

Network Troubleshooting

- Example issues
- Hard Reset
 - Location on control panel for SG2 Niro & SP2 PE Seltos



Movement that inspires

If you are experiencing network related issues with Kia Connect, such as those mentioned below. The following slides may provide some assistance in resolving the issue. Some examples include:

In-vehicle

- App functions such as Weather is not working
- Voice command function is not working
- SOS button not connecting

Kia Connect App

- Unable to complete a full enrolment (via the Kia Connect App)
- Remote features are not working (lock/unlock, climate control)
- Map location is not updating
- Vehicle status is not refreshing





How to perform a Hard Reset

1. Switch your vehicle IGN On
2. Use a tool suitable, that will not scratch the radio, such as a pen, to gently press the small button located on the control panel (location shown on the following slides)
3. Wait for the screen to power down and power back on
4. Switch the IGN Off, wait 30 seconds, then switch the IGN On
5. Reassess your Kia Connect service
6. If the issue still occurs, please contact your nearest dealership

*Note: Seat and steering wheel settings may switch to the default position, however, will return to the saved position once your driver profile is logged in again

Hard reset button on control panel (SG2 Niro GT-Line)



Hard reset button on control panel (SP2 PE Seltos Sport, Sport +, GT-Line)

