
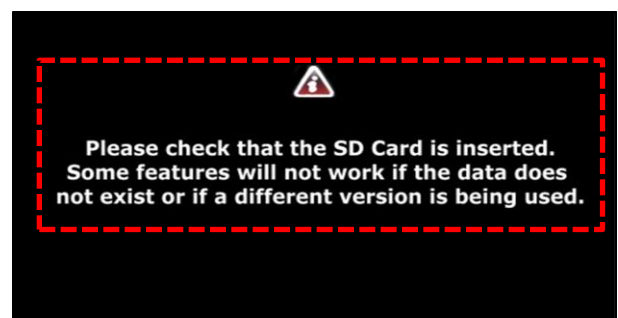
	GROUP ELE	MODEL Multiple Models (see table below)
	NUMBER 090	DATE July 2015
TECHNICAL SERVICE BULLETIN		
SUBJECT: "C" STATE ERROR MESSAGE ON VERSION 8.5 MAP UPDATE		

This bulletin describes an SD Card replacement procedure for customers that have a specific error displayed on the navigation head unit (shown below) after purchasing and installing a version 8.5 map update SD Card. A total of 129 affected SD cards were purchased by customers through Kia dealers, from January 1st to May 11th, 2015. Applicable SD Card part numbers and vehicle models are shown in the table below.

Model	SD Card P/N	Figure
2014~2015MY Cadenza (VG)	8.5S11	
2014~2015MY Forte Koup (YD)	8.5S12	
2014~2015MY Forte 4DR (YD)	8.5S13	
2014~2015MY Forte 5DR (YD)	8.5S14	
2014MY Optima (QF/TF)	8.5S15	
2014~2015MY Sorento (XMa)	8.5S17	
2014~2015MY Sportage (SL)	8.5S18	

Customers with SD Cards listed in the table above may experience the following error message when entering and address in states that begin with the letter "C" (California, Colorado, etc).



*** NOTICE**

Only Customers with the SD card part numbers shown in the table above and with the specific error displayed on the navigation head unit display are eligible for this program.

File Under: <Electrical>

- Circulate To: General Manager Service Manager Parts Manager
- Service Advisor(s) Technician(s) Body Shop Manager Fleet Repair

SD Card Replacement Procedure:

1. If the specific error message shown above is displayed on the navigation head unit, contact Kia Techline and open a webcase.
2. Include the following information with the webcase:
 - Vehicle model/year and current SD card map update version
 - The exact customer complaint.
 - Dealer Code
 - Dealer's Current Shipping Address
 - Name of Service Manager and direct contact number (cell phone).
 - VIN
 - AVN P/N
 - An image of S/W version number from the navigation head unit screen (Setup > Main > System Info).
 - An image of the affected SD Card
3. Once the information in step 2 is verified, Techline will contact MnSOFT to arrange for a replacement Version 9.0 Map SD Card.
4. A replacement SD Card will be delivered in approximately 2 days. Enclosed in the delivery package will be a return shipping label for the old SD Card. Make sure to return the affected SD Card using the included shipping label.