



GROUP  
Electrical

MODEL  
2013MY Forte  
Koup (TD)

NUMBER  
040

DATE  
December 2012

## TECHNICAL SERVICE BULLETIN

**SUBJECT:** SERVICE ACTION: FORTE KOUP AUDIO SOFTWARE UPGRADE (SA135)

This bulletin describes the procedure to update the software in certain 2013MY Forte Koup vehicles, produced from July 3, 2012 to September 18, 2012, that may exhibit a concern of distorted audio sound. To correct this concern, Kia is making an audio software update available. Kia is requesting the completion of this Service Action on all affected vehicles, in dealer stock, prior to delivery. Before conducting procedure, verify that the vehicle is included in the list of the affected VINs.



### \*NOTICE

A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

Repair status for a VIN is provided on WebDCS (Service> Warranty Coverage> Warranty Coverage Inquiry> Campaign Information). Not completed Recall / Service Action reports are available on WebDCS (Consumer Affairs> Not Completed Recall> Recall VIN> Select Report), which includes a list of affected vehicles.

This issue number is SA135.

File Under: <Electrical>

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

**SUBJECT:**

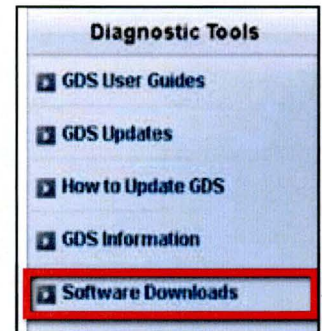
SERVICE ACTION: FORTE KOUP AUDIO SOFTWARE UPGRADE (SA135)

**Software Upgrade Procedure:**

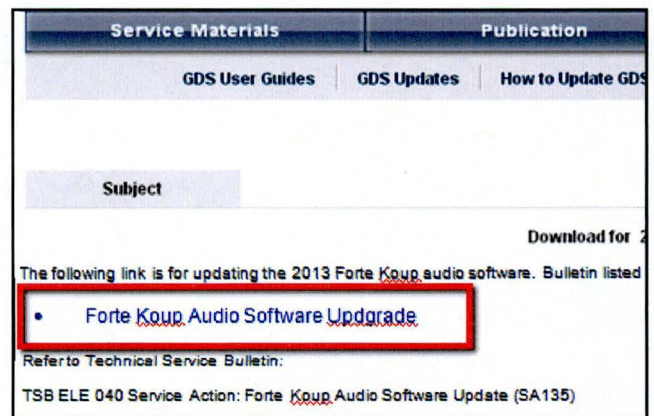
1. If viewing this TSB electronically, click the link below:

[https://www.kiatechinfo.com/pds/downloads/Forte\\_Display\\_Update.exe](https://www.kiatechinfo.com/pds/downloads/Forte_Display_Update.exe)

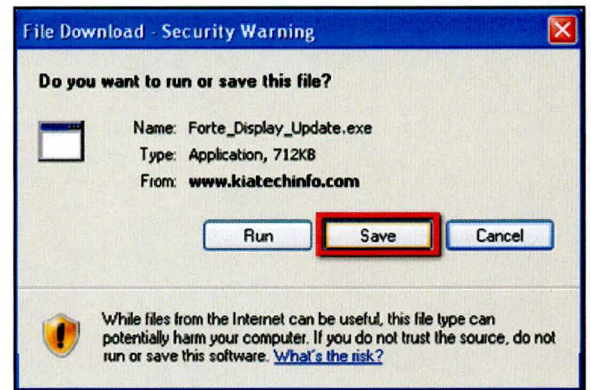
Otherwise, log on to KiaTechInfo.com and click on “**Diagnostic Tools,**” then click “**Software Downloads**” from the Navigation Menu.



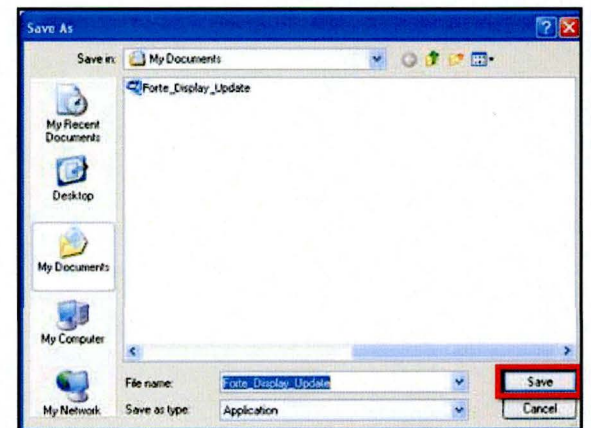
2. Click on “**Download for Audio Software Update**” Download link.



3. Click “**Save.**”



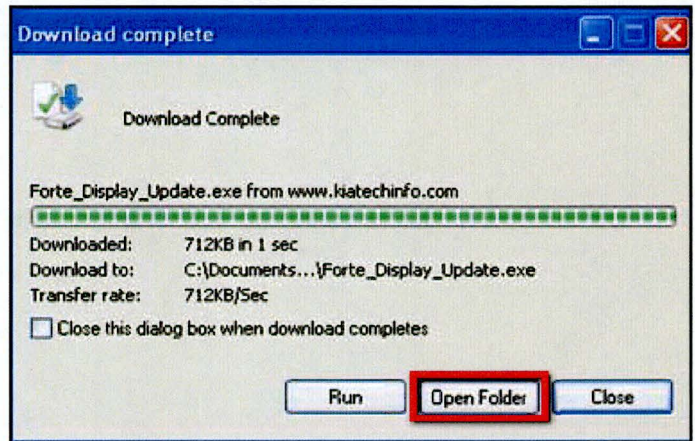
4. Click “**Save.**”



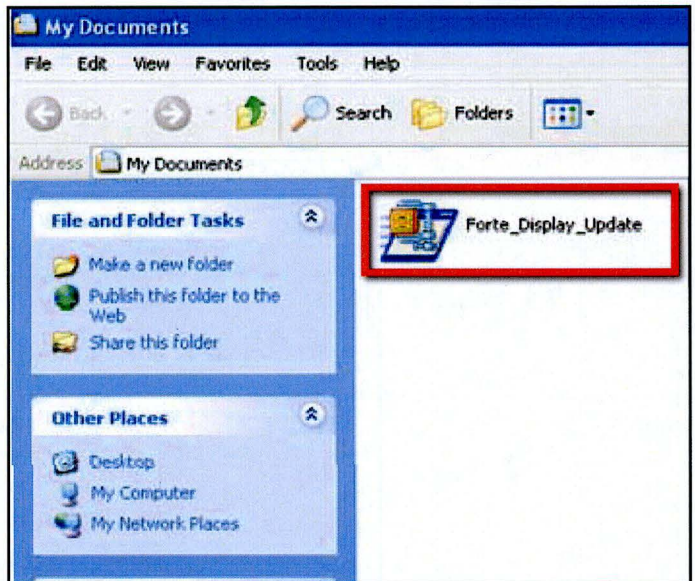
**SUBJECT:**

**SERVICE ACTION: FORTE KOUP AUDIO SOFTWARE UPGRADE (SA135)**

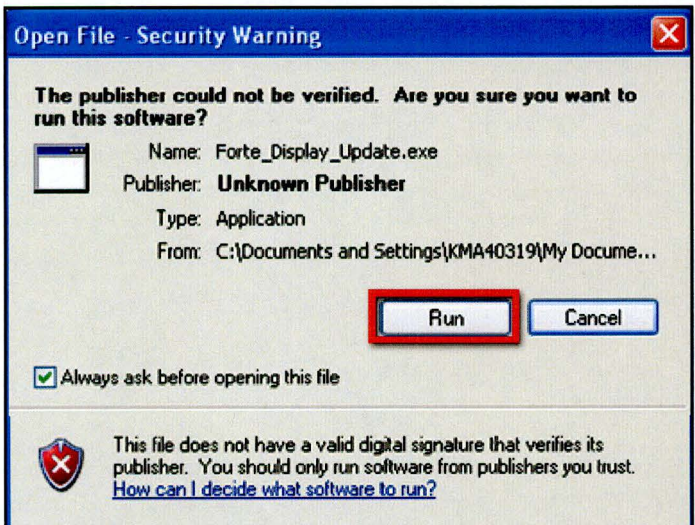
5. Click "Open Folder".



6. Click on update file to open it. The file name is Forte\_Display\_Update.



7. Click "Run".



**SUBJECT:**

**SERVICE ACTION: FORTE KOUP AUDIO SOFTWARE UPGRADE (SA135)**

- 8. Insert a flash drive into USB port on your computer; click “Unzip” and the files will be downloaded onto the USB flash drive.

**\*NOTICE**

**Before loading new software on the USB flash drive, it MUST BE properly formatted and MUST NOT have any other files on it.**



- 9. Turn the ignition key to “ACC” or “ON” position.

**⚠ CAUTION**

**Make sure the battery is fully charged before beginning the update, otherwise, there could be data loss or damage to system.**

Turn on the Audio system by pushing the “POWER” button.

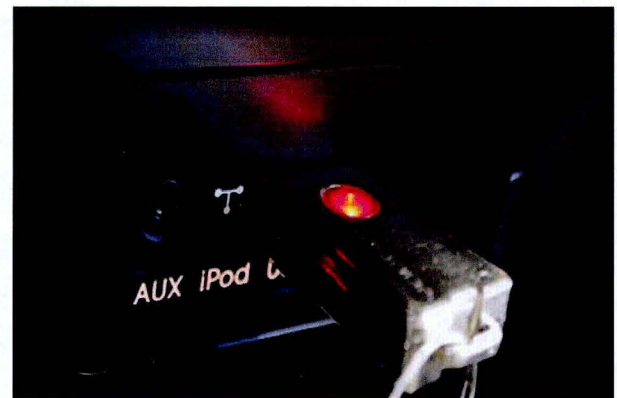
**\*NOTICE**

**While conducting the software upgrade procedure, make sure to keep the ignition key in the “ACC” or “ON” position. Do NOT turn the ignition key to any other position.**

- 10. Insert the upgrade USB flash drive into the USB port.

**\*NOTICE**

**Do not load any other files onto the USB flash drive as this could compromise the upgrade software.**



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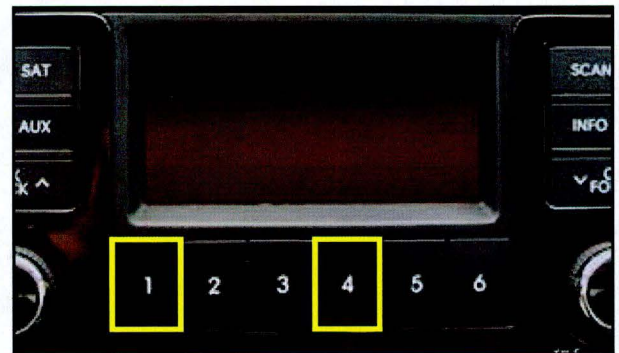
11. Once you hear music playing, press the power button to turn the system off.

**\*NOTICE**

Display screens shown in this bulletin are for demonstrative purposes only. Actual display screens may vary in appearance.



12. Press and hold both **Preset Buttons 1 and 4** simultaneously for two seconds or more, and then release them.



13. Press **Preset Button 1** four (4) times in short sequence.



14. When software version screen is displayed, press **Preset Button 1**.

**\*NOTICE**

Check original EEPROM version (TD20EG36).



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15. Press **Preset Button 5** to update DSP (Digital Signal Processing) software.



16. The update will proceed through Erasing→Writing→Verify.

Once the update is complete, the system will automatically restart and power OFF.

**\*NOTICE**

Micom software will take approximately 10 seconds to update. If the system prematurely reboots before 10 seconds have elapsed and power is OFF, the update may have failed. If this happens, repeat the update procedure from Step 1.



17. Power the system on and check the software version to confirm completion of update.

Press the **Preset Buttons 1 and 6** simultaneously for one second. The updated software version will be displayed on the screen as shown.

**\*NOTICE**

Confirm that new EEPROM version is (TD20EG38).



18. After confirming the update version, remove the USB stick from the USB port.

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SERVICE ACTION: FORTE KOUP AUDIO SOFTWARE UPGRADE (SA135)

**AFFECTED VEHICLE PRODUCTION RANGE:**

Model	Production Date Range
2013 Forte Koup (TD)	From July 3, 2012 to September 18, 2012

**WARRANTY CLAIM INFORMATION:**

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement Part No.	Qty
V	96150 1M270WK	0	N50	C98	Audio Software Update (SA135)	120071R0	0.2 M/H	N/A	0

**\*NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA135 when accessing the WebDCS system.