	GROUP Electrical	MODEL 2014MY Soul (PS)
	NUMBER 083	DATE May 2015
TECHNICAL SERVICE BULLETIN		
SUBJECT: SERVICE ACTION: NAVIGATION UNIT SOFTWARE UPGRADE (SA192)		

This bulletin provides the procedure for upgrading the AVN system on some 2014MY Soul (PS) vehicles, produced from June 1, 2013 through December 31, 2013, as part of a Kia/ J.D. Power pilot improvement project for ACEN (Audio Communication Entertainment and Navigation). The purpose of the software upgrade in this pilot is to validate the effectiveness of changes to the voice recognition engine and to Bluetooth connectivity. Follow the instructions in this bulletin to install the updated AVN software.



*** NOTICE**

The update SD Card contains map data and should remain in the head unit after the installation of the software is complete.

*** 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 SA192.

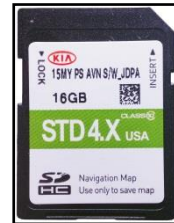
File Under: <Electrical>

- 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.
- Delete all paired phones from the AVN system; delete AVN from all phones.
- This update is **NOT** compatible with the GDS Audio Update Module (AUM) and will require the use of an SD Card.
- An SD Card containing the AVN Operating System upgrade was shipped directly to applicable Kia dealers and was addressed to the Service Manager.



1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. Record the customer's radio presets before performing the upgrade.
3. Remove the map SD Card from the slot and insert the upgrade SD Card.

*** NOTICE**

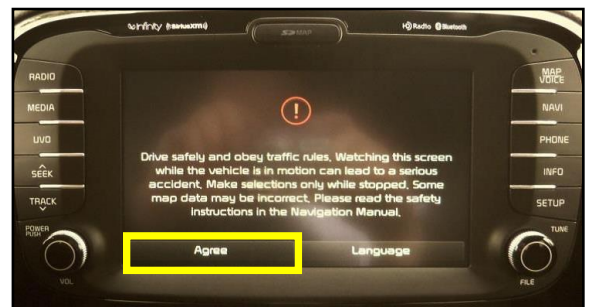
Screens shown in this bulletin are for demonstration **ONLY** purposes and will vary depending on the vehicle.



4. Touch **Agree** on the screen.

*** NOTICE**

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



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- Press the **SETUP** button.

* NOTICE

Do **NOT** turn the vehicle, or the AVN system, **OFF** while the update is in progress.



- Scroll to the bottom of the screen and touch **System Info**.



- Make sure the original software versions match one (1) of the versions shown in the table below. Touch **Update** to continue.

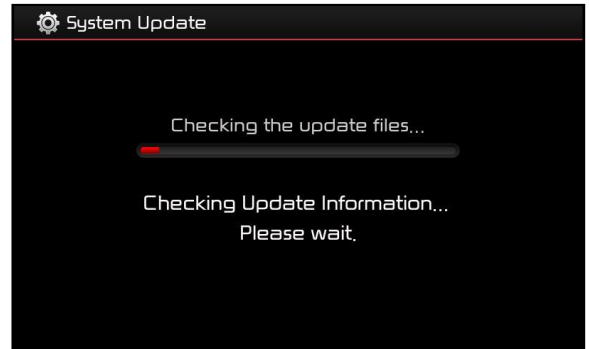
Original Software Versions
ST.PS.USA.E348.130816
ST.PS.USA.E349.130912
ST.PS.USA.E350.131018



- 8. The upgrade screen will be displayed and the system will install multiple updates.

*** NOTICE**

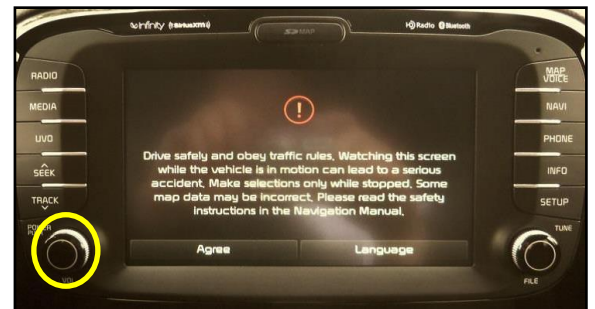
Do NOT turn the vehicle, or the AVN system, OFF while the update is in progress.



- 9. If the updates are completed successfully, the display will turn off and then back on.

*** NOTICE**

If the AVN update fails, turn the ignition OFF and restart the procedure from step 3.



- 10. Allow the system to reboot and press the **Agree** button on the screen. Then, touch the **Setup** button.



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11. Touch the **System Info** button on the screen and verify the new software version matches the information shown in the table below.

New Software Version
ST.PS.USA.E451.140904

* NOTICE

The update SD Card contains map data and should remain in the head unit after the installation of the software is complete. Discard the old SD Card.




12. Restore the customer's radio presets as recorded in step 2.
13. Test the navigation system to ensure proper operation.
14. Verify proper system operation by obtaining the customer's phone(s) and pairing it (them) with the system.

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REQUIRED PARTS:

Part Name	Part Number	Qty.	Figure	Comments
15MY PS AVN S/W UPDATE	96560 AVN4G	1		A minimum of One (1) AVN upgrade SD Card was shipped to applicable Kia dealers

AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Soul (PS)	From June 1, 2013 through December 31, 2013

WARRANTY CLAIM INFORMATION:

N CODE: N99 C CODE: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	96120 B2000	0	(SA 192) AVN Software Upgrade	150039R0	0.3 M/H	N/A	0

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA192 when accessing the WebDCS system.