	GROUP Electrical	MODEL 2015MY Cadenza (VG)
	NUMBER 088	DATE August 2015
TECHNICAL SERVICE BULLETIN		
SUBJECT: VOICE RECOGNITION ENGINE SOFTWARE UPGRADE		

This bulletin provides the procedure for upgrading the navigation system software on some 2015MY Cadenza (VG) vehicles, produced from April 15, 2014 through June 16, 2014 to improve the performance of the Voice Recognition (VR) engine. Possible customer concerns include:

- “After first pairing the phone, the VR system will function correctly. During the following auto-connect, the VR system will not function correctly”.
- “When saying a name in phone contacts, the system will respond with “dial 40” or “dial 75” instead of dialing the contact’s phone number.”
- “Voice recognition for maps, or voice commands, do not work properly.”

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.

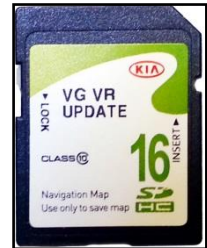
File Under: <Electrical>

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- 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 SD Cards (one for TSB ELE 088 and one for TSB ELE 087) containing the AVN Operating System upgrade were bundled and shipped directly to all Kia dealers and are addressed to the Service Manager.



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.

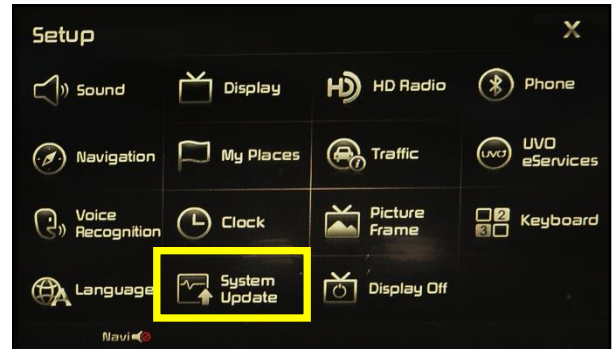
*** NOTICE**

This AVN software update will take approximately forty (40) minutes to complete.



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





5. Compare the original Software Version (S/W) to the versions shown in the table shown below.

ORIGINAL S/W VERSION
VG_MTS.USA.SOP.14.102
MAP VERSION
NA.06.50.44.002



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**

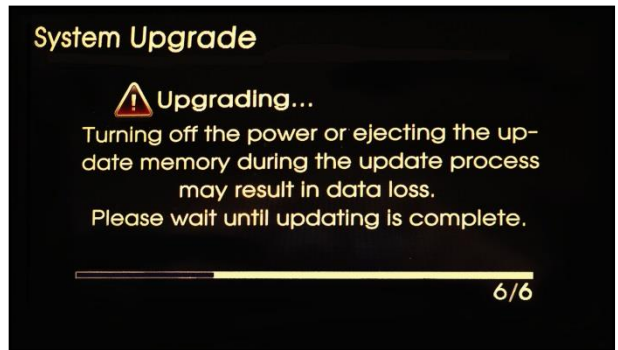
- If the upgrade screen does not display automatically, press   > Setup > System Update > Update.
- Do NOT turn the vehicle OFF while the update is in progress.



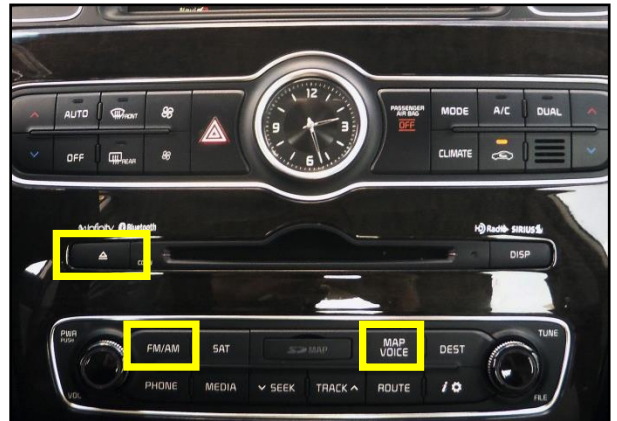
7. The upgrade screen will be displayed and the system will install 6 updates.
NOTE: if the update fails to start, proceed to step 8 and perform a “Forced Update”. If the update starts, proceed to step 9.

* NOTICE

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




8. To perform a “Forced Update”, press and hold the CD EJECT + FM/AM + MAP VOICE buttons, at the same time, for approximately twenty (20) seconds. Release the buttons once the Kia logo is displayed on the screen. After the Kia logo screen, the upgrade screen will be displayed and the system will install 6 updates



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

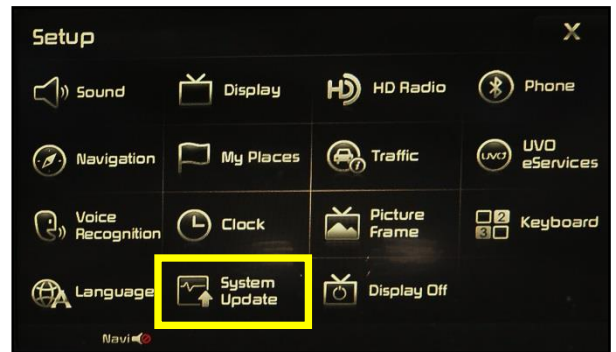


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- Remove the upgrade SD Card and reinstall the map SD Card. Allow the system to reboot and press the  Button. Then, touch the **Setup** button on the screen.

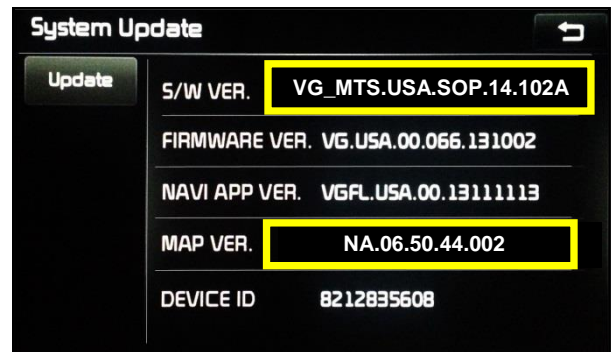


- Touch the **System Update** button on the screen.




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

NEW S/W VERSION
VG_MTS.USA.SOP.14.102A
MAP VERSION
NA.06.50.44.002



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REQUIRED PARTS:

Part Name	Desc.	Image
VG VR UPDATE	Upgrade SD Card	

AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Cadenza (VG)	From April 15, 2014 through June 16, 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	M23	ZZ5	(ELE 088) AVN Software Upgrade	28325F17	0.3 M/H	N/A	0