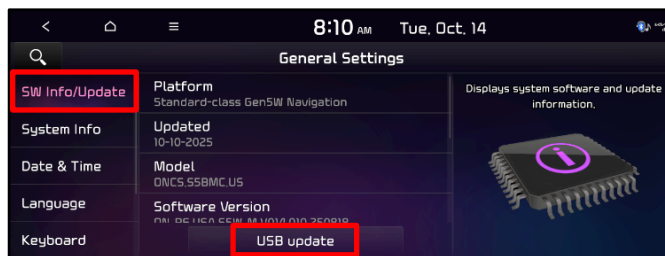
2. On the vehicle's head unit, select '**Setup**'.



3. Select '**General**'.

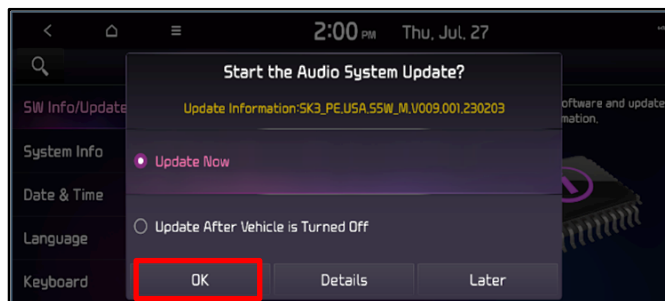


4. Select '**SW Info/Update**' then choose '**USB update**'.

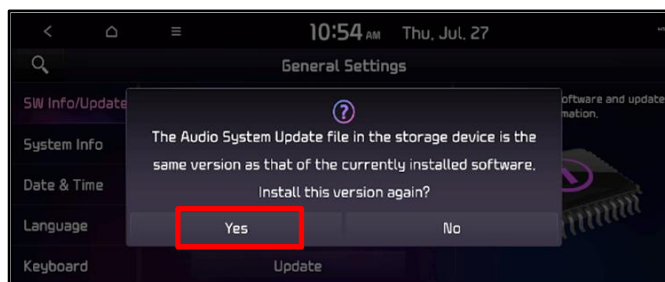


SUBJECT: INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM

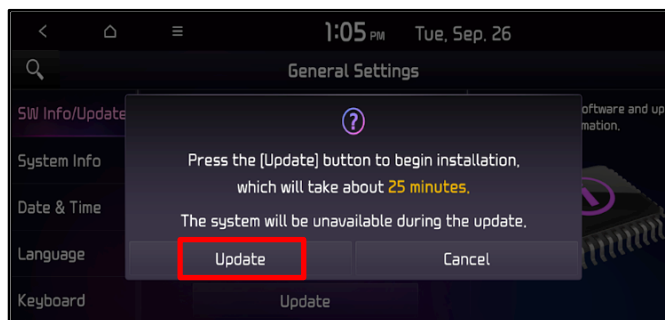
5. Select **'OK'**.



6. Select **'Yes'**.

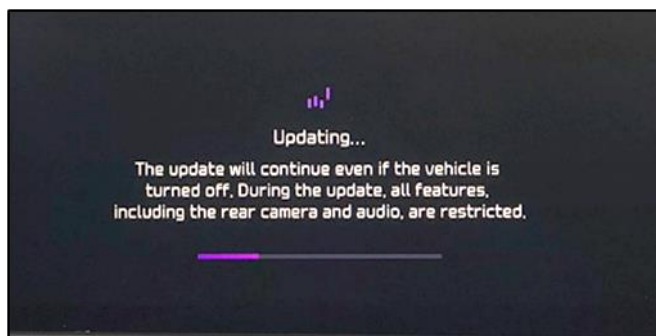


7. During this process, the following pop-up messages may appear. Continue to approve each prompt and select **'Update'** as instructed. The notice indicating an installation duration of 25 minutes may be disregarded.



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.



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



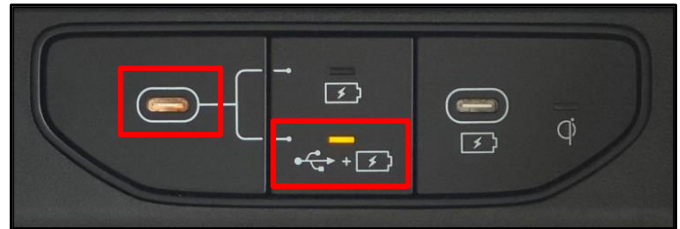
9. Remove the USB flash drive from the vehicle.

SUBJECT: INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM
ccNC Update Procedure:
NOTICE

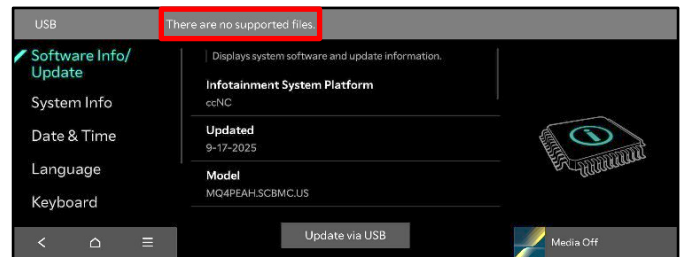
- Copying files from the USB to the vehicle may take 1 hour 30 minutes to 2 hours. **DO NOT** turn off power or remove the USB drive. Removing the USB drive during the update may cause the update duration to increase or force the update to restart from the beginning.
- **Note:** Automatic engine shutoff 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

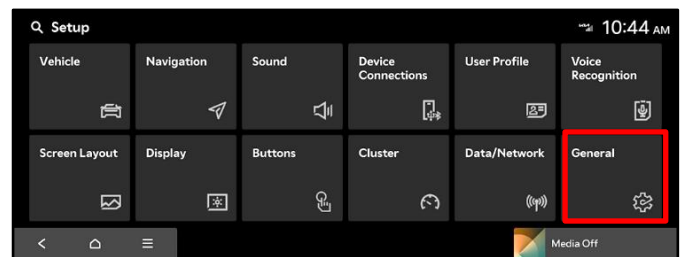
A pop-up message stating "There are no supported files." may appear if the USB flash drive does not contain any music files. This is normal operation. Proceed to the next step to start the update process.



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

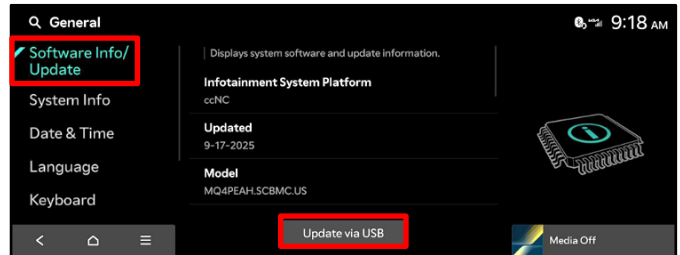


3. Select 'General'.

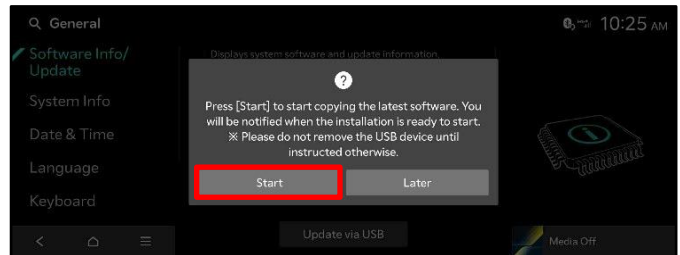


SUBJECT: **INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM**

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

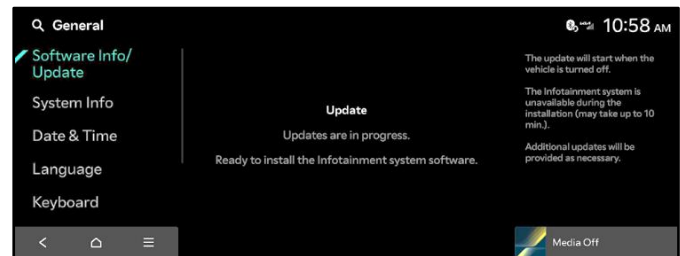
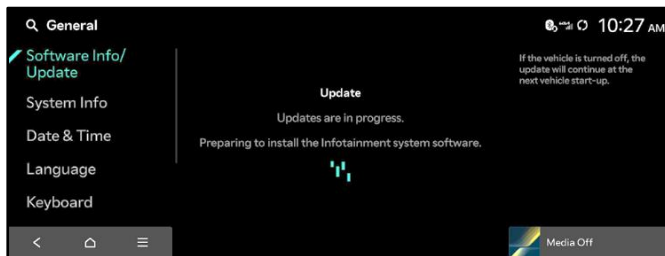


5. Select '**Start**'.

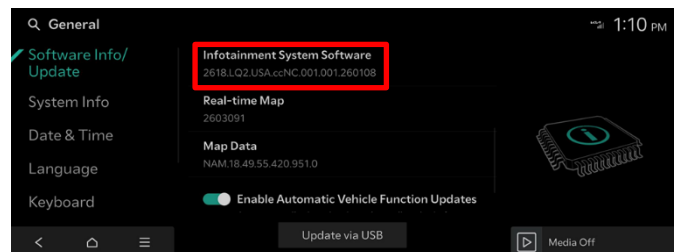


NOTICE

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.)



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



7. Remove the USB flash drive from the vehicle.

SUBJECT:

INFOTAINMENT SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM

Display Audio 2.0 Update Procedure:

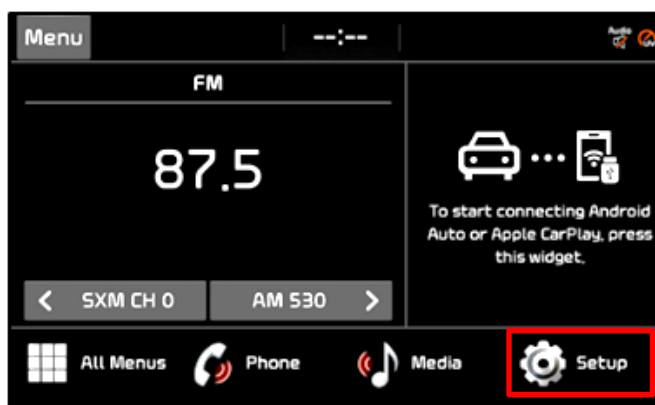
1. Once the files have been copied to the root of the USB flash drive, insert the USB to the vehicle's USB data port.

**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.



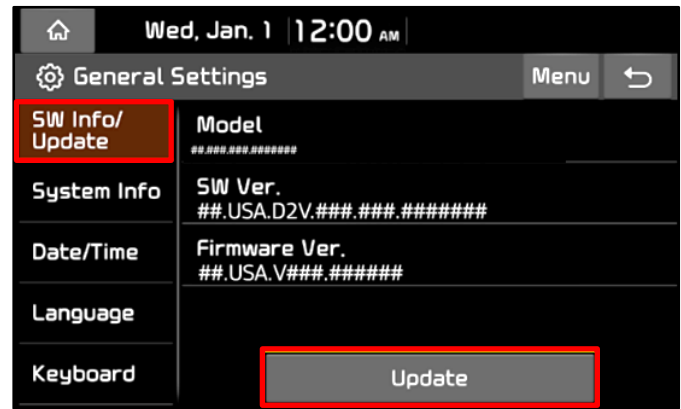
2. On the vehicle's head unit select '**Setup**'.



3. Select '**General**'.



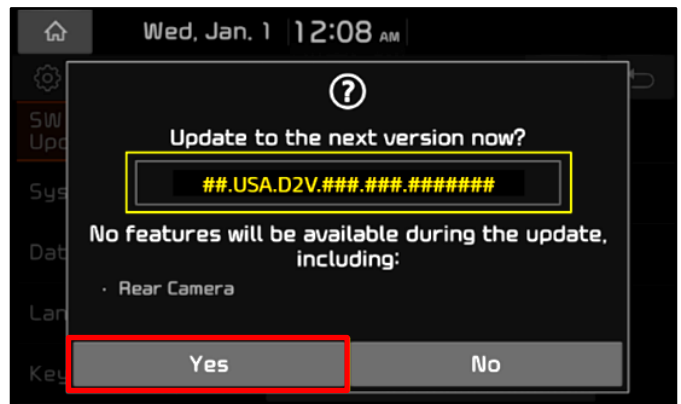
4. Select 'SW Info/Update' then choose 'Update via USB'.



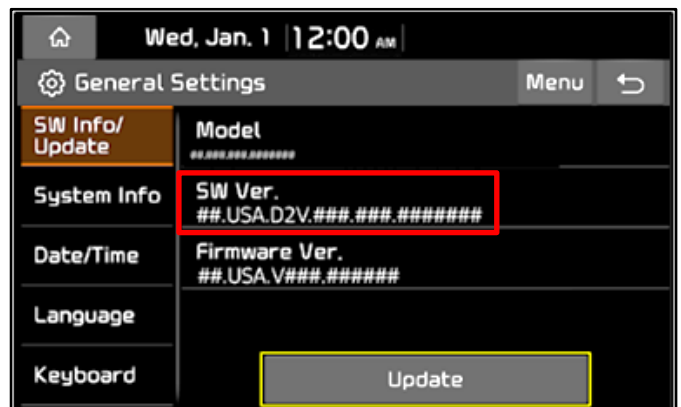
NOTICE

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 SYSTEM SOFTWARE UPDATE USING UPDATE.KIA.COM**

AFFECTED VEHICLE RANGE:

Model	Model Year
All 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.