

This bulletin provides the procedure for upgrading the navigation system software of some 2015MY K900 (KH) vehicles, produced from January 2, 2014 through October 15, 2014, to resolve concerns related to "Application Error" messages on the navigation screen and system reboots after the expiration of Sirius XM<sup>®</sup> trial period. Kia is requesting the completion of this Service Action on all affected vehicles <u>in dealer stock</u>. Before conducting the procedure, verify the vehicle is included in the list of the affected VINs.

For vehicles not on the Affected Vehicles list, but with a customer concern as described above, perform the following procedure outlined in this bulletin and submit a warranty claim per "customer concern" (Standard TSB) claim information on page 7.

#### **\*** NOTICE

This is a software upgrade for the navigation operating system and  $\underline{NOT}$  a map upgrade.

### **\*** 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 <u>SA173</u>.

File Under: <Electrical>



Page 2 of 7

# SUBJECT: COMBINED TSB/SERVICE ACTION: K900 (KH) NAVIGATION UNIT SOFTWARE UPGRADE (SA 173)

#### Service Procedure:

# **\*** NOTICE

- Delete all paired phones from the system and delete the head unit from all phones. If you do not delete phones, the phone(s) will still show and act as paired, but performance or functionality issues may occur. Anytime a software update is performed to either a paired phone or the system, the pairing should be deleted from both phone and system and then paired again after update.
- A fully charged battery is necessary before audio head unit 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.

# **\*** NOTICE

- This upgrade will be available via GDS AUM and for K900 authorized dealers as USB upgrade sticks.
- USB sticks containing the 2015MY K900 AVN upgrade for this TSB may <u>NOT</u> be available at the time of launch. <u>Prior</u> to arrival of the USB sticks, perform the upgrade using the GDS AUM.
- Each K900 authorized dealer will receive two (2) different USB sticks containing the AVN upgrade. USB Stick selection is detailed on Page 3, step 6.
- 1. Start the vehicle or connect the Midtronics GR8-1299 charger.
- 2. Record the customer's radio presets before performing the upgrade.
- 3. Press the HOME button on the controller.

This AVN software update will take approximately ten (10) minutes.



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KH. USA SXMF1X.

### SUBJECT: COMBINED TSB/SERVICE ACTION: K900 (KH) NAVIGATION UNIT SOFTWARE UPGRADE (SA 173)

4. Push the round button on the controller knob to select **System Settings** on the screen.

5. Use the round knob on the controller to scroll down to **System Update**.





 If performing the update using a USB stick, compare the original software version to the information shown in the table below to identify the correct USB upgrade stick.

For S/W Version	Use USB P/N	Figure
KH.USA1.SOP.20140301.001	KH.USA 1 SXMFIX.001	to YLANS T FALLS
KH.USA1.SOP.20140301.002	KH.USA 1 SXMFIX.002	TO YLLANS I USI III



**\*** NOTICE

If the original S/W version is KH.USA1.SOP.20140301.001A or KH.USA1.SOP.20140301.002A, no further action is required.

#### Page 4 of 7

# SUBJECT: COMBINED TSB/SERVICE ACTION: K900 (KH) NAVIGATION UNIT SOFTWARE UPGRADE (SA 173)

 Once the correct USB stick has been selected, obtain the applicable USB stick from your Service Manager and insert it into the vehicle's USB port. Proceed to step 9.



8. If performing the update using the GDS AUM, compare the original software version (step 6) to the information shown in the table below and select the proper update from the drop down menu.

For S/W Version	Select Update
KH.USA1.SOP.20140301.001	ELE 071 (SA173)_KH 001
KH.USA1.SOP.20140301.002	ELE 071 (SA173)_KH 002



# **\*** NOTICE

For information regarding the GDS AUM, refer to TSB SST 032 or click on User's Guide > GDS AUM on the GDS main screen, as shown below, and follow the on-screen instructions.

Preparation   Diagnosis   Vehicle SVM Management   Repair     IV Vehicle Info®   Blasic Inspection   ECU Uggrade   If Replacement     II OF Fix   D TC Analysis   BLOU Uggrade   If Component Info     ·By Symptom   D Case Analysis   BLOU Degrade   If Component Info     ·By Symptom   G Case Analysis   ID Option Treatment   Circuit Diagram     ·By Model   IF light Record   D targeton / Test     ·By VIN   ID Colloscope   Inspection / Test     II CARB OBD-HI   ECU Mapping Venfaction   Constraint     ·B Constraint   ECU Mapping Venfaction   ·Constraint     ·B Constraint   ECU Mapping Venfaction   ·Constraint     ·B Constraint   B Ecu Mapping Venfaction   ·Constraint     ·B Constraint   ECU Mapping Venfaction   ·Constraint     ·B Constraint   B Ecu Mapping Venfaction   ·Constraint     ·B Constraint   Ecu Mapping Venfaction   ·Constraint	Preparation		Y		O Overview
a Vehicle Info    Basic Inspection   E ECU Upgrade   I Replacement     a Hot Fix   a DtC Analysis   a Audio Update   i Component Info     ·By DTC   a Data Analysis   a ID Register   a Circut Diagram     ·By Symptom   a Case Analysis   a Option Treatment     ·By VNA   a Goalloscope   a Inspection / Test     ·By VN   a Case BoB-III   a ECU Mapping Verification     ·Bu Case Analysis   a ECU Mapping Verification		Diagnosis	Vehicle S/W Management	Repair	COS Basic Constitute
III Hot Fix   III DC Analysis   III Audio Updats   III Component Info     ·By DTC   III Data Analysis   III DRegister   III Cicuit Diagram     ·By Symptom   III Case Analysis   III DRegister   III Cicuit Diagram     ·By Model   III Fight Record   III Data Treatment     ·By VIN   III Oncilioscope   III Inspection / Test     III CARB OBD-III   III ECU Mapping Verification   III Securities     ·Buttor   III Securities   IIII Securities     ·Buttor   IIII Securities   IIII Securities     ·Buttor   IIII Securities   IIII Securities     ·Buttor   IIIII Securities   IIIII Securities     ·Buttor   IIIII Securities   IIIII Securities     ·Buttor   IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Vehicle Info O	Basic Inspection	ECU Upgrade	Replacement	COS basic Operation
•B Data Analysis   B Data Analysis   B Data Analysis   B Data Prestment     •By Symptom   B Case Analysis   B Option Treatment	Hot Fix	DTC Analysis	Audio Update	Component Info	COS Preparation
•By Symptom   © Case Analysis   © Option Treatment     •By Model   © Fight Record   © Data Treatment     •By VIN   © Calloscope   © Inspection / Test     © CAB OBD-II   © ECW Napping Verification   •     • Data   ECW Napping Verification   •     • Option   •   •     • Option   •<	By DTC	Data Analysis	ID Register	Circuit Diagram	GDS Vehicle SW Management
	By Symptom	Case Analysis	Option Treatment		ODS Repair
	•By Model	E Flight Record	Data Treatment		© VM
CARB OBD-II DE CCU Mapping Verification User's guide for optional item GDS TPMS GDS AUM GDS AUM	+By VIN	Oscilloscope	II Inspection / Test		O Appendix
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Page 5 of 7

### SUBJECT: COMBINED TSB/SERVICE ACTION: K900 (KH) NAVIGATION UNIT SOFTWARE UPGRADE (SA 173)

 Press and <u>HOLD</u> the CD EJECT button (△) on the center stack, then, press the SXM button four (4) times in quick succession.

### **\*** NOTICE

Do not remove the USB stick, AUM connector or turn the radio OFF while the update is in progress.

10. The system will restart automatically and the update will start.





11. The progress will be displayed on the bar graph, as shown.



Page 6 of 7

# SUBJECT: COMBINED TSB/SERVICE ACTION: K900 (KH) NAVIGATION UNIT SOFTWARE UPGRADE (SA 173)

12. When the update is complete, the system will automatically restart.

# **\*** NOTICE

If the update fails, restart the system by pressing and holding the CD EJECT button  $(\triangle)$  and pressing the SXM button 4 times in quick succession (step 9). Make sure to leave the AUM Connector or USB stick plugged into the USB port.



13. Perform steps 4-6 to check the new software version and compare it to the information in the table below.

Original S/W Version	New S/W Version
KH.USA1.SOP.20140301.001	KH.USA1.SOP.20140301.001A
KH.USA1.SOP.20140301.002	KH.USA1.SOP.20140301.002A

14. Restore the customer's radio presets as recorded on step 2.



### SUBJECT: COMBINED TSB/SERVICE ACTION: K900 (KH) NAVIGATION UNIT SOFTWARE UPGRADE (SA 173)

#### REQUIRED TOOLS:

Part Name	Part Number	Figure	Comments
GDS AUM / USB Upgrade Stick	KH.USA 1 SXMFIX.001 KH.USA 1 SXMFIX.002	ENT. USA SUBFIX. 001 ENTER JOS	Perform the upgrade using the GDS AUM. USB sticks for this TSB may NOT be available at the time of launch.

#### AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
K900 (KH)	January 2, 2014 through October 15, 2014

#### SERVICE ACTION CLAIM INFORMATION:

Claim Type	Causal P/N	Qty.	N CODE	C CODE	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	95770 3T150	0	N99	C99	(SA173) AVN Software Upgrade	140076R0	0.3 M/H	N/A	0

#### STANDARD WARRANTY CLAIM INFORMATION:

Use this information only to file a warranty claim for vehicles for which:

- 1. A customer complains of the same concern, as described on Page 1.
- 2. The VIN does not appear on the Affected Vehicles list for Service Action 173.
- 3. The vehicle model year and production date range are as identified in this bulletin.

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Time	Related Parts	Qty.
W	95770 3T150	0	M45	ZZ3	(ELE 071) AVN Software Upgrade	28325F08	0.3 M/H	N/A	0

### **\*** NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA173 when accessing the WebDCS system.