



GROUP
SST

MODEL
All Models

NUMBER
030

DATE
September 2012

TECHNICAL SERVICE BULLETIN

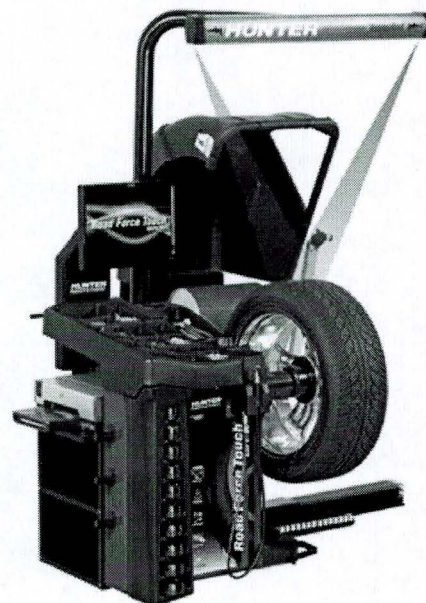
SUBJECT:

ROAD FORCE BALANCER WITH STRAIGHTTRAK REQUIREMENT

As sales and service volumes increase, it is important that KMA keep pace with the expectations of our customers. This includes having the proper equipment and the trained personnel to diagnose and correct vehicle drift or pull. Understanding the causes of vehicle drift and pull is imperative when servicing these vehicles.

A vehicle's tires can have significant effect on its drift or pull for the following reasons:

- **Ply steer**– Ply steer is an inherent characteristic in a tire which results in a lateral force as the tire rolls. Rotating the tires from side to side may aid in cancelling out the effects of ply steer and can aid in diagnosing a ply steer concern.
- **Conicity**– Tire conicity refers to the shape of the tire and how cone shaped it is. This can influence vehicle drift or pull. Conicity can be present in a new tire due to manufacturing, or in a used tire due to camber wear. Rotating tires may reduce a vehicle pull concern due to tire conicity.



Analysis has shown that many vehicle tracking concerns could have been corrected by using a Hunter Road Force Balancer with StraightTrak. The StraightTrak feature measures the lateral force of a tire due to ply steer, conicity, and other issues which may contribute to vehicle tracking. Using the Road Force Balancer is a real benefit to correct tracking concerns.

For these reasons, the Hunter Road Force Wheel Balancer with StraightTrak is now **ESSENTIAL** equipment for all Kia Dealerships.

Requirements

To ensure quality vehicle repair, all Kia Dealers are required to have a Hunter Road Force Wheel Balancer with StraightTrak on the dealership premises. Dealers **must** have this equipment in use and in proper operating order by **February 28, 2013.**

File Under: <Special Service Tools>

Circulate To:

☒ General Manager

☒ Service Manager

☒ Parts Manager

☒ Service Advisor(s) ☒ Technician(s)

☒ Body Shop Manager

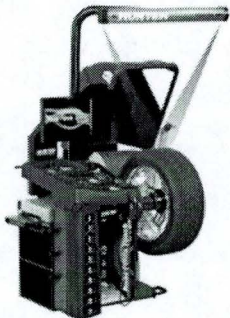
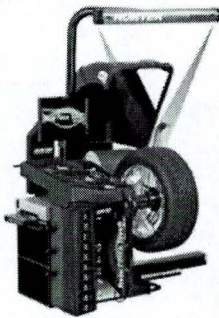
☒ Fleet Repair

SUBJECT:**ROAD FORCE BALANCER WITH STRAIGHTTRAK REQUIREMENT****Benefits and Features of the Hunter Road Force Wheel Balancer with StraightTrak**

Features	Benefits
• Diagnostic Load Roller with Auto-Open Hood • Touch Screen Interface • SmartWeight technology • eCal Auto Calibration • 10 mounting Collets with Flange Plate Adaptor • Ink Jet Printer with Storage • TDC Lasers show exact location for weights eliminating placement errors • BullsEye Centering System optimizes wheel centering	• StraightTrak technology identifies tire pull before placing tires on the vehicle • Improves vehicle ride by balancing and checking tire stiffness. • Performs a Road Force test and balance as fast as a traditional balance. • Identifies and corrects mismatch between tire and rims. • With SmartWeight Technology less weight is used during balancing.

Equipment Pricing

Two versions of the Hunter Road Force Touch with StraightTrak are available. The two balancers are identical with the exception of a motorized wheel lift.

Hunter Road Force Touch with StraightTrak	
Road Force Balancer with StraightTrak (without Wheel Lift)	Road Force Balancer with StraightTrak (with Wheel Lift)
	
Kia Special Price: \$14,299 Same as NADA Price - thru 12/31/2012 Part Number: HUNRFT03KIA Regular Price: \$15,042*	Kia Special Price: \$15,828 Same as NADA Price - thru 12/31/2012 Part Number: HUNRFT13KIA Regular Price: \$16,651*
Dealer Show Billing Option: 30/60/90 Day Billing (Approved dealers only. Offer expires 9/28/2012)	

**plus tax & shipping*

SUBJECT:**ROAD FORCE BALANCER WITH STRAIGHTTRAK REQUIREMENT****Order / Waiver Program**

Guidelines for Hunter Road Force Balancer Order / Waiver Form submissions;

- **Each Dealer must submit a Hunter Road Force Balancer Order / Waiver Form to order or request a waiver.**
- All Hunter Road Force Balancer Order / Waiver Forms must be submitted **prior to February 28, 2013.**
- Dealers failing to submit a Hunter Road Force Balancer Order / Waiver Form by February 28, 2013 will have a Hunter Road Force Balancer with StraightTrak (including Wheel Lift) automatically shipped to them. **The full cost will be billed to the dealership's open parts account.**

My Dealership Needs to:	Action to take:
Determine if our <i>currently owned</i> Hunter Road Force Balancer meets Kia's requirements, or if it needs to be upgraded.	• Complete the Order / Waiver Form and indicate the Serial Number of your Hunter Road Force Balancer. • Hunter Engineering will verify the Serial Number to determine if your balancer meets Kia's requirements or if it can be upgraded. • You will be contacted by Snap-on Business Solutions with results and/or options.
Purchase a new Hunter Road Force Touch Balancer with StraightTrak.	• Complete the Order / Waiver Form (attached to this TSB).
Submit an Order / Waiver Form	• Email: kia@snapon.com • Fax: 800-892-9651 • Online: www.KiaSpecialTools.com (new orders only, waiver request cannot be submitted online) • Phone: Kia Tool and Equipment Program at 888-542-1011.
Note: All Kia Dealerships must complete the Order / Waiver Form	

Hunter Road Force Balancer Order / Waiver Form

Reference Technical Service Bulletin SST 030

Dealer Code:	Contact:
Dealer Name:	Contact Email Address:
Date:	Contact Phone:

Waiver/Upgrade Section

Use this option to request a WAIVER for the requirement of having on the premises of my Kia dealership, a compliant Hunter Road Force Balancer, or to check if my current balancer can be UPGRADED to meet compliance with this program.

☐ I would like to check if my Hunter Road Force balancer can be UPGRADED.
(Upgrade cost is approximately \$1,200.00)

☐ I would like to request a WAIVER
Enter the SERIAL NO. of the dealership's current balancer:

Return this form to:

- Email: kia@snapon.com
- Fax: 800-892-9651

Hunter Engineering will verify the Serial Number to determine if your balancer meets Kia's requirements needs to be upgraded. You will be contacted by Snap-On with the results of the verification and to present your options.



Serial Number located on rear of balancer

Order Section

Use this option to order a Road Force Touch Balancer with StraightTrak through Kia's Equipment Program

Select the Hunter Road Force Touch Balancer with StraightTrak of your choice – with or without wheel lift.

☐ Road Force Balancer w/ StraightTrak (without wheel lift)
P/N: HUNRFT03KIA (without Wheel Lift)
Price: \$14,299*

☐ Road Force Balancer w/ StraightTrak (with wheel lift)
P/N: HUNRFT13KIA (with Wheel Lift)
Price: \$15,828*

* plus tax & shipping

Payment Options

For any questions regarding ordering or payment options, call Snap-on Business Solutions at 888-542-1011

☐ One Time Payment Billed to my Dealer's Open Account

☐ 30/60/90 Payments Billed to my Dealer's Open Account (this option expires 9/28/2012)

☐ Lease (You will be contacted by Snap-On for lease options)

Use one of the following options to submit an order:

- Online: go to "www.KiaSpecialTools.com" and click the "Special Pricing Banner" at the right side of the home page.
- Phone: call Kia Tool and Equipment Program at 888-542-1011.
- Return this form by one of the following methods:
 - Email: kia@snapon.com
 - Fax: 800-892-9651

Shipping Information

Street Address _____
City _____
State _____
Zip Code _____

Authorized Dealer Signature _____

This form expires 9/29/2012



GROUP
SST

MODEL
All Models

NUMBER
031 [Rev 1, 9-13-12]

DATE
September 2012

TECHNICAL SERVICE BULLETIN

SUBJECT: 4-WHEEL ALIGNMENT EQUIPMENT RECOMMENDATION

*NOTICE

This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

To strengthen our customer service level and help achieve Kia's initiative to **"Fix Right First Time"**, it is important to have the best tools and equipment needed to repair your customer's vehicles. Along with the Road Force Balancer (see TSB SST 030), having the proper wheel alignment equipment will assist with your technicians' competency in properly addressing customer concerns relating to vehicle ride and tracking. Modern wheel alignment equipment provides more accurate measurements in real-time to help reduce time spent on setup, measurement and adjustment when conducting wheel alignments. Equipping your shop with wheel alignment equipment may help improve customer satisfaction, and grow service revenue.

Speed + Accuracy = Profitability

Digital Imaging Technology provides dealerships with the capability to provide alignment services optimized for speed and efficiency, with simple operation and low cost of ownership. Digital cameras measure the position and orientation of a vehicle's wheels with pinpoint accuracy, using reflective targets. These systems provide precise data measurements for toe, toe out-on-turns, track width and wheelbase in real-time, saving your technicians time when making alignment adjustments.

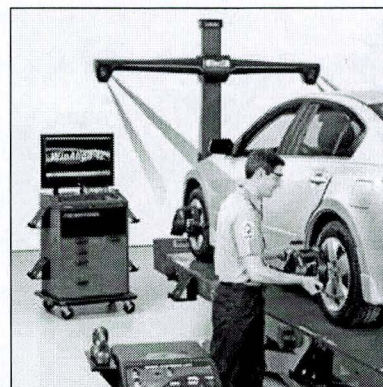
Highly Recommended

It is highly recommended that all Kia Dealerships have the ability to properly and effectively perform 4-wheel alignments. At minimum, your dealership's alignment equipment must be capable of performing the following:

- Measure Total Toe, Individual Toe, Caster and Camber
- Align all 4 wheels
- Measure Thrust Angle
- Toe out on turns
- Print Before and After Measurements

Even though modern alignment equipment is self-calibrating, it is still necessary to have your alignment equipment updated and calibrated by its manufacturer **on an annual basis**. Failing to do so may result in measurement inaccuracies that affect the quality of alignment service, and negatively impact customer satisfaction.

If your dealership sublets wheel alignment services from another service facility, it is the dealer's responsibility to ensure that facility is reputable and is following the annual update and calibration recommendations mentioned above. Also be sure your dealership retains up-to-date copies of the maintenance and calibration history of the wheel alignment equipment used at that sublet facility.



File Under: <Special Service Tools>

Circulate To:

☒ General Manager

☒ Service Manager

☒ Parts Manager

☒ Service Advisor(s) ☒ Technician(s)

☒ Body Shop Manager

☒ Fleet Repair

SUBJECT:**4-WHEEL ALIGNMENT EQUIPMENT RECOMMENDATION****Features and Benefits**

Purchasing equipment with the best features to suit the needs of your business environment can benefit your dealerships service department and your bottom line.

Features	Benefits
• High-resolution cameras • Optional Drive-On Camera • Optional Color Printer • Live Caster / Camber reading during adjustments • Optional On-Screen Technician help	• Increase customer satisfaction • Gain control over wheel alignments and tracking concerns • Help with Fix Right First Time • Opens opportunity for up sells • Selling opportunity

If you would like to take this opportunity to purchase Hunter Engineering or John Bean Wheel Alignment equipment, the information is supplied below.

My Dealership Needs to:	Action to take:
See examples of Kia Approved Alignment Equipment	• Online: www.KiaSpecialTools.com ◦ Click on Online Catalogs ◦ Under "<i>Kia Approved Equipment</i>", click on Alignment Equipment
Order new Alignment Equipment	• Online: www.KiaSpecialTools.com • Phone: Kia Tool and Equipment Program at 888-542-1011.

Note: Take advantage of Snap-On Business Solution's Facility Management information for assistance with placement of your new equipment and shop layout. This service is available at no charge. To request this service, call 888-542-1011.



GROUP
General

MODEL
All Models with
HomeLink®

NUMBER
056

DATE
September 2012

TECHNICAL SERVICE BULLETIN

SUBJECT:

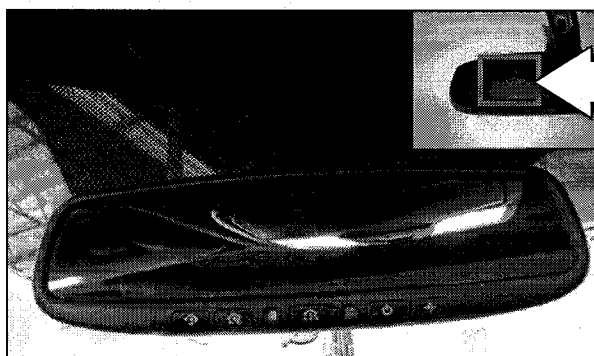
NEW HOMELINK® GARAGE DOOR OPENER PROTOCOL

A new HomeLink® protocol is being introduced that may affect owners of current and previous-generation Kia vehicles equipped with HomeLink® mirror-integrated transmitters and built prior to Fall 2012-Winter 2013, except for Sedona (VQ).

In 2011, the new protocol, called HomeLink® IV (also referred to as HomeLink® with QuickTrain™), began to be introduced on garage door openers made by the Chamberlain, LiftMaster, and Craftsman brands. These HomeLink® IV openers are fitted with a yellow antenna wire. Previous generation HomeLink® III garage door openers, which may continue to be sold until old inventory is exhausted, can be operated normally by HomeLink® IV mirrors. However, HomeLink® IV garage door openers require special modifications to be operated by HomeLink® III mirrors.

The figure below shows how to identify HomeLink® IV mirrors, based on the FCC ID, which is laser-marked onto the rear housing of the mirror. "HL4" signifies HomeLink® IV, whereas "HL3" signifies HomeLink® III.

HomeLink® mirror P/N is located on the back of the mirror as shown.



Patents Listed Inside

FCC ID: NZLGHSHL4
IC: 4112A-GHSHL4
MODEL: GHSHL4
060911105-2292 34738903

If a customer has a HomeLink® IV garage door opener (with a yellow antenna wire) and a HomeLink® III mirror, the customer may have to purchase and install a repeater kit in the garage, which is available from HomeLink®. Other combinations of mirrors and garage door openers are not affected by this change.

For further assistance on HomeLink programming and for confirmation on whether a repeater kit is necessary, please direct customers to contact HomeLink at www.homelink.com or 1-800-355-3515.

File Under: <General>

Circulate To: ☒ General Manager ☒ Service Manager ☒ Parts Manager
☒ Service Advisor(s) ☒ Technician(s) ☒ Body Shop Manager ☒ Fleet Repair



GROUP
General

MODEL
Optima Hybrid
(TF HEV)

NUMBER
055

DATE
September 2012

TECHNICAL SERVICE BULLETIN

SUBJECT: OPTIMA HYBRID CONTROL MODULE UPGRADES

This bulletin provides information related to upgrading hybrid control modules when they are replaced on an Optima Hybrid. Whenever a module in the list below is replaced, the new (replacement) module must be verified to be of the latest ROM ID available.

- **ECU:** Engine Control Unit
- **TCU:** Transmission Control Unit
- **MCU:** Motor control unit (contained within the Hybrid Power Control Unit—HPCU)
- **BMS:** Battery Management System
- **LDC:** Low-voltage DC-to-DC Converter (contained within the HPCU)
- **HCU:** Hybrid Control Unit (contained within the HPCU)

In the required Techline case for a vehicle repair, the technician should include the ROM ID of the original and new (replacement) control module(s), and then update to the latest ROM ID available by using the procedure below and by referring to notices, cautions, warnings, upgrade event #173, and details in TSB Engine 105 (Service Action 090). Although TSB Engine 105 applies to units with production dates prior to 9/22/2011, these production dates do not apply to this TSB GEN 055.

*NOTICE

Ensure that the VCI is updated with the latest firmware version.

1. Identify the replaced component in this ROM ID Information Table:

Model	System	P/N	ROM ID	
			Previous	New
Optima Hybrid (TF HEV)	ECU	39108-2G910	PBY4RAAC	PBY4RC0A
	TCU		PBY4RABA	
			TTF2H24SA1	TTF2H24SA3
	MCU	Subassembly of HPCU	HM04503ER0	HM04506ER0
	BMS	37513-4R000	4600, 4700, 4800	4900
	LDC	Subassembly of HPCU	HL04501ER2	HL04501ER3
	HCU	Subassembly of HPCU	GYFEANEHHS4-C000	GYFEANEHHS5-C000

File Under: <General>

Circulate To: ☒ General Manager ☒ Service Manager ☒ Parts Manager
☒ Service Advisor(s) ☒ Technician(s) ☒ Body Shop Manager ☒ Fleet Repair

SUBJECT:**OPTIMA HYBRID CONTROL MODULE UPGRADES**

2. Check the ROM ID of the replaced component. If the replaced component has the same ROM ID that is shown in the "PREVIOUS ROM ID" column, proceed to the next step. If not, no ROM ID update is necessary.
3. Using the GDS, update only the replaced component by following the instructions for a **MANUAL MODE UPGRADE** in TSB Engine 105, **except:**

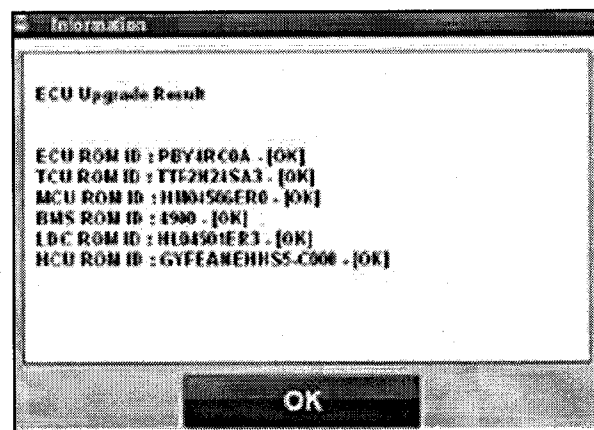
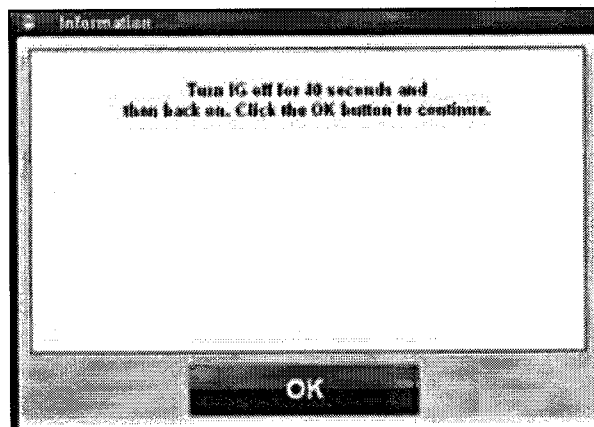
In Step 4 of TSB Engine 105, Manual Mode Upgrade procedure, turn the ignition key ON to update only the module(s) identified in Step 2 of this procedure as needing an update. Leave the ignition key OFF and click OK in the pop-up window displayed for each module that is not being updated.

The upgrade process follows the following sequence and a pop-up window (symbolized by "→" and shown in the screenshot on the right) appears before each module update:
[→ECU→TCU→MCU→BMS→LDC→HCU]

For example, if a BMS is replaced and is identified as requiring an update per Step 2 of this procedure, the ignition should remain OFF and OK should be clicked on the first three pop-up screens. On the fourth pop-up screen, turn ignition ON and click OK and allow the module to be updated. For the remaining pop-up screens, leave the ignition OFF.

In the case of an HPCU replacement, all internal modules (MCU, LDC, and HCU) should be checked and updated if necessary. If all three modules require an update, this can be done by turning the ignition ON for only the third, fifth, and sixth pop-up windows.

A confirmation of the upgrade process is displayed at the conclusion of the updates, and this screen info should be checked to ensure that the appropriate updates were performed correctly.





KIA MOTORS
The Power to Surprise®

GROUP
General

MODEL
Optima Hybrid
(TF HEV)

NUMBER
PS220

DATE
September 2012



SUBJECT:

PITSTOP: FUEL EFFICIENCY TIPS AND TROUBLESHOOTING PROCEDURE

The Optima Hybrid (TF HEV) offers customers the potential of excellent fuel economy. However, because many people do not understand the published EPA-rated city/highway numbers, some customers may bring a vehicle to a dealership service department if they are not achieving fuel economy within that range. The following information is provided so that the service department will be well informed to answer the customer's concern and, if necessary, to troubleshoot the vehicle.

Remember, EPA (window label) fuel economy estimates are not guarantees by manufacturers. Rather, they are intended to be used for comparison between models of the same class. Here is what the EPA says about these numbers:

The fuel economy ratings are an estimate.

The purpose of the fuel economy ratings is to provide consumers with estimates to use in comparing the gas mileage of different vehicles. It is not meant as a guarantee of the gas mileage each driver will achieve. Since no test can simulate all the possible conditions that affect fuel economy, such as climate, driver behavior, road condition, and car care habits, your actual mileage will always vary some from the estimates.

The EPA emphasizes that real world vehicle mileage will depend on numerous factors, and some critical ones can be controlled by the customer. Here is what EPA says about these variable factors:

Factors that affect Fuel Economy.

It is essential that EPA's fuel economy estimates continue to be derived from controlled, repeatable laboratory tests to enable a standardized or "level playing field," comparison between all vehicle models. Although EPA's fuel economy tests are designed to reflect typical driving conditions and driver behavior, several factors can significantly affect how many miles per gallon (mpg) your car gets: how and where you drive; vehicle condition and maintenance; fuel variations; vehicle variations; and engine break-in (this is described on Many Factors Affect MPG page. Because some vehicles are more

sensitive to these factors than others, the impact of the changes will vary from vehicle to vehicle. The nature of current hybrid technology -- the addition of a battery as a second source of on-board power, sophisticated control systems, and sometimes a smaller engine -- makes a hybrid's fuel economy more sensitive to certain factors, such as colder weather and air conditioning use. (Source: <http://www.epa.gov/oms/about/faq.htm>)

Several key things are worth emphasizing to the customer.

- **Drive efficiently.** When it is safe to do so, follow these tips for more efficient driving.
 - **Monitor the ecoGuide indicator.** This gauge offers the best feedback to drivers about their efficiency, especially during acceleration. Keep the indicator in the green zone whenever possible.
 - **Obey the speed limit.** The hybrid system can achieve highest efficiency when highway speed limits are complied with.
 - **Apply the accelerator pedal smoothly.** Smooth, steady applications of the accelerator pedal deliver higher efficiency than when the pedal is pressed and released sharply or repeatedly during acceleration, hill-climbing, and cruising.
 - **Use cruise control on the highway.** When used, cruise control helps you keep a constant speed and therefore will save gas in most cases. However, customers should always be reminded that cruise control should only be used when it is safe to do so.
 - **Brake early and smoothly.** When approaching a stop or slow down area, start braking early and smoothly progress to stop or slow down your vehicle safely. This allows for the best possible brake energy regeneration.
 - **Obtaining the best fuel economy is a learning process.** Make sure the customer understands that getting maximum fuel economy requires a learning process using the feedback information in the vehicle and also by listening to others in your vehicle and their observations on the smoothness of your driving. The customer's objective should be to learn over time how to use the accelerator and brake pedals most efficiently.
- **Use the climate control wisely.** Properly adjusting the climate control can save electricity, which is used to drive the wheels whenever possible, thereby reducing gasoline use.
 - **Use AUTO mode and set the desired temperature.** The fully automatic climate control system achieves the target temperature as quickly and efficiently as possible, similar to many home thermostats. Press the *AUTO* button, and use the temperature knob to set the driver and passenger desired temperatures. Avoid setting the temperature to *LO* (or "Max A/C" mode) when not needed.
 - **Operate in ECON mode.** Press the *ECON* button until the indicator light illuminates. This saves electrical power while keeping the occupant compartment comfortable.
 - **Turn the A/C off when not needed.** It is common for many people to leave the air conditioner on at all times. With a hybrid, the unnecessary use of the air conditioning uses up electricity, thus increasing the time the engine needs to be using gasoline to operate. To deactivate the air conditioning, press the

A/C button two or three times, until the A/C light turns off. Whenever the *AUTO* button is pressed, the A/C may be activated again (read about Defogging Logic in the owner's manual, as the A/C light behavior can be changed if desired).

- **Monitor the vehicle's fuel economy.** The best indicator of average fuel economy is the *Average MPG* readout in the trip computer (located in the gauge cluster). Immediately after refueling, the *Average MPG* readout may climb and fall significantly. This is normal. Judge fuel economy several miles after refueling. If the customer is not satisfied with their MPG, they will need to adjust their driving habits in a consistent manner to find the actions which do the best job of reducing this number. Some other indicators related to fuel economy may require further explanation to the customer, and they provide less critical efficiency feedback than the *Average MPG* readout:
 - The blue *INST Fuel Economy* ring around the *Average MPG* readout indicates the instant fuel economy, and this ring changes frequently, even while driving at a steady speed. This is normal.
 - The *EV Mode* indicator light will come on when electricity from the hybrid battery is the sole source of propulsion. The light normally cycles on and off.
 - The historical fuel economy "leaf" chart in the navigation system display (if equipped) displays a snapshot of instant fuel economy every 2.5 minutes. This display is not an indication of average fuel economy.

If a customer's concern is not resolved by getting the customer to change their driving habits, the following actions may be taken by a service department team member:

1. **Compare the customer's vehicle to a like vehicle.** Select a route to drive with consistent traffic (5 to 10 miles is sufficient). The *Average MPG* in each vehicle should be reset at the beginning, both vehicles should start at the same operating temperature, and both vehicles should have the same climate control and accessory settings. If the difference between the two vehicles' *Average MPG* is greater than 15%, inspect the vehicle for a powertrain, maintenance, or non-Kia accessory issue.
2. **Observe the customer's driving style.** Reset the *Average MPG* at the beginning of the drive, ride in the passenger's seat while the customer drives, and quietly take notes. After 5 to 10 miles, stop the vehicle and provide the customer with respectful, constructive feedback where inefficiencies have been observed. Then, reset the *Average MPG* and ask the customer to drive the same route while minding the advice. If the advice is followed, fuel economy should improve noticeably. Make sure to keep in mind while talking to the customer that the EPA rating city/highway numbers are NOT intended to present real world mileage numbers, but are intended to allow customers to compare different vehicle models as to their relative efficiency.

Improved driving techniques are an essential part of increased fuel economy. The key to ensuring customer satisfaction in response to fuel economy concerns is to personally learn how a driver who desires the best fuel mileage can achieve that goal. Dealership personnel should also familiarize themselves with the Kia Optima Hybrid and practice achieving higher mileage themselves.



KIA MOTORS
The Power to Surprise®

GROUP
Transmission

MODEL
Forte (TD)
2011-2013

NUMBER
PS221

DATE
September 2012



SUBJECT:

PITSTOP: FORTE TRANSMISSION IDENTIFICATION

All TD Forte 2011-2013MY vehicles both Koup and Sedan use a similar 6-speed automatic transmission. However, there are slight variances between the transmissions. The main difference between these transmissions is the final drive gear ratio. The Koup transmission final drive is geared at 3.195 and the Sedan is geared at 2.885. Due to this the transmissions are not interchangeable. If the wrong transmission is installed it will cause a harsh shift concern and may not set any DTC's making it difficult to diagnose the root cause of the concern.

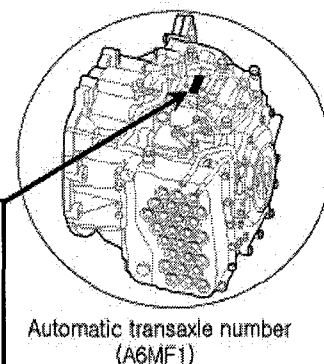
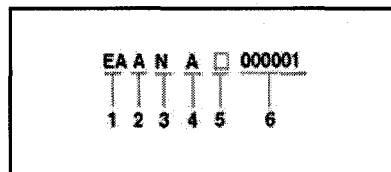
The transmission version can be determined by locating the Identification tag on top of the transmission and using the ID chart shown below:

1. Model
- EA: A6MF1
2. Production year
- A: 2010, B: 2011, C: 2012, D: 2013...

3. Final gear ratio
- N: 2.885 (Theta-II 2.0/2.4 MPI, 4/5 Door)
- R: 3.195 (Theta-II 2.0/2.4 MPI, 2 Door)
Check and verify correct Final Gear Ratio before replacing/installing new transmission.

4. Detailed classification
- A: Theta-II 2.0 MPI, 4/5 Door
- B: Theta-II 2.4 MPI, 4/5 Door
- A: Theta-II 2.0 MPI, 2 Door
- B: Theta-II 2.4 MPI, 2 Door

5. Spare
6. Transaxle production sequence number
- 000001 ~ 999999



Refer to the electronic parts catalog for the most accurate and up to date parts information.



KIA MOTORS
The Power to Surprise®

GROUP
Body Electrical

MODEL
All Models Equipped
With Hands Free

NUMBER
PS222

DATE
September 2012



SUBJECT:

VOICE RECOGNITION TROUBLESHOOTING (CUSTOMER GUIDE)

Use this Pitstop to explain to customers the various troubleshooting techniques to resolve customer complaints related to Voice Recognition. The customer complaint is typically the voice recognition system does not recognize names in their contact list (phonebook downloaded from the customer's phone). To maximize the use of Voice Recognition, consider these guidelines when storing contacts in a phone:

Contact List Best Practices

1. Do not store single-name entries (e.g., "Bob", "Mom", "Kim", etc.). Instead, always use full names (including first *and* last names) for all contacts (e.g., use "Jacob Stevenson" instead of "Dad").
2. Do not use abbreviations (i.e., use "Lieutenant" instead of "Lt." or "Sergeant" instead of "Sgt.").
3. Do not use acronyms (i.e., use "County Finance Department" instead of "CFD").
4. Do not use special characters (e.g., "@", "hyphen -", "asterisk *", ampersand &").
5. If a name is not recognized from the contact list, change it to a more descriptive name (e.g., use "Grandpa Joseph" instead of "Pa Joe").

Voice Recognition Tips

The Kia Voice Recognition System may have difficulty understanding some accents or uncommon names.

- When using voice recognition to place a call, speak in a moderate tone, with a crisp, clear pronunciation.
- Be sure to say the contact name exactly as it is entered in the contacts list. If the contact list entry is "Robert Jones," you must say "Call Robert Jones." You cannot say "Call Bobby Jones" or "Call Bob".
- Avoid echo problems by keeping the volume at moderate levels.
- Be aware that open windows/sunroof or an A/C fan operating at higher speeds can interfere with voice recognition.
- Some phones swap the first and last names of the contact list entries. If you have saved a number in your phone as "Jonathon Smith," try saying "Call Smith Jonathon" instead of "Call Jonathon Smith." This applies to vehicles built prior to the 2012 model year.

Contacts Sync (Phonebook Download)

The contacts sync feature allow you to choose whether your phone contact list will transfer to your vehicle contacts each time your phone is connected or only at the initial pairing. Follow the instructions in your owners' material to enable or disable contacts syncing.

If contacts sync is set to **ON**, contacts stored on your phone will download each time your phone is connected. There may be a delay before the system is available to place a call using voice recognition. The benefit of contacts sync **ON** is the contacts will download every time the phone is connected and new contacts added to the phone will automatically be updated.

If contacts sync is set to **OFF**, your phone contacts will download only at the initial pairing. This allows you to make calls using voice recognition without waiting for your phone contact list to download.