



GROUP
Electrical

MODEL
2014MY
Cadenza (VG)

NUMBER
062

DATE
February 2014

TECHNICAL SERVICE BULLETIN

SUBJECT: NAVIGATION UNIT SOFTWARE UPGRADE

This bulletin provides the procedure for upgrading the navigation system software on some 2014MY Cadenza (VG) vehicles, produced from March 11, 2013 through January 24, 2014. The software upgrade addresses the following concerns:

1. Error Messages displayed in Korean (Navi.exe and mmMedia.exe) which are sometimes followed by system lock-ups.
2. Speed Dependent Volume staying active.
3. Sirius Traffic being inoperative or intermittently inoperative.

Follow the procedure outlined in this TSB to update the operating system for the navigation unit and resolve the concerns.



* NOTICE

This is a software upgrade for the navigation operating system and NOT a map upgrade.

File Under: <Electrical>

Circulate To: General Manager Service Manager Parts Manager
 Service Advisors Technicians Body Shop Manager Fleet Repair

AVN Operating System Upgrade Procedure:

*** NOTICE**

- A fully charged battery is necessary before Navigation System upgrade can take place. It is recommended that the Midtronics GR8-1299 system be used, in ECM mode, during charging. **DO NOT** connect any other battery charger to the vehicle during audio head unit upgrade.
- This update is not compatible with the GDS Audio Update Module (AUM) and will require the use of an SD Card.
- Two (2) different SD Cards containing the AVN Operating System upgrade were shipped directly to all Kia dealers and are addressed to the Service Manager (SD Card selection is detailed on Page 3, step 5).



1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. Touch the **Agree** icon on the screen.



3. Press the  button and then touch the **Setup** icon on the screen.

*** NOTICE**

This AVN software update will take approximately twenty (20) minutes to complete.



SUBJECT:

NAVIGATION UNIT SOFTWARE UPGRADE

4. Touch the **System Update** icon.



Make sure to select the correct SD Card! Selection of the incorrect SD Card may result in the system not recognizing the map SD Card or an inoperative head unit.



5. Compare the original software version to the versions shown in the table below and select the appropriate upgrade SD Card.

For S/W Version	Use SD Card P/N	Image
VG.MTS.U.S.A.S.O.P.14.004 VG.MTS.U.S.A.S.O.P.14.005	VG#1_005N	
VG.MTS.U.S.A.S.O.P.14.008 VG.MTS.U.S.A.S.O.P.14.015 VG.MTS.U.S.A.S.O.P.14.019 VG.MTS.U.S.A.S.O.P.14.020	VG#2_020N	



6. Remove the map SD Card from the slot and insert the upgrade SD Card. The AVN system will be restarted automatically after five (5) seconds.

* NOTICE

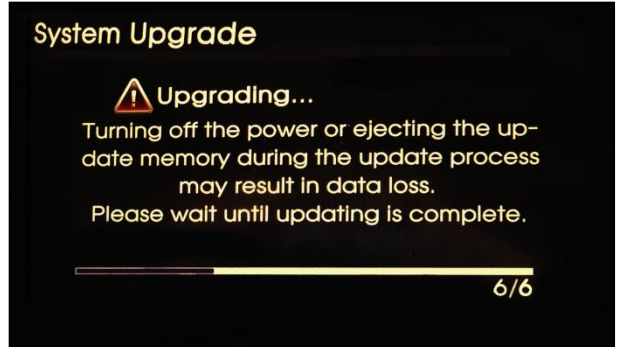
- If the upgrade screen does not display automatically, press > Setup > System Update > Update.
- Do NOT turn the vehicle OFF while the update is in progress.



7. The upgrade screen will be displayed and the system will install 6 updates.

* NOTICE

Do NOT turn the vehicle OFF while the update is in progress.




8. If the update is completed successfully, the display will go dark. Once the Kia logo is displayed on the screen, cycle power to the navigation system by pressing the ON/OFF button.

* NOTICE

If the AVN update fails, turn the ignition OFF and restart the procedure from step 1.



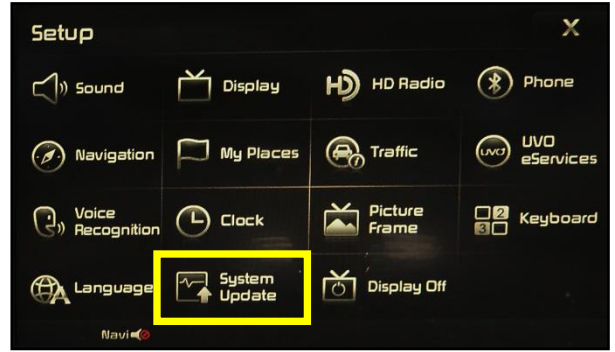
9. Remove the upgrade SD Card and reinstall the map SD Card. Allow the system to reboot and press the  Button. Then, touch the **Setup** button on the screen.



SUBJECT:

NAVIGATION UNIT SOFTWARE UPGRADE

10. Touch the **System Update** button on the screen.



11. Confirm the upgraded software version matches the applicable information shown in the table below:





S/W VERSION	
BEFORE	AFTER
VG.MTS.USA.SOP.14.004 VG.MTS.USA.SOP.14.005	VG.MTS.USA.SOP.14.005N
VG.MTS.USA.SOP.14.008 VG.MTS.USA.SOP.14.015 VG.MTS.USA.SOP.14.019 VG.MTS.USA.SOP.14.020	VG.MTS.USA.SOP.14.020N

12. Test the navigation system to ensure proper operation.

SUBJECT:

NAVIGATION UNIT SOFTWARE UPGRADE

REQUIRED PARTS:

Part Name	Desc.	Image
Upgrade SD Card #1 (VG#1_005N)	14MY VG AVN UPDATE	
Upgrade SD Card #2 (VG#2_020N)	14MY VG AVN UPDATE	

AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Cadenza (VG)	From March 11, 2013 through January 24, 2014

WARRANTY CLAIM INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	96510 3R100	0	N50	C98	(ELE 062) AVN Software Upgrade (VG)	28325F06	0.3 M/H	N/A	0