

Over-the-Air Update

Quick Reference Guide.



Movement that inspires

Performing an Over-the-Air Update

Approve the Update

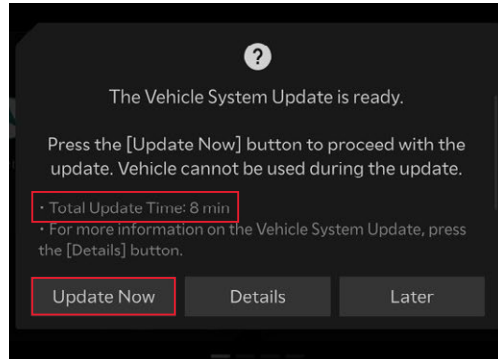
- 1 When an update is ready, and the ignition is switched off. A pop-up will display the duration of the update, with the options to:

Update Now - Proceeds to start the update

Details - Provides more information on what the update is for

Later - Allows you to delay the update until the next ignition cycle

When you are ready to install the update, click **"Update Now"**

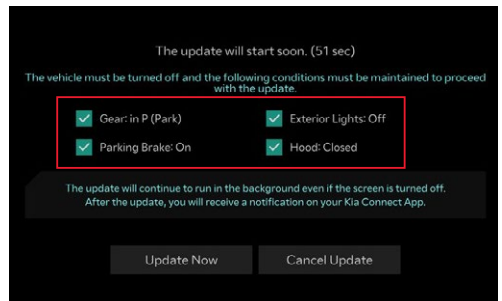


Check the vehicle status

- 2 Prior to the update, the vehicle will check specific conditions. For the update to proceed it is important to ensure:

- Ignition is off
- Gear is in P (Park)
- Bonnet is closed
- Headlights are off
- Parking brake is on
- Vehicle has sufficient battery*

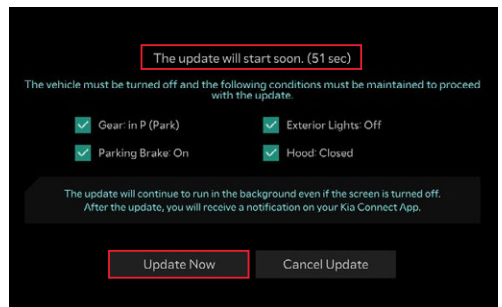
*This will be determined automatically



Update Now

- 3 If all the conditions have been met, the update will automatically commence once the timer at the top of the screen expires, or the "Update Now" button is selected.

If you decide you don't have time to complete the update, you will also have the option to "Cancel Update".

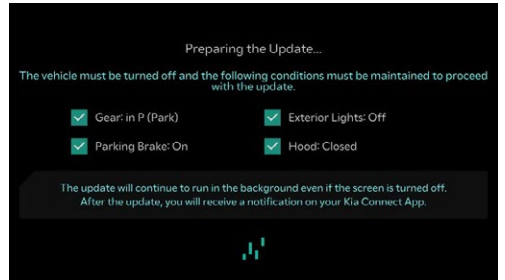


Performing an Over-the-Air Update

Update Preparing

- 4 Following the condition check, the screen will show "Preparing the Update."

At this stage, the update will shortly commence and can no longer be cancelled.

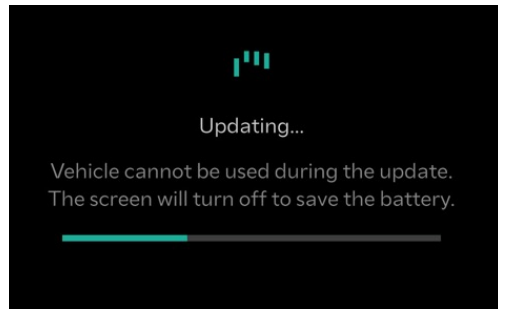


Updating

- 5 The screen* indicates that the OTA update is in progress.

It is important to ensure that during the update, none of the pre-conditions outlined in Step. 2 are changed.

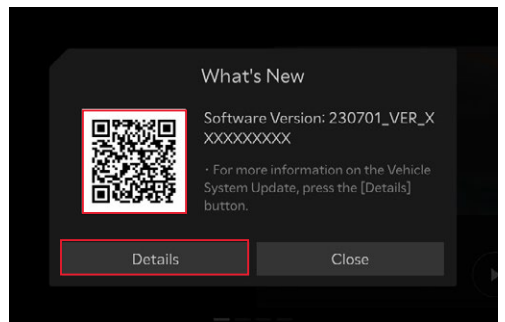
*The screen will turn off after 15-20 seconds. The update is still in progress when this occurs.



Update Complete

- 6 When an OTA update has been successfully completed, a "What's New" pop-up will appear the next time the ignition is turned on. By selecting "Details" you will be provided a brief description on what the OTA update was for.

Should you require more information, you can scan the QR code which will redirect you to the OTA Notice webpage available on the Kia Australia website.



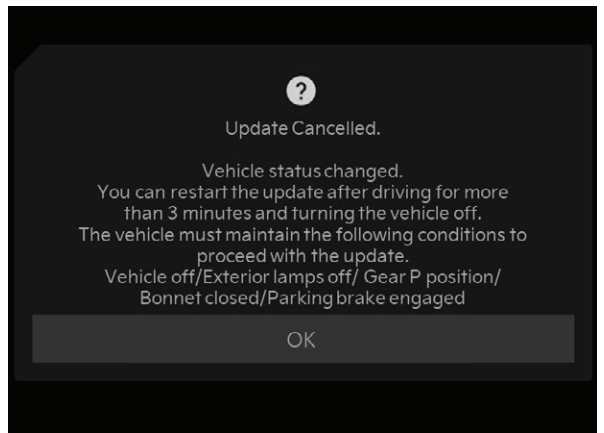
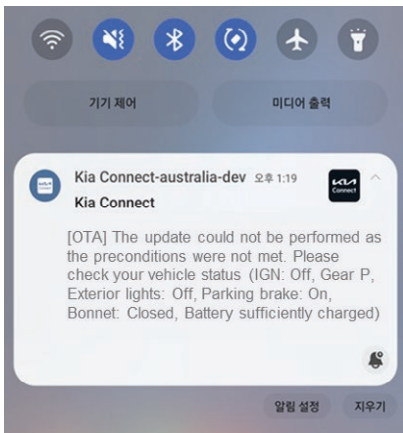
Troubleshooting

Update Cancelled

The install process could not be performed as the pre-conditions were not met prior to updating. To restart the update, simply drive your vehicle for more than 3 minutes.

The update can be approved for reinstallation when the vehicle is turned off.

Please check your vehicle status by ensuring the vehicle ignition is turned off, gear is in park, exterior lights are off, parking brake in on, bonnet is closed, and the battery is sufficiently charged.

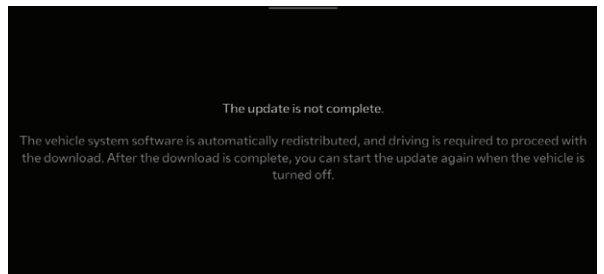


Rollback Success

In the event an OTA update is not completed, the vehicle will attempt to rollback the software. If successful, this notice will appear in the infotainment screen.

Simply drive your vehicle* to restart the download. Once completed, the update can be approved for reinstallation when the vehicle is turned off.

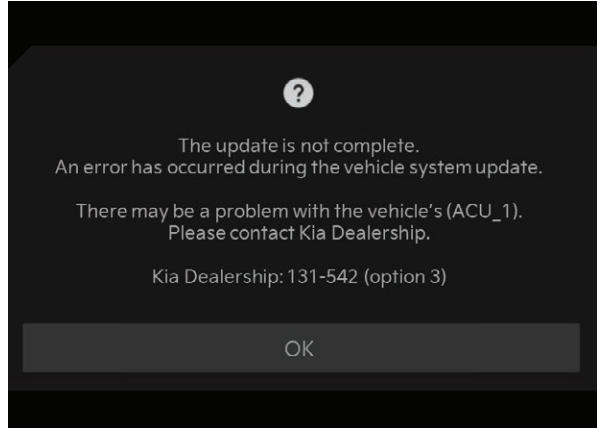
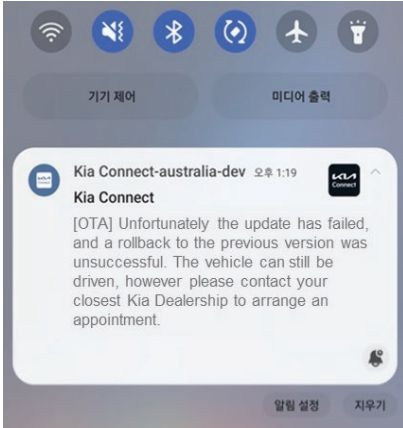
*Driving time required will vary depending on the size of the update



Troubleshooting

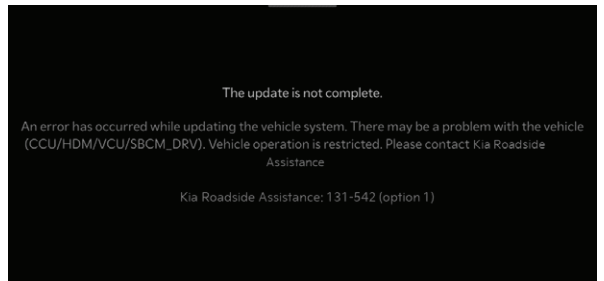
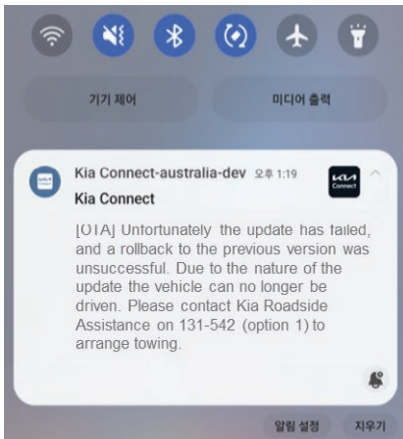
Rollback Unsuccessful (Non-Safety Unit)

In the event an OTA update is not completed, the vehicle will attempt to rollback the software. If unsuccessful, the below notices may appear in the infotainment screen and Kia Connect app. In this case, the vehicle is still safe to drive, however please contact your preferred Kia Dealership to have the update resolved.



Rollback Unsuccessful (Safety Unit)

In the event an OTA update is not completed, the vehicle will attempt to rollback the software. If unsuccessful, the below notices can appear in the infotainment screen and Kia Connect app. In this case, due to the nature of the update, the vehicle is unsafe to drive, and vehicle operation is restricted. Please contact Kia Roadside Assistance on the number below to arrange towing to your closest Kia Dealership.





CAUTION

Before commencing an OTA update customers **MUST** ensure:

- a. You have enough time for the update, and safely park the vehicle before starting the update process
- b. That all persons are outside the vehicle during the update.
- c. To not open the bonnet, replace the battery, or connect diagnostic tools to the vehicle during the update. Doing so may cause the update to fail

Before commencing an OTA update customers **MUST** be aware:

- a. You cannot use the vehicle during the update
- b. You cannot start the vehicle remotely during the update
- c. Vehicle charging is not available during the update
- d. If fitted and there is an update for the Kia Digital Key feature, the doors cannot be locked or unlocked using the digital key, fingerprint recognition, or face recognition. If the Kia Digital Key feature is being updated, you will still be able to use the smart key to lock or unlock the doors
- e. Once the update has started, you cannot cancel the update
- f. That some high voltage systems may be active for charging the 12V auxiliary battery during the update



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