



GROUP	MODEL
ELE	2022-2025MY Multiple Models
NUMBER	DATE
394	March 2026

TECHNICAL SERVICE BULLETIN

SUBJECT:

AVN5.0W DTC P17A000 DAIGNOSTIC PROCEDURE

This bulletin provides information regarding a potential illuminated Malfunction Indicator Lamp (MIL) accompanied by DTC P17A000 on some 2022-2025MY Hybrid Electric Vehicles (HEV) and Plug-In Hybrid Electric Vehicles (PHEV) equipped with AVN5.0Wide head units listed below. This condition occurs when the Global Positioning System (GPS) module within the Audio Video Navigation (AVN) head unit, sends an inaccurate signal to the Hybrid Power Control Unit (HPCU), causing the DTC to set. **There are no drivability symptoms associated with this condition.** Follow the procedures outlined in this TSB to inspect and if necessary, install the AVN5.0W software and inspect and if necessary, replace the antenna and/or the AVN5.0W head unit.

DTC Description:

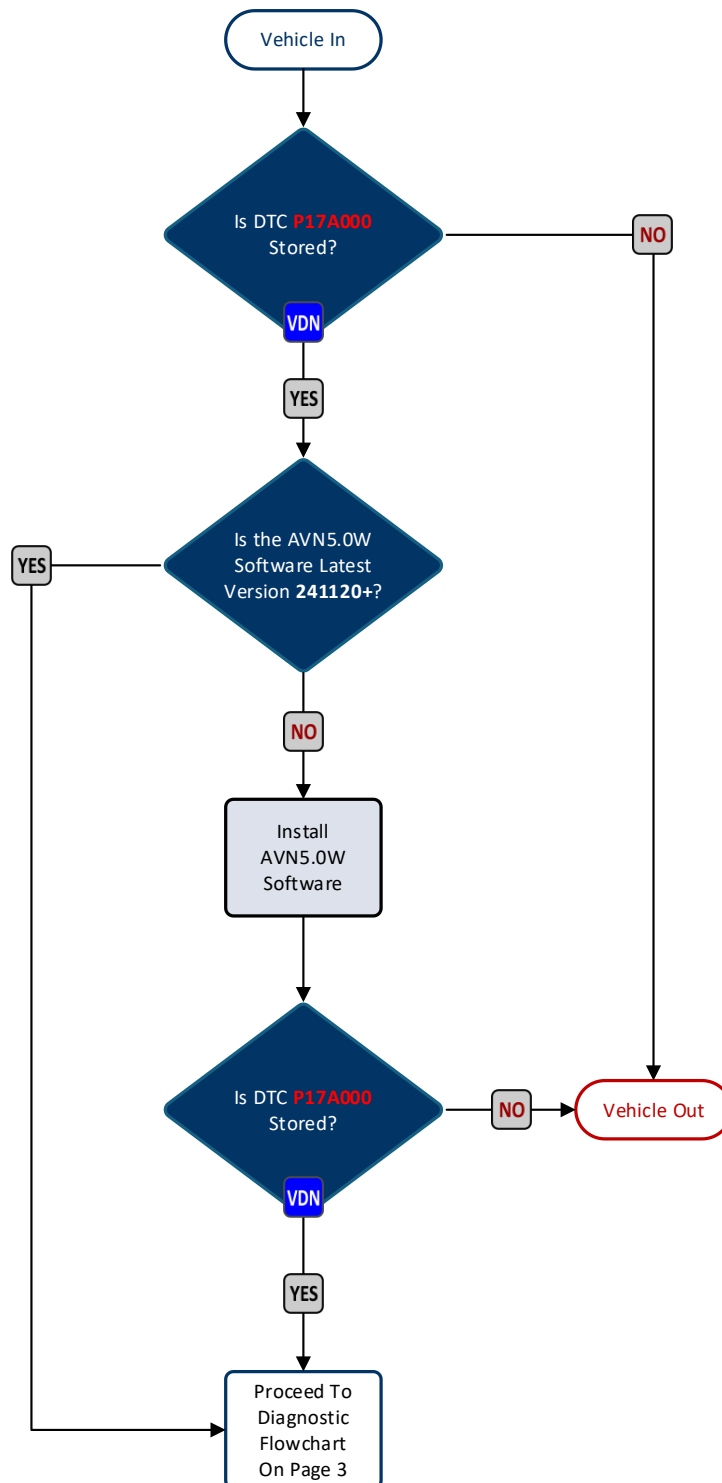
P17A000 - Navigation Control Module Requested MIL Illumination

Model	Production Range
Sorento HEV, PHEV (MQ4 P/HEV)	2022-2024MY
Sportage HEV, PHEV (NQ5 P/HEV)	2023-2025MY
Niro HEV, PHEV (SG2 P/HEV)	

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.

AVN Software Flowchart:

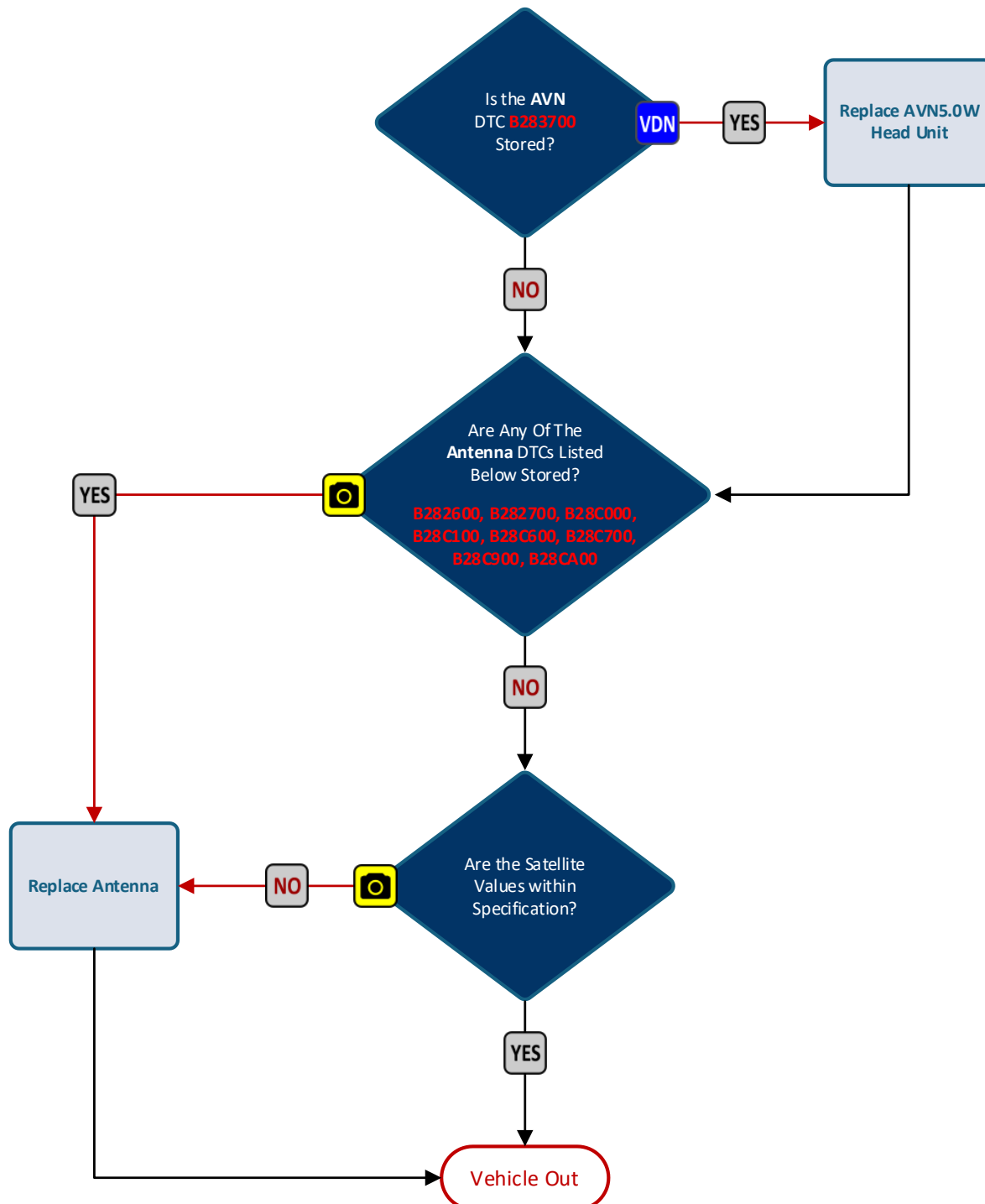


Note: A Vehicle Diagnosis Number (VDN) must be created for DTC P17A000 prior to ordering parts and performing necessary procedure(s), as outlined in this TSB. If a VDN is not created, Parts Ordering and Warranty claim submission issues WILL occur. Any claims for replacement parts are subject to Warranty review and chargeback.

SUBJECT:

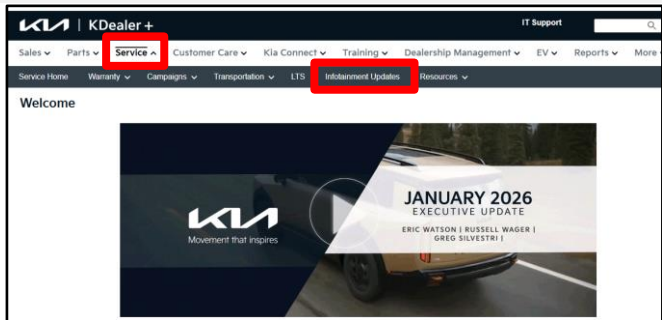
AVN5.0W DTC P17A000 DIAGNOSTIC PROCEDURE

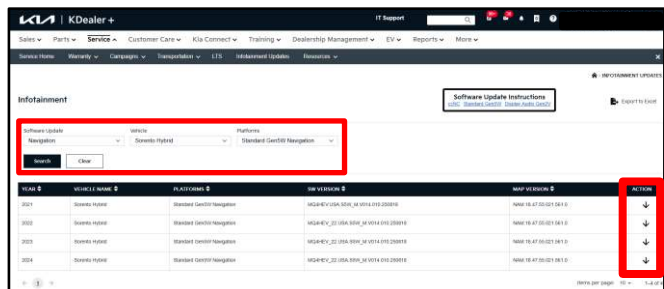
Diagnostic Flowchart:



Note: One (1) or two (2) KVID photo(s) of DTC(s) B283700, B282600, B282700, B28C000, B28C100, B28C600, B28C700, B28C900 and/or B28CA00 MUST be attached to the claim using KDS Tablet Warranty Claim Attachment Tab 'XX - Other'.

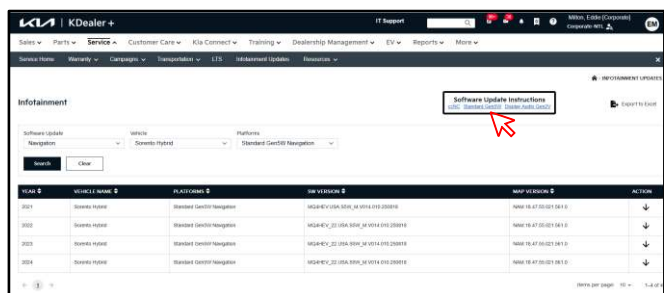
Software Upgrade Instructions:

- 1a. Open 'KDealer+'.

- 1b. Select 'Service'.
- 1c. Select 'Infotainment Updates'.
- 2a. Select the applicable 'Software Update' → 'Vehicle' → 'Platforms'.
- 2b. Select 'ACTION' for the applicable available software.



Model	Platform	S/W Version	
		Previous	New
Niro PHEV (SG2 PHEV)	GEN5W	All Prior Versions	SG2PHEV.USA.S5W_M.V013.010.241120 or newer
Niro HEV (SG2 HEV)			SG2HEV.USA.S5W_M.V013.010.241120 or newer
Sorento PHEV (MQ4 PHEV)			MQ4PHEV.USA.S5W_M.V013.010.241120 or newer
Sorento HEV (MQ4 HEV)			MQ4HEV.USA.S5W_M.V013.010.241120 or newer
Sportage PHEV (NQ5 PHEV)			NQ5PHEV.USA.S5W_M.V013.010.241120 or newer
Sportage HEV (NQ5 HEV)			NQ5HEV.USA.S5W_M.V013.010.241120 or newer

3. Select '[Standard Gen5W](#)' under the Software Update Instructions and follow the instructions to install the applicable software onto the applicable vehicle.
4. Proceed to the 'Inspection Procedure' on page 5.



SUBJECT:

AVN5.0W DTC P17A000 DIAGNOSTIC PROCEDURE

Inspection Procedure:

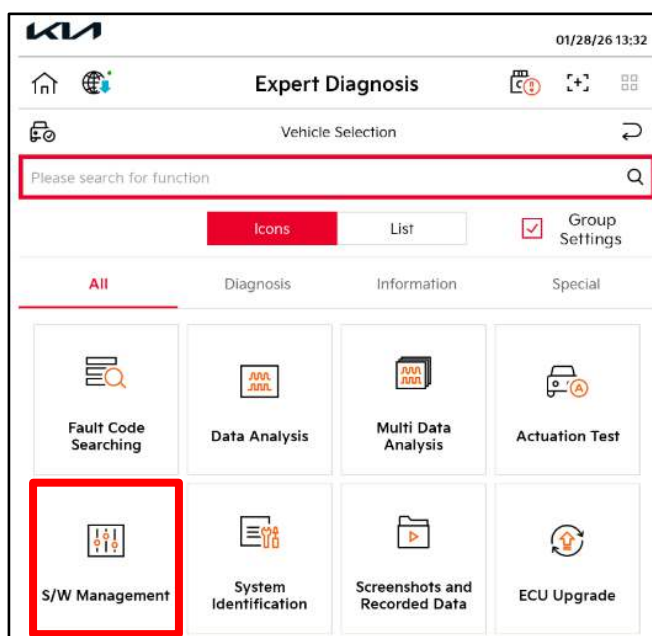
Using KDS + VCI-III Connection

1. Connect the VCI III USB-C connector to the KDS tablet.
2. Connect the VCI III to the OBD-II connector of the vehicle.



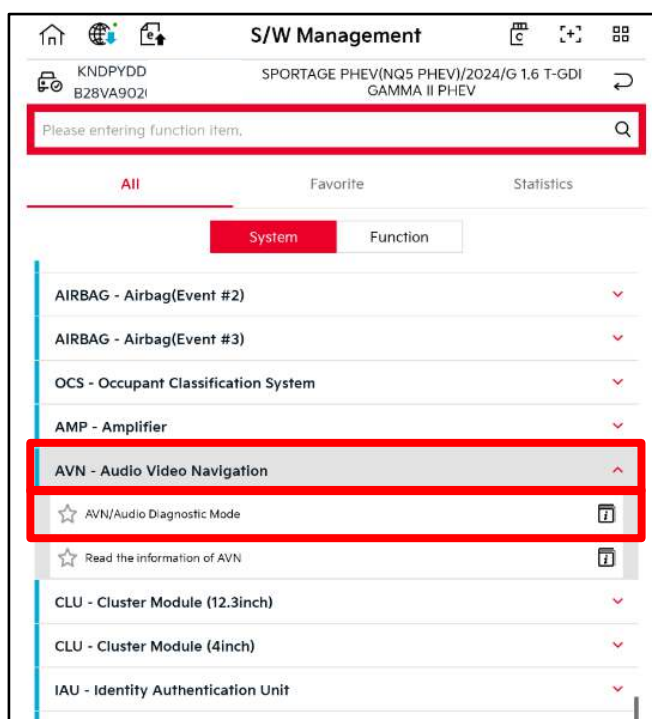
1a. Select 'Expert Diagnosis'.

1b. Select 'S/W Management'.



2a. Select 'AVN - Audio Video Navigation'.

2b. Select 'AVN/Audio Diagnostic Mode'.



SUBJECT:

AVN5.0W DTC P17A000 DIAGNOSTIC PROCEDURE

3a. Select 'Run'.

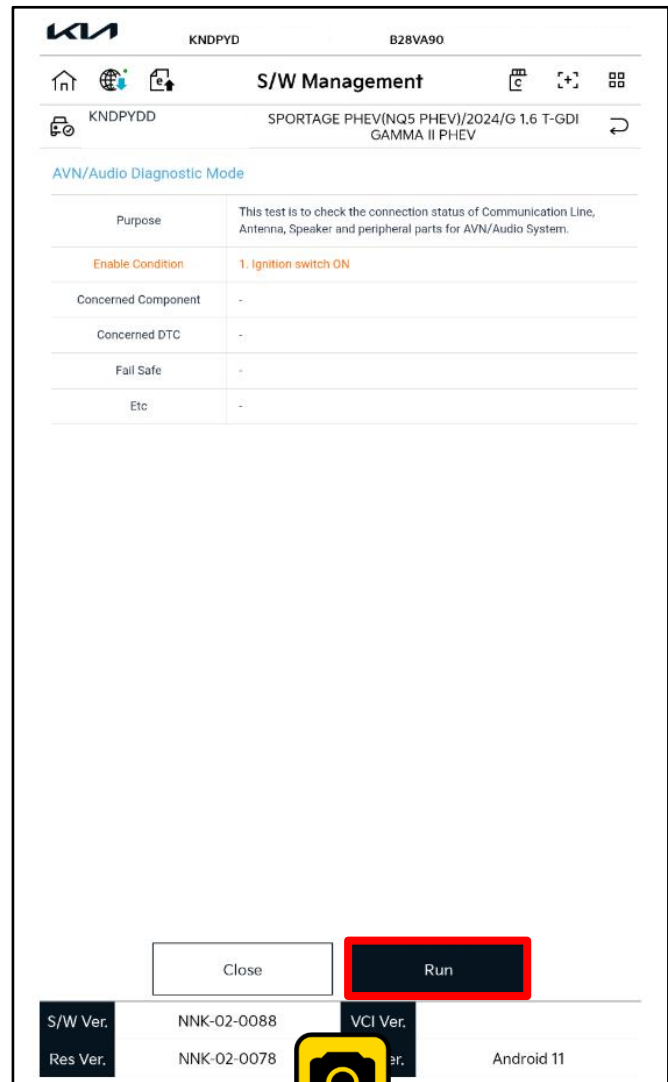
3b. Confirm if DTC **B283700** is stored.

- DTC is NOT stored (**OK**), then proceed to step 3c.
- DTC IS stored (**NG**), proceed to step 3c, then **replace** the AVN5.0W Head Unit by referring to 'AVN5.0W Head Unit Replacement Procedure' on page 9. Using KDS Tablet **Warranty Claim Attachment** Tab, take a photo of the stored B283700 DTC.

3c. Confirm if any DTCs listed below are stored.

B282600 - GPS Antenna Short State
 B282700 - GPS Antenna Open State
 B28C000 - Am/Fm Radio Antenna Short State
 B28C100 - Am/Fm1 Radio Antenna Short State
 B28C600 - Roof LTE/3G Antenna Short State
 B28C700 - Roof LTE/3G Antenna Open State
 B28C900 - C/PAD LTE antenna Short State
 B28CA00 - C/PAD LTE antenna Open State

- DTC(s) is/are NOT stored (**OK**), then proceed to step 4.
- DTC(s) IS/ARE stored (**NG**), then **replace** the Antenna by referring to the 'Antenna Replacement Procedure' on page 10. Using KDS Tablet **Warranty Claim Attachment** Tab, take a photo of the stored DTC.



SUBJECT:

AVN5.0W DTC P17A000 DIAGNOSTIC PROCEDURE

4. Turn the radio 'ON' and ensure the radio is tuned to 'FM' mode.

Note: The radio does not have to be tuned to a specific radio station. It only needs to be in 'FM' mode.

5. Select 'Setup'.

6. Select 'General'

7. Using a consistent pace, make the following adjustments/selections.

> Adjust the '**Volume**' knob to level '**7**' (A) .

> Select the '**General Settings**' banner (B).

> Adjust the '**Volume**' knob to level '**3**' (A).

> Select the '**General Settings**' banner (B).

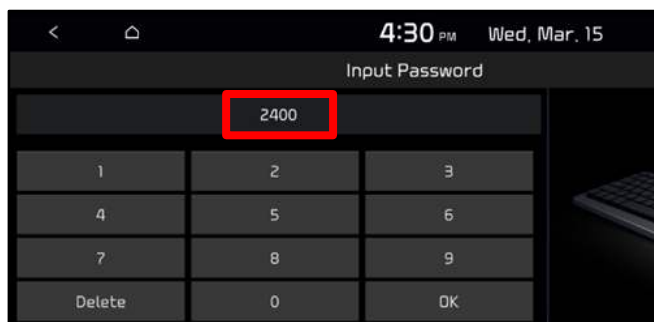
> Adjust the '**Volume**' knob to level '**1**' (A).

> Select the '**General Settings**' banner (B).

Note: The screen will NOT display feedback when selecting the 'General Settings' banner.

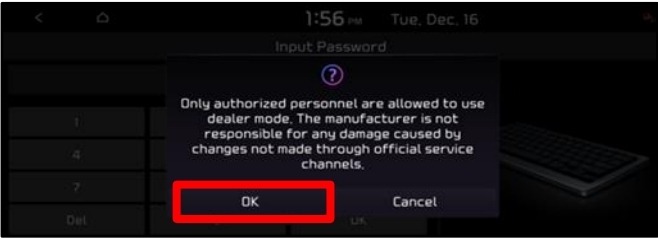
After all selections/adjustments are completed, the 'Dealer Mode' password prompt screen will populate as shown right.

- 8a. Enter password '**2400**'.



SUBJECT: AVN5.0W DTC P17A000 DIAGNOSTIC PROCEDURE

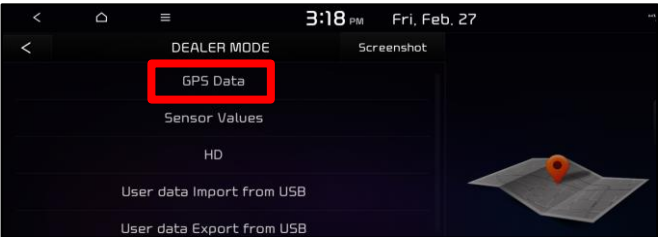
8b. Select 'OK'.



8c. Select 'Navigation'.



8d. Select 'GPS Data'.



9. Confirm the 'Satellite visible', 'Satellite received', and 'Satellite available' are within specification.

- Satellite visible, received AND available **ARE ALL** within specification (OK), then proceed to step 10.
- Satellite visible, received AND available are **NOT** within specification (NG), then proceed to the 'Antenna Replacement Procedure' on page 10. Using KDS Tablet [Warranty Claim Attachment](#) Tab, take a photo of the Satellite visible, 'Satellite received', and 'Satellite available' values.



Satellite visible, received and available Values	
When Vehicle is <u>INDOORS</u>	≥ 5
When Vehicle is <u>OUTDOORS</u>	≥ 15

10. Using the KDS, clear all stored DTCs.

SUBJECT:

AVN5.0W DTC P17A000 DIAGNOSTIC PROCEDURE

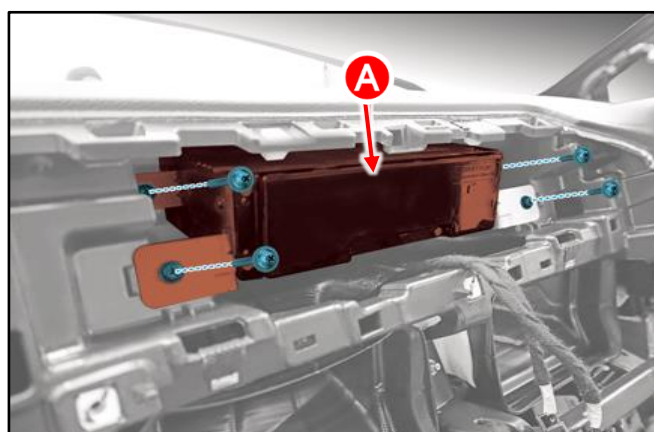
AVN5.0W Head Unit Replacement Procedure:

1. **Replace** the AVN Head Unit (A) by referring to “Body Electrical System → Audio/AVN System → AV Navigation → Removal and Installation” in the applicable Shop Manual on KGIS.

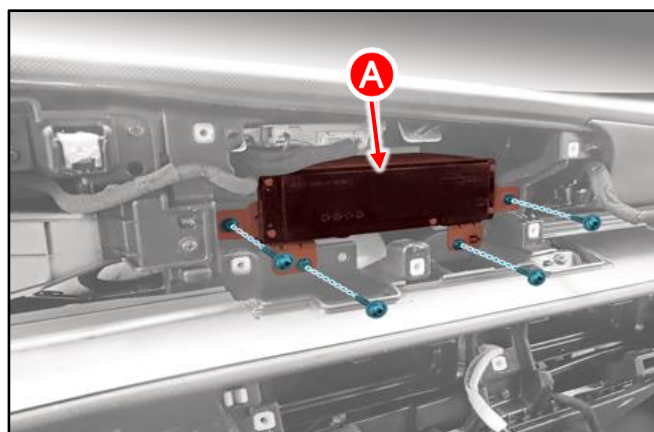


Sorento P/HEV (MQ4 P/HEV)

Replace the Audio/AVNT Head Unit (A) by referring to “Body Electrical System → Audio/AVNT System → Audio/AVNT Head Unit → Removal and Installation” in the applicable Shop Manual on KGIS.



Sportage P/HEV (NQ5 P/HEV)



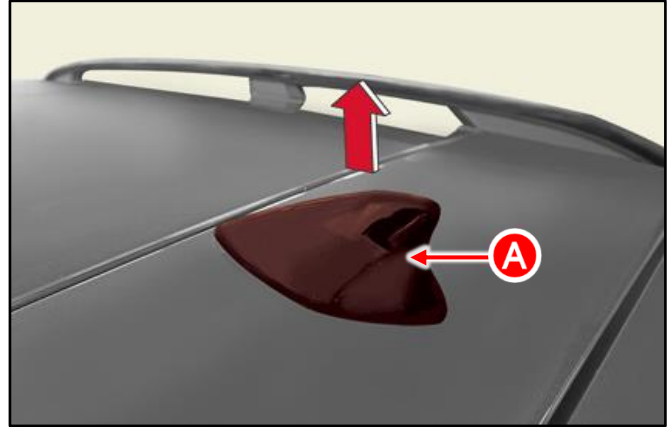
Niro P/HEV (SG2 P/HEV)

2. Using the KDS, clear all stored DTCs.
3. Reinstall all removed parts in reverse order of removal.
4. Confirm normal operation.



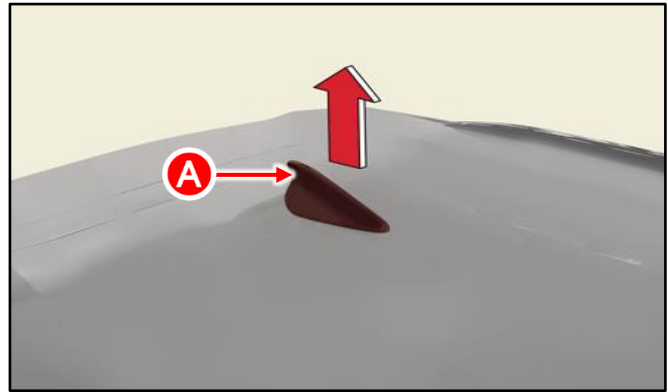
Antenna Replacement Procedure:

1. **Replace** the Antenna (A) by referring to “Body Electrical System → Audio/AVN System → Antenna → Removal and Installation” in the applicable Shop Manual in KGIS.



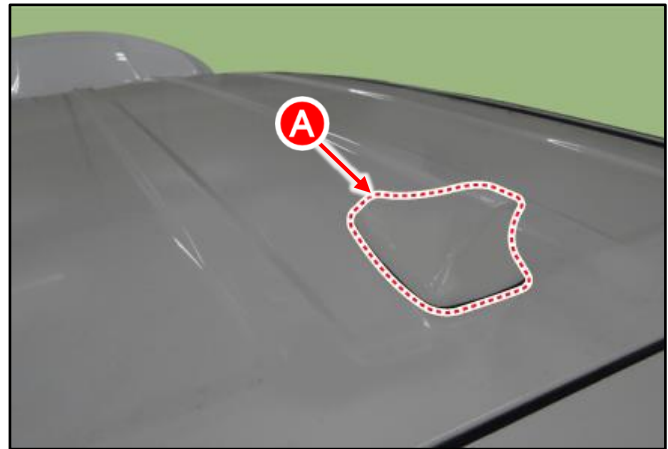
Sportage P/HEV (NQ5 P/HEV)

Replace the Antenna (A) by referring to “Body Electrical System → Antenna → Removal and Installation” in the applicable Shop Manual in KGIS.



Niro P/HEV (SG2 P/HEV)

Replace the Antenna (A) by referring to “Body Electrical System → Audio/AVN System → Antenna → Repair procedures” in the applicable Shop Manual in KGIS.



Sorento P/HEV (MQ4 P/HEV)

2. Using the KDS, clear all stored DTCs.
3. Reinstall all removed parts in reverse order of removal.
4. Confirm normal operation.

SUBJECT:

AVN5.0W DTC P17A000 DIAGNOSTIC PROCEDURE**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Sorento P/HEV (MQ4 P/HEV)	2022-2024MY
Sportage P/HEV (NQ5 P/HEV)	2023-2025MY
Niro P/HEV (SG2 P/HEV)	

REQUIRED TOOL:

Tool Name	Part Number	Figure	Location	Comments
Kia Diagnostic System (KDS)	N/A		SHOP	KDS + VCI
VCI-II Connector	N/A		SHOP	Connect Directly to KDS Using Included Ethernet Cable
64 GB Type A USB Flash Drive	N/A		Locally Sourced	AVN5.0W Software to Be Downloaded Onto USB Flash Drive Via KDealer+

REQUIRED PART:

Part Name	Part Number	Figure	Qty.	Comments
Antenna	Refer to EPC		1	N/A
AVN5.0W Head Unit			1	N/A



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WARRANTY INFORMATION:

N Code: M61 C Code: ZZ3

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time
All	W	Refer to EPC For Antenna Part Number	0	DTC Inspection Only	96210F0B	0.2 M/H
All		Refer to EPC For AVN Head Unit Part Number	0	DTC Scan + Software Update (VDN Required)	96210F0A	0.3 M/H
SG2 P/HEV		Refer to EPC For AVN Head Unit Part Number	1	DTC Scan + Software Update + AVN Head Unit Replacement (1 KVID Photo And VDN Required)	96210F0C*	0.6 M/H
NQ5 P/HEV						0.5 M/H
MQ4 P/HEV		For AVN Head Unit Part Number	1	DTC Scan + Software Update + AVN Head Unit Replacement + Antenna Replacement (2 KVID Photos And VDN Required)	96210F09*	2.7 M/H
SG2 P/HEV						3.1 M/H
NQ5 P/HEV		Refer to EPC For Antenna Part Number	1	DTC Scan + Software Update + Antenna Replacement (1 KVID Photo And VDN Required)	96210F08*	2.4 M/H
MQ4 P/HEV						2.9 M/H
SG2 P/HEV		For AVN Head Unit Part Number	1	DTC Scan + AVN Head Unit Replacement (1 KVID Photo And VDN Required)	96210F0D*	0.4 M/H
NQ5 P/HEV						0.3 M/H
MQ4 P/HEV		For AVN Head Unit Part Number	1	DTC Scan + AVN Head Unit Replacement + Antenna Replacement (2 KVID Photos And VDN Required)	96210F0E*	2.5 M/H
SG2 P/HEV						2.9 M/H
NQ5 P/HEV		Refer to EPC For Antenna Part Number	1	DTC Scan + Antenna Replacement (1 KVID Photo And VDN Required)	96210F07*	2.1 M/H
MQ4 P/HEV						2.6 M/H

Note: For Substitute Transportation policy, please refer to [Service Policy and Procedures Manual \(SPPM\) 6.11 "Kia Substitute Transportation"](#). *A [Vehicle Diagnosis Number \(VDN\)](#) must be created for DTC P17A000.

***One (1)** KDS Warranty Attachment photo of DTC B283700, B282600, B282700, B28C000, B28C100, B28C600, B28C700, B28C900 and/or B28CA00 MUST be attached to the claim using Warranty Claim Attachment Tab 'XX - Other'. This requirement applies to the following LOPs 96210F0C, 96210F08, 96210F0D or 96210F07.

***Two (2)** KDS Warranty Attachment photos of DTC B283700, B282600, B282700, 28C000, B28C100, B28C600, B28C700, B28C900, B28CA00, and the Satellite visible', Satellite received', and 'Satellite available' values MUST be attached to the claim using Warranty Claim Attachment Tab 'XX - Other'. This requirement applies to the following LOPs 96210F09 and 96210F0E. If a VDN is not created and/or KVID Photo are not added, Parts Ordering and Warranty claim submission issues WILL occur. Any claims for replacement parts are subject to Warranty review and chargeback.

