



GROUP
ELE

MODEL
All Models equipped
w/Navigation

NUMBER
089

DATE
June 2015

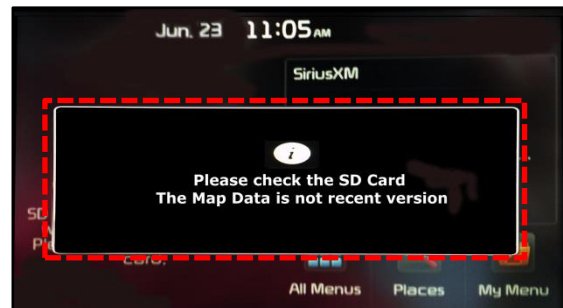
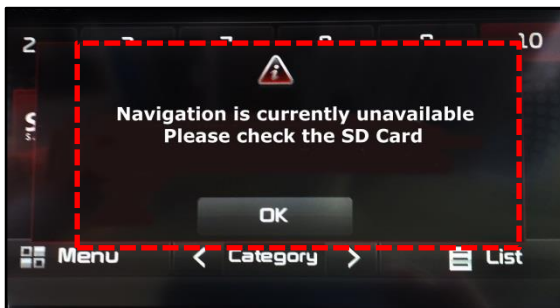
TECHNICAL SERVICE BULLETIN

SUBJECT: NAVIGATION HEAD UNIT SD CARD REPLACEMENT

This bulletin describes the SD Card exchange/replacement procedure related to error messages that may be displayed on the Navigation screen when the incorrect SD Card is inserted. **Note: Only new models (during PDI inspection or at the point of purchase) or compatibility mismatches that occur after head unit replacement will be considered for this program.**

An example of the error messages that may be displayed on the navigation screen are shown below:

- GEN3.0 - Please check the SD card The Map data is not recent version
- GEN4.0 - Navigation is currently unavailable. Please check the SD card
- Premium Gen 2.0 - Navigation is currently unavailable. Please check the SD card



* NOTICE

The Error Message on the screen may vary by AVN Generation. Note the content of the error message and provide it when opening a Techline case.

File Under: <Electrical>

Circulate To: General Manager Service Manager Parts Manager

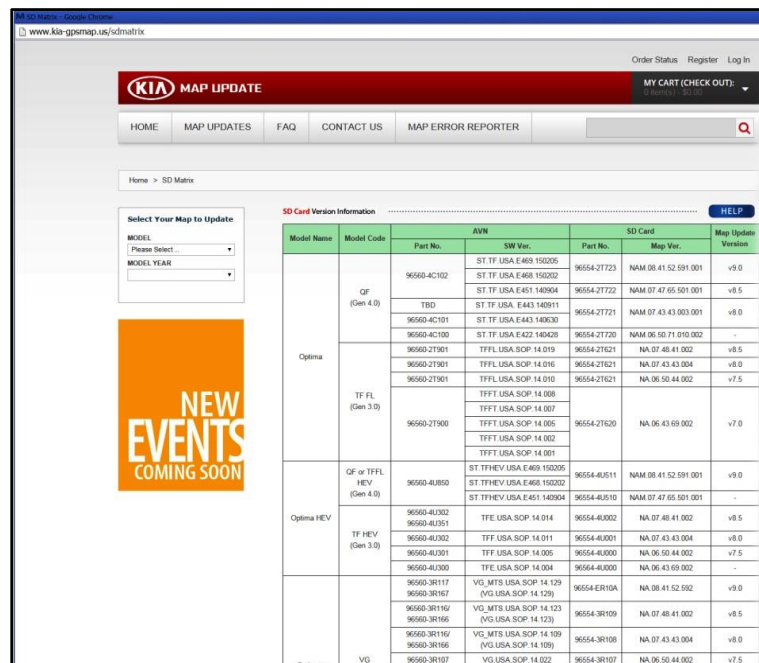
Service Advisor(s) Technician(s) Body Shop Manager Fleet Repair

* NOTICE

If the Navigation system displays an error message with the words SD Card or Map in the description of the message, the Navigation system has identified a mismatch of the head unit s/w with the inserted map version.

Navigation or SD Card replacements for the incorrect handling of delivered parts are NOT covered under warranty. In all mismatch cases, MnSOFT can assist with identification of the correct matching SD Card and, in certain cases, complete a replacement through this program.

1. If an error message is shown on the navigation head unit display, contact Kia Techline and open a case.
2. Kia Techline will use the table shown below to identify the following information:
 - a. SD Card part number that matches the model/year of the vehicle
 - b. Map database version that matches the software of the head unit software



The screenshot shows the Kia GPS Map Update website interface. At the top, there is a navigation bar with the Kia logo and 'MAP UPDATE' text. Below the navigation bar, there are links for HOME, MAP UPDATES, FAQ, CONTACT US, and MAP ERROR REPORTER. The main content area is titled 'SD Card Version Information' and contains a table with columns for Model Name, Model Code, Part No., SW Ver., SD Card Part No., Map Ver., and Map Update Version. The table lists various models and their corresponding SD Card part numbers and map versions. A 'Select Your Map to Update' form is visible on the left side of the table, and a 'NEW EVENTS COMING SOON' banner is also present.

Model Name	Model Code	AVN		SD Card		Map Update Version
		Part No.	SW Ver.	Part No.	Map Ver.	
Optima	QF (Gen 4.0)	96560-4C102	ST TF USA E.469.150205	96554-21723	NA.M.06.41.52.591.001	v9.0
			ST TF USA E.468.150202			
			ST TF USA E.451.148904	96554-21722	NA.M.07.47.65.501.001	v8.5
	TFBD	96550-4C201	ST TF USA E.443.148911	96554-21721	NA.M.07.43.43.003.001	v8.0
			ST TF USA E.443.148903			
			ST TF USA E.422.140420	96554-21720	NA.M.06.50.71.910.002	-
	96550-4C200	96550-21901	TFFL USA.SOP.14.019	96554-21621	NA.07.48.41.002	v8.5
			TFFL USA.SOP.14.016	96554-21621	NA.07.43.43.004	v8.0
			TFFL USA.SOP.14.010	96554-21621	NA.06.50.44.002	v7.5
	TF FL (Gen 3.0)	96560-21900	TFFL USA.SOP.14.008			
TFFL USA.SOP.14.007						
TFFL USA.SOP.14.005			96554-21620	NA.06.43.69.002	v7.0	
TFFL USA.SOP.14.002						
TFFL USA.SOP.14.001						
Optima HEV	QF or TFFL HEV (Gen 4.0)	ST.TFHEV USA E.469.150205	96554-4U511	NA.M.06.41.52.591.001	v9.0	
		ST.TFHEV USA E.468.150202				
		ST.TFHEV USA E.451.148904	96554-4U510	NA.M.07.47.65.501.001	-	
TF HEV (Gen 3.0)	96550-4L302	TFF USA.SOP.14.014	96554-4U002	NA.07.48.41.002	v8.5	
		TFF USA.SOP.14.011	96554-4U001	NA.07.43.43.004	v8.0	
		TFF USA.SOP.14.005	96554-4U000	NA.06.50.44.002	v7.5	
		TFF USA.SOP.14.004	96564-4U000	NA.06.43.69.002	-	
		TFF USA.SOP.14.001				
Cadenza	VG	VG_MTS USA.SOP.14.129	96554-ER10A	NA.08.41.52.592	v9.0	
		VG USA.SOP.14.129				
		VG_MTS USA.SOP.14.123	96554-3R109	NA.07.48.41.002	v8.5	
		VG USA.SOP.14.123				
		VG_MTS USA.SOP.14.109	96554-3R108	NA.07.43.43.004	v8.0	
		VG USA.SOP.14.109				
VG USA.SOP.14.022	96554-3R107	NA.06.50.44.002	v7.5			

<http://www.kia-gpsmap.us/sdmatrix>

3. If you have a suspect SD Card that does not work when tested in a second vehicle, Kia Techline will contact MnSOFT to request an exchange of the affected SD Card.
4. 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.

SUBJECT:

NAVIGATION HEAD UNIT SD CARD REPLACEMENT

5. To request an exchange of the affected SD Card, provide Techline with the following information:
 - Dealer Code
 - 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 (**Setup > Main > System Info**).
 - An image of the affected SD Card

6. In cases where the SD Card is missing from the vehicle or has been lost, the dealership must purchase a replacement card.

To purchase a replacement SD Card, refer to the contact information shown below.

Call: 888-757-0010 or email: contact@kia-gpsmap.us