



GROUP
Electrical

MODEL
2015MY
K900 (KH)

NUMBER
071

DATE
November 2014

TECHNICAL SERVICE BULLETIN

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

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[®] trial period. Kia is requesting the completion of this Service Action on all affected vehicles in dealer stock. 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 **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 **SA173**.

File Under: <Electrical>

Circulate To: General Manager Service Manager Parts Manager

Service Advisors Technicians Body Shop Manager Fleet Repair

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**

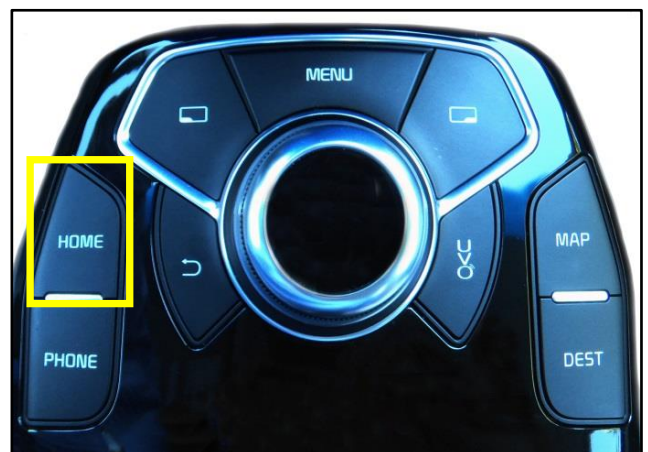
- This upgrade will be available via GDS AUM and for K900 authorized dealers as USB upgrade sticks.
- USB sticks containing the 2015MY K900 AVN upgrade for this TSB may **NOT** be available at the time of launch. Prior to arrival of the USB sticks, perform the upgrade using the GDS AUM.
- Each K900 authorized 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.

*** NOTICE**

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

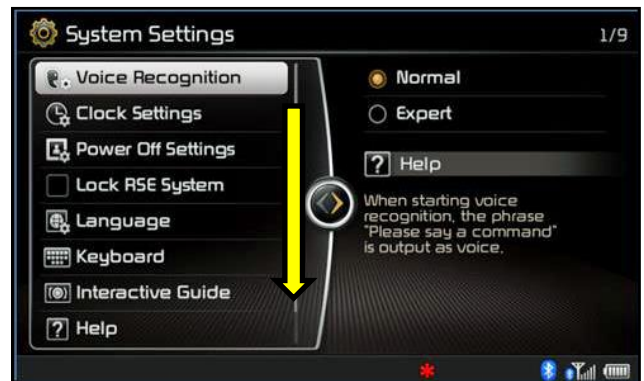


SUBJECT: COMBINED TSB/SERVICE ACTION: K900 (KH) NAVIGATION UNIT SOFTWARE UPGRADE (SA 173)



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**.



6. 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	
KH.USA1.SOP.20140301.002	KH.USA 1 SXMFIX.002	



*** NOTICE**

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

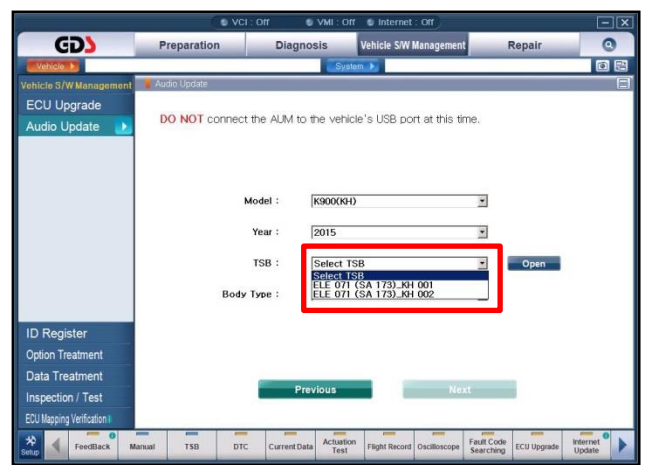
SUBJECT: COMBINED TSB/SERVICE ACTION: K900 (KH) NAVIGATION UNIT SOFTWARE UPGRADE (SA 173)

7. 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.



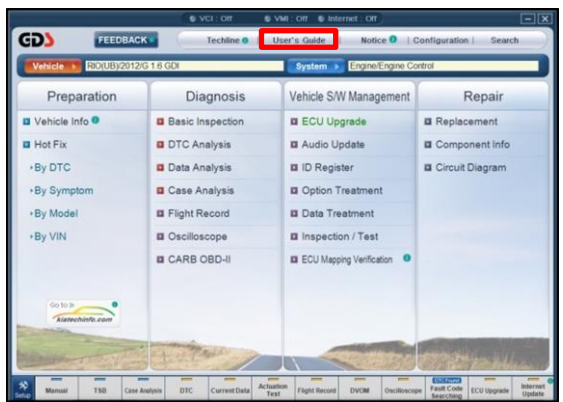
8. If performing the update using the GDS AUM, compare the original software version (step 6) to the information shown in the table below and select the proper update from the drop down menu.

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.

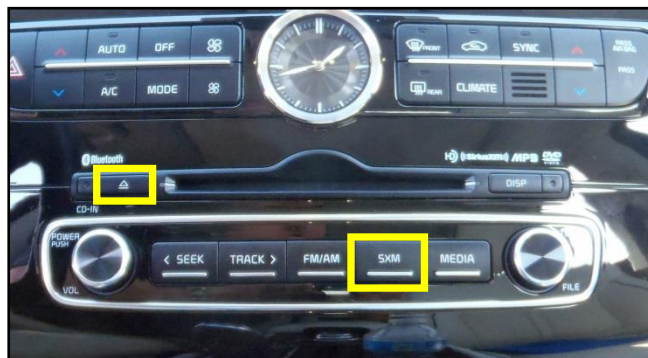


SUBJECT: COMBINED TSB/SERVICE ACTION: K900 (KH) NAVIGATION UNIT SOFTWARE UPGRADE (SA 173)

9. Press and **HOLD** 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.



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

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

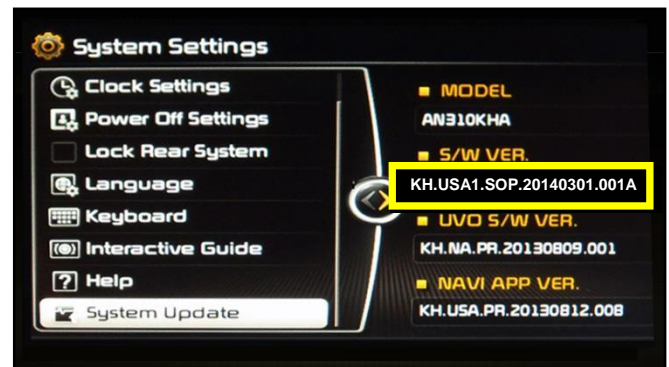
★ NOTICE

If the update fails, restart the system by pressing and holding the CD EJECT button (△) 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		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.