

# Spark NZ 3G Sunset

Dear Kia Connect Owners,

Some of the features we offer via Kia Connect currently require 3G cellular network support.

From the 31<sup>st</sup> of March 2026, our wireless network provider will be switching off their 3G network. This will impact the emergency call SOS button and the Automatic Collision Notification (ACN) in selected Kia Connect Vehicles.

To ensure these features continue to function after the 30<sup>th</sup> of March 2026, a software update will be required to enable your vehicle to connect to the 4G VOLTE cellular network. Please refer to the table below to see if your vehicle requires an update.

Models (Fitted with Kia Connect)	OTA Update Required?	Explanation
Tasman (All Models)	Yes	If DCU OTA is not completed, <ul style="list-style-type: none"><li>• SOS/ACN calls will function normally.</li><li>• However, the SMS location re-transmission feature will not operate if calls fail in areas with poor network coverage</li></ul>
EV3 (All Models)	Yes	
Sportage (Facelift Models Only)	Yes	
EV5 (All Models)	Yes	If DCU OTA is not completed, SOS/ACN calls will not function
EV4 (All Models)	No	The VoLTE software was already applied during mass production.
EV6 (Facelift Models Only)	No	
Sorento (MY26 Onwards Only)	No	
EV9 (MY26 Onwards Only)	No	

For more information on the 3G Network Switch off please refer to: [Goodbye 3G - Spark NZ](#)