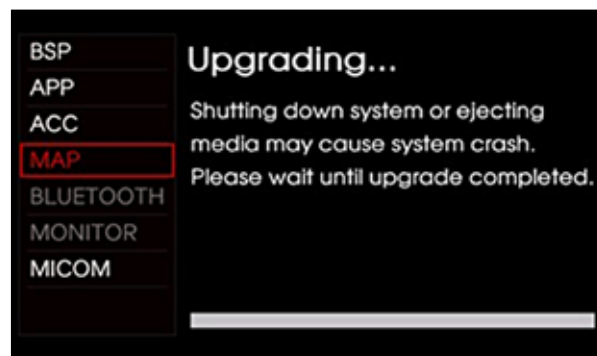# TECHNICAL SERVICE BULLETIN

SUBJECT:

SERVICE ACTION: SPORTAGE (SL) AVN SOFTWARE UPGRADE (SA050)

> ✱**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.**

This bulletin provides information relating to a very small amount of 2011 Sportage (SL) vehicles, equipped with navigation, built from the start of production to July 22, 2010. These vehicles may exhibit announcement voice volume that is lower than normal as compared to other modes when pressing the MAP VOICE BUTTON or the TALK BUTTON in FM/AM mode. To correct this condition, an upgrade is available for the Audio/Navigation system. To properly perform the software upgrade, follow the Service Procedure outlined in the bulletin.

Software Upgrade for Audio/ Navigation System

> ✱**NOTICE**
>
> **A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer request 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).**
>
> **The issue number is SA050.**

File Under: General

Circulate To:

	☒ **General Manager**	☒ **Service Manager**	☒ **Parts Manager**
☒ **Service Advisor(s)**	☒ **Technician(s)**	☒ **Body Shop Manager**	☒ **Fleet Repair**

SUBJECT:

SERVICE ACTION: SPORTAGE (SL) AVN SOFTWARE UPGRADE (SA050)

Software Upgrade Procedure:

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

   https://www.kiatechinfo.com/pds/downloads/BSP.exe

   Otherwise, log on to KGIS/KiaTechInfo.com and click on **Diagnostic Tools**, then click **Software Downloads** from the navigation menu.
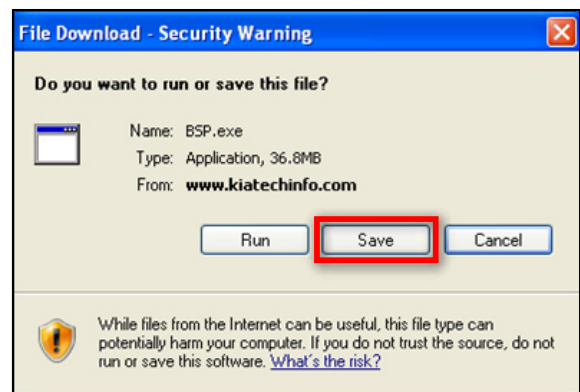
   Click on **Download for AVN Software Update (GEN 040, Rev 1)**.

2. Click on **"2011 Sportage AVN Audio System Update Download"** download link.
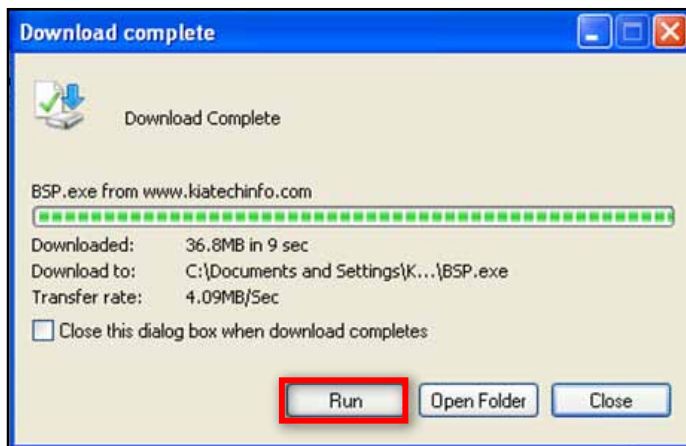
3. Click **Save**.

4. Save file onto computer by clicking **Save**.

SUBJECT:

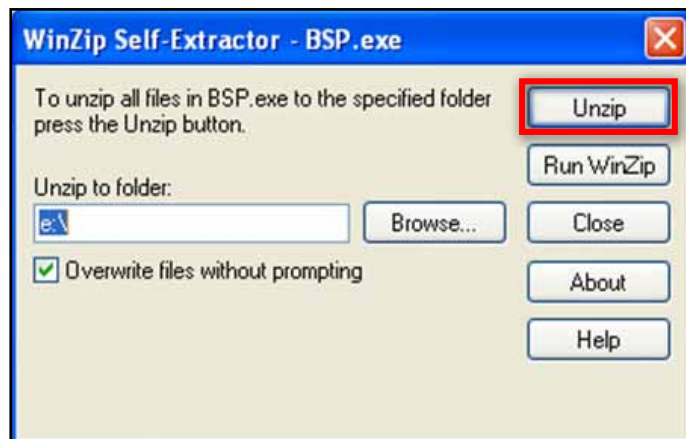SERVICE ACTION: SPORTAGE (SL) AVN SOFTWARE UPGRADE (SA050)

5. Click **Run**.

6. Click **Run**.

7. Insert a flash drive into USB slot on your computer; click **Unzip** and the files will be downloaded to the 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.

SUBJECT:

SERVICE ACTION: SPORTAGE (SL) AVN SOFTWARE UPGRADE (SA050)

1. Turn the ignition key to **"ACC"** or **"ON"** position.

   Turn **"ON"** the Audio/Navigation system by pressing the **"POWER"** button.

   ⚠ **CAUTION**

   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.

2. Plug the upgrade USB memory stick into the USB port, as indicated by the arrow.

   ⚠ **CAUTION**

   Do not put any other files on the thumb-drive; otherwise upgrade software will be compromised.

3. Briefly press **"SETUP"** button as indicated in step 1 image; then touch **"Main"** button on the screen.

SUBJECT:

SERVICE ACTION: SPORTAGE (SL) AVN SOFTWARE UPGRADE (SA050)

4. Touch **"System Info"** button on the screen.

5. Touch **"Map Upgrade"** button; then pop-up dialog box will verify start of update.

6. Touch **"Yes"** button on the screen.

7. Photo shows the upgrade in progress.

> ⚠️ **CAUTION**
>
> **Do NOT turn power off during the upgrade process. The upgrade process may take approximately 10 minutes.**

> ✱ **NOTICE**
>
> **Verify that the software version is "SL.USA.SOP.01.002"**

8. If update was not successful, repeat steps 1 through 4.

When upgrade is completed the screen will flash On, then Off (blank screen). Press **"POWER"** button to re-boot the system.

Make sure the thumb-drive is removed from USB port when upgrade is completed.

SUBJECT:

SERVICE ACTION: SPORTAGE (SL) AVN SOFTWARE UPGRADE (SA050)

AFFECTED PRODUCTION RANGE:

Model	Production Date Range
2011 Sportage (SL)	Start of Production to July 22, 2010

WARRANTY CLAIM INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op. Time	Replacement P/N	Qty.
V	96560 3W100AM5	0	N94	C40	(SA050) AVN Software Upgrade	100058R0	0.2 M/H	N/A	0

> ## *NOTICE
>
> **VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA050 when accessing the WebDCS system.**