

TECH TIMES


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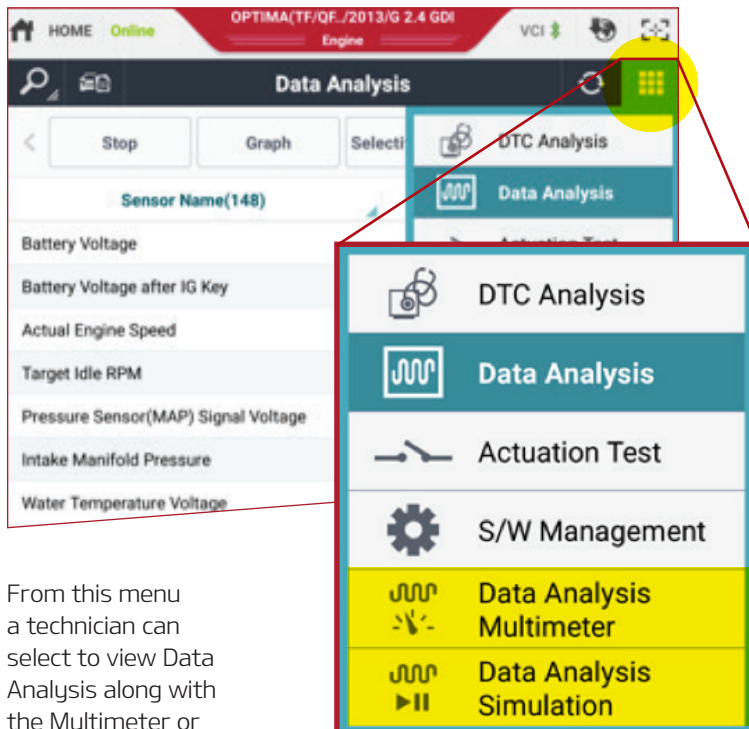
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KDS: NEW FEATURE DATA ANALYSIS

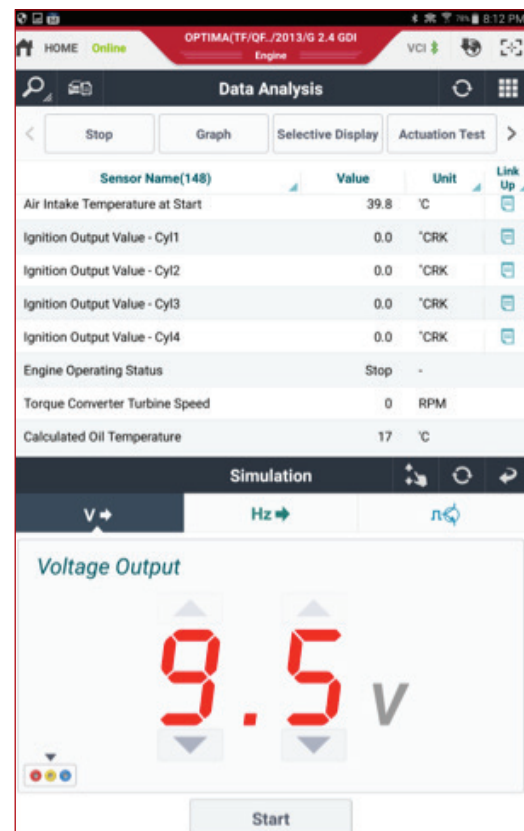
The KDS now allows technicians to use the simulator or multimeter while viewing Data Analysis.

While in Data Analysis, pressing the  button (highlighted) will open a menu.



From this menu a technician can select to view Data Analysis along with the Multimeter or Simulator.

With this feature, a technician can apply a voltage to a circuit with the simulator while monitoring the same circuit in Data Analysis (below).



TECHLINE FAQs

Q

Why does the TPMS light flash 6 times after TPMS module replacement on a 2014 Forte?

A

After vehicle name writing and sensor registration, you must change the module from virgin state to normal state by entering TPMS module configuration under data treatment and selecting "normal" and press "OK".

Q

I am a DSA dealer. Do I still need a PWA case for the warranty extension 2016-09 as stated in the bulletin?

A

DSA dealers do not need to open Techline PWA cases for this warranty extension.

Q

I have been directed to replace the long block under the warranty extension 2015-09, but it says only short block is part of this extension. Will this still be covered?

A

The recommendation for long block was made due to the consequential damage that resulted from the rotating assembly failure in the short block. Any additional repairs that result due to consequential damage from the covered failure are subsequently covered as well.

LATEST TECHNICAL SERVICE BULLETINS, SERVICE ACTIONS AND CAMPAIGNS

BOD 150	Customer Satisfaction Program: Front Door Latch Customer Service Program (CS 1603) (2011MY XM)
CHA 070	TPMS Sensor Inoperative (2014MY XMa)
BOD 125	Panoramic Sunroof Slow to Close and/or Abnormal Noise When Closing (2016MY UMa)
CHA 074	MDPS Flexible Coupling Replacement (Multiple Models)
ENG 156	ECM Upgrade - MIL on With DTC P0128 (2015MY PS)
CHA 071	Front Wheel Bearing Noise (2014MY QF)
BOD 143	Combination Lamp Water Intrusion (2014 - 2015MY QF)
SST 040	Compressor Diagnosis Tool Introduction (Multiple Models)

**CAUTION**

Vehicle servicing performed by untrained persons could result in damage to the vehicle.

**WARNING**

- Vehicle servicing performed by untrained persons could result in injury to those persons or to others.
- Always take proper and necessary safety precautions when performing any type of service on a vehicle.
- The Kia technician newsletter (Tech Times) is intended for use by professional Kia automotive technicians only. It is written to inform technicians of conditions that may occur on some vehicles. Trained Kia technicians have the equipment, tools, safety instructions, publications and expertise to help perform the job correctly.

NOTICE

The topics covered in this newsletter are designed to assist you with the diagnosis and repair of specific vehicle conditions. Just because a condition is described in this newsletter, do not assume that it applies to your vehicle, or that your vehicle will have that condition. In all cases, the procedures in the applicable Service Manual and/or Electrical Troubleshooting Manual or on KGIS should be performed first.

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GETTING UP TO SPEED ON HYBRID TECHNOLOGY

To increase fuel efficiency by 25 percent, Kia will nearly triple its global green car lineup by 2020. New models like the 2017 Optima Hybrid, Optima Plug-in Hybrid, and Niro hybrid utility vehicle are part of a \$10 billion investment to build a full eco-friendly lineup.

Because Kia is making a significant investment in hybrid technology, now is the time to invest in yourself and increase your knowledge and skills—even if your dealership is not currently a hybrid dealer. Did you know that you won't be able to service and repair these upcoming Kia hybrid vehicles unless you are certified?

To become hybrid-certified, you must complete these requirements:

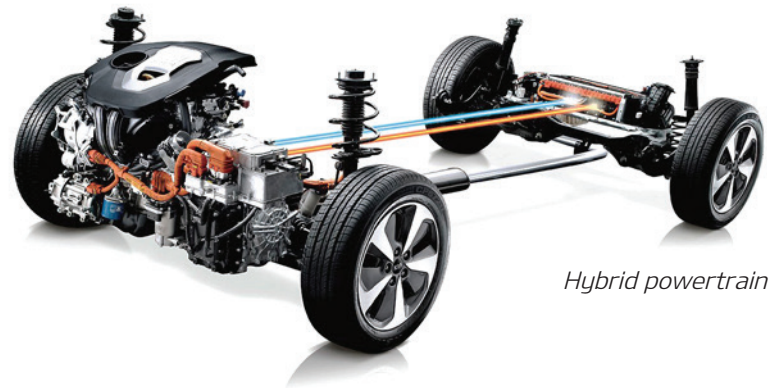
Web-Based Training

- Hybrid Electric Vehicle Safety (TEC-01-028-1) introduces Technicians to High Voltage (HV) components, personal protection equipment, and safely disabling the HV system.
- Hybrid Technical Highlights (TEC-01-029-1) provides an overview of hybrid technology, including components, drive modes, the hybrid control system, hybrid powertrain, and HV battery.
- Introduction to GDS (TEC-01-023-1) is an overview of GDS hardware, software, and navigation, including the location of scan tool data and service information.

Instructor-Led Training

- Optima Hybrid Technology (TEC-03-040-1) is a 3-day course that will help Technicians develop their diagnostic skills with hands-on practice using GDS, a DVOM, and ETM schematics.
- Diagnosing with GDS (TEC-03-035-1) is a 2-day course that will help Technicians navigate and use GDS features and functions to effectively diagnose and repair customer concerns.
- Automotive Electrical Diagnosis (TEC-03-017-1) is a 3-day course that provides Technicians with hands-on practice using a DVOM to diagnose and repair electrical system malfunctions.

Take the self-study Web-Based Training courses at your convenience, and enroll in a hybrid prerequisite course at one of your nearest training centers today!



Hybrid powertrain



2017 Optima Hybrid

KIA TOPS IN INITIAL QUALITY STUDY (IQS)



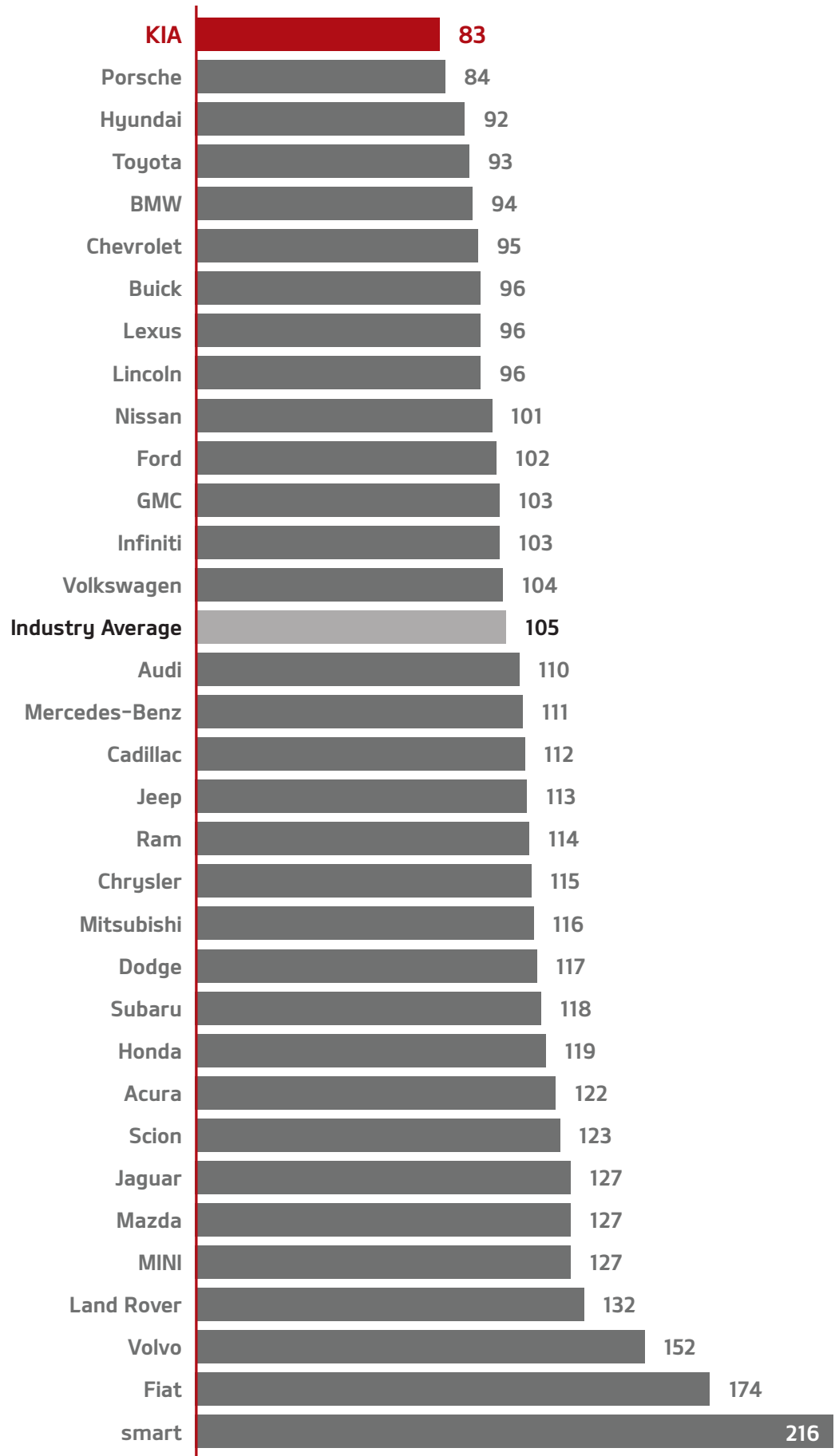
2016 Nameplate IQS Ranking

Problems per 100 Vehicles (PP100)

The 2016 J.D. Power and Associates Initial Quality Study (IQS) released this month shows Kia at the top of the list with a score of 83, leading all other manufacturers. The industry average is 105. The study ranks nameplates based on the number of problems reported per 100 vehicles.

Kia achieved its goal of performing the best in the industry for a combined group of 34 "Dealer-Influenced" problems relating to the condition of the vehicle and how well customers understand the features and controls of their vehicles. Kia focuses on improving these items as they are the primary responsibility of Kia Motors America (KMA) and its retailers for IQS improvement. KMA wishes to thank all those dealership employees who contributed to this outstanding achievement.

Chart: J.D. Power and Associates 2016 U.S. Initial Quality Study (IQS), 2016 Nameplate IQS Rankings. Rankings are based on numerical scores, and not necessarily on statistical significance.



ASE HYBRID/ELECTRIC VEHICLE CERTIFICATION

Did you know that the National Institute for Automotive Service Excellence (ASE) offers a hybrid/electric certification category? The Light Duty Hybrid/Electric Vehicle Specialist (L3) advanced level certification is for technicians who diagnose and repair hybrid/electric vehicles.

The L3 Certification Test encompasses a wide range of hybrid/electric vehicle technology, but it does not use a Composite Vehicle like other ASE Advanced Level tests. Instead, it uses an L3 Certification Test Reference as an electronic pop-up during the test. This document identifies the hybrid/electric vehicle technology concepts included in the test, outlines the three common types of hybrid/electric vehicle drive systems, and includes diagrams for each type. The test includes a glossary of terms, helping technicians clearly understand the questions despite differences in how Kia may use these terms.

To register for the L3 test, technicians must have passed both Automobile Electrical/Electronic Systems (A6) and Engine Performance (A8) tests. To become certified, technicians must pass the L3 test and provide proof of three years of hands-on working experience.

The L3 test has a 2 hour time limit, includes 55 questions, and instant results will be available at the test center.

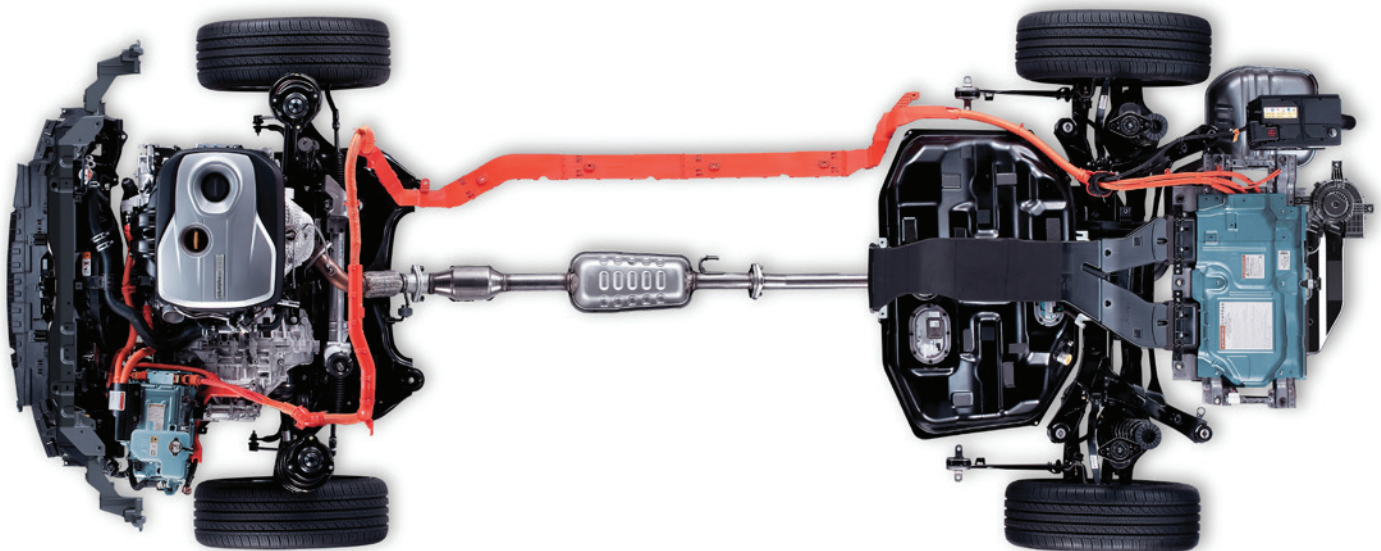
The Light Duty Hybrid/Electric Vehicle Specialist (L3) test information booklet is available at www.ase.com/l3info. It contains the task list, the L3 Certification Test Reference document, sample test questions, and training resources.

Why Become Hybrid/Electric Certified?

ASE certification provides an impartial endorsement of your knowledge and experience, demonstrates your professional commitment, and improves your skills and knowledge through training, study, and "keeping up" with changing technology.



Optima Hybrid



Hybrid Chassis

CUSTOMER TIP

PHASE OUT OF AIR BAG BROCHURE

As of July 30, 2016, Kia's **Understanding Your Seat Belt & Air Bag Supplemental Restraint System** brochure normally included with the vehicle glove box publications will be discontinued.

Vehicles in transit from the ports prior to July 30th will have the brochures in the publication materials; however, units processed after July 30th will no longer include the brochure.

The information from this brochure is currently contained in each vehicle's Owner's Manual. New vehicle owners may refer to their Owner's Manual for information and safety precautions for the Seat Belt and Air Bag Supplemental Restraint System.

Refer to PitStop PS 454



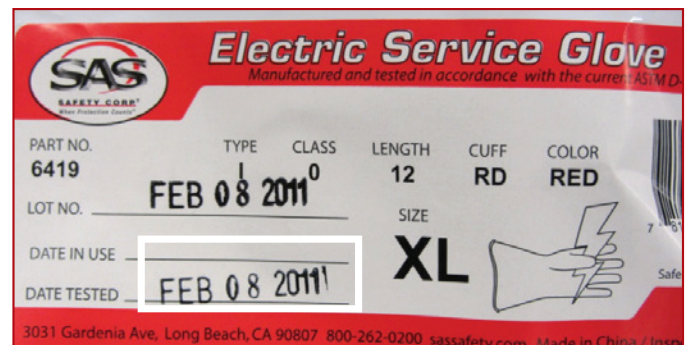
HIGH VOLTAGE (HV) INSULATED GLOVES RECERTIFICATION

A reminder to dealer personnel about the importance of having the High Voltage (HV) insulated gloves used by technicians to service hybrid, plug-in hybrid and electric vehicles, recertified on a six month or yearly basis (see below). With the upcoming release of the 2017 Optima Hybrid and soon to come Optima Plug-in Hybrid and Niro, it becomes even more critical to ensure technician safety by checking the current certification date stamped on each pair of HV insulated gloves and to send those gloves with out-of-date certifications in for recertification.

To Recertify your Insulated Gloves, the following procedure must be followed:

1. Contact the Kia Special Tools call center at 888-542-1011. Provide your dealer code.
2. The call center representative will issue you an RGA number for the return. Using the RGA number, ship your gloves to the address listed below, using the freight method of your choice (dealer is responsible for shipping cost).
SAS Safety Corporation
3031 Gardenia Ave.
Long Beach, CA 90807
3. In approximately 5-10 business days, you will receive your recertified gloves.
4. Your parts account will be billed \$35 for the cost to recertify the gloves, plus the return shipping charges to your dealership. The billing part number is **HEVGLVRECERT**.

For questions regarding this procedure, please contact the Kia Special Tools call center at 888-542-1011. Refer to TSB: SST 028.



If the glove package has NOT been opened (i.e. still sealed) — the gloves MUST be recertified when beyond one (1) year from the date code stamped on the label.



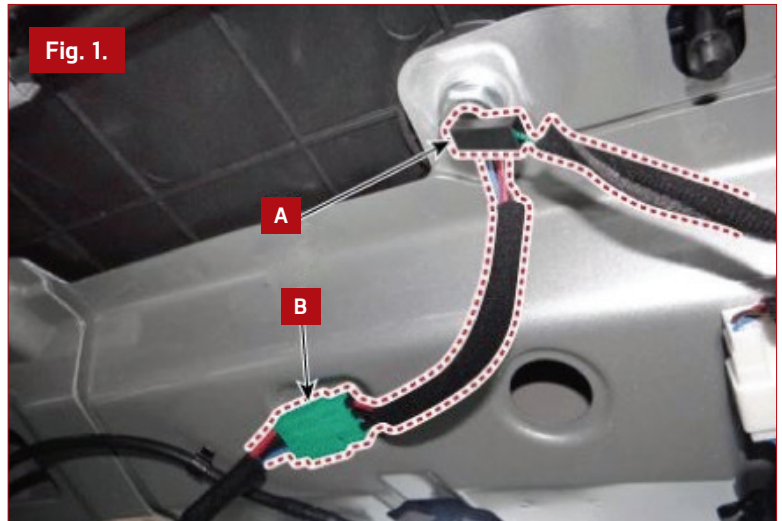
If the glove package has been opened — the gloves MUST be recertified once six months have passed from the date stamped on the glove and every six (6) months thereafter.

INTERMITTENT AM/FM RADIO STATIC

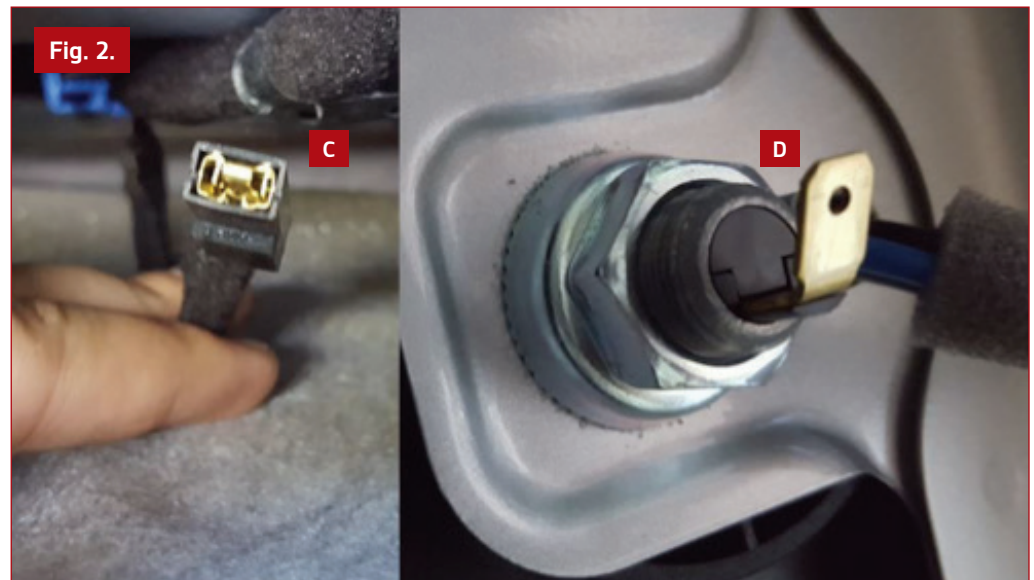
This article provides information for some 2017MY Sportage (QL) vehicles that may experience AM/FM radio static, especially when the vehicle drives over bumps. This condition can be caused by loose connections at the base of the antenna. Follow the procedure outlined below to resolve the concern.

Service Procedure

1. Expose the base of the roof antenna (Fig. 1) by removing or lowering the rear roof trim by referring to the applicable service procedure on KGIS.
2. Check the indicated connectors **A** and **B**.



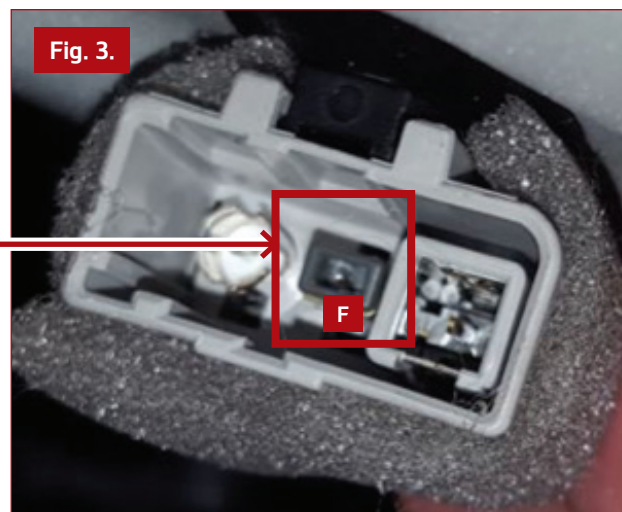
3. (Fig. 2) Ensure the power connector at the base of the antenna **C** is seated properly and check terminal tension **D**.



4. (Fig. 3) Disconnect connector **E** and use a small brush to apply Stabilant 22A to the Main To Antenna Harness Connection AM/FM input pin (Pin 2) **F**.

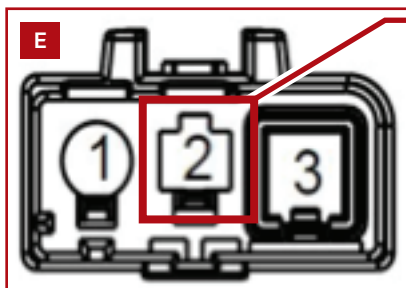
Note: Allow five (5) minutes of drying time after applying Stabilant 22A, prior to reconnecting the connector.

5. Reconnect all connectors to the antenna, and then tap on the antenna **G** while listening to the vehicle's AM/FM radio (Fig. 4). Verify there is no static caused by the disturbance.



6. Re-install all removed components by reversing the order of removal.

Refer to PitStop PS 453



TEST YOUR TECH TIMES KNOWLEDGE WORDSEARCH

Test your knowledge of the articles in this issue of Tech Times!

Locate the words listed below. Words can be located horizontally, vertically, and diagonally (in all directions).

1. The KDS now allows technicians to use what while viewing Data Analysis? (page 1)

R M T U L O I A S _____

2. Kia plans to increase its lineup of what kinds of vehicles? (page 3)

O E C - N D I Y L E F R _____ - _____

3. Kia reached the top of what study? (page 4)

I I T N L A I Q A Y T U L _____

4. To be certified, technicians must pass the L3 and have how much experience? (page 5)

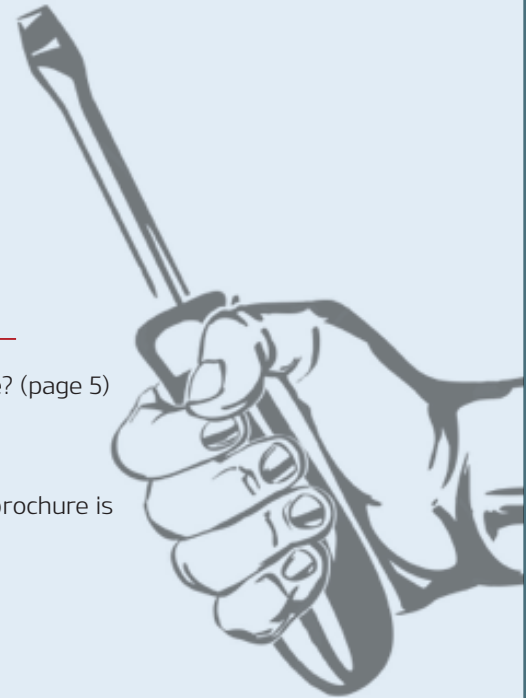
H E T R E S Y A E R _____

5. The **Understanding Your Seat Belt & Air Bag Supplemental Restraint System** brochure is normally found where? (page 6)

V G E L O X B O _____

6. CAN stands for what? (page 7)

L E L R R O C O T N A R A E R N T W O K E



7. A new feature of KDS is the ability to view Service Information how? (page 10)

N E S C A P L D A _____

8. SiriusXM® data might not load due to connection issues with what? (page 11)

I E T S L T A E L _____

9. Another term for the Simulator is what? (page 1)

R E L U T M E I T M _____

10. Kia is working to increase gas mileage by how much (%)? (page 3)

T T Y E N W E F V I _____

11. "Introduction to GDS" covers hardware, software, and what else? (page 3)

N I O I T V A N G A _____

12. The information from the phased-out brochure is found where? (page 6)

N W R S E O L A N M A U



KDS CAN LINE INSPECTION TOOL

The KDS features a special diagnostic tool that can greatly assist technicians when diagnosing Controller Area Network concerns on current 2015–2017MY K900 (KH), 2016–2017MY Sorento (UMa) and 2015–2017MY Sedona (YP) with more models coming soon.

The function of the KDS CAN Line Inspection tool is to perform a quick network test of all the modules that communicate and transmit on the vehicles' C-CAN network.

To perform the test:

1. Navigate from the KDS Main page (See Fig. 1) and select S/W Management.
2. Once the S/W screen list of Systems is displayed; select "CAN Line Inspection", then select "CAN Line Monitoring" (Fig. 2).
4. Review the CAN Monitoring test instructions and other critical details in the Etc. portion of the screen (Fig. 3).

NOTE: It is recommended that this test is performed with the engine running.

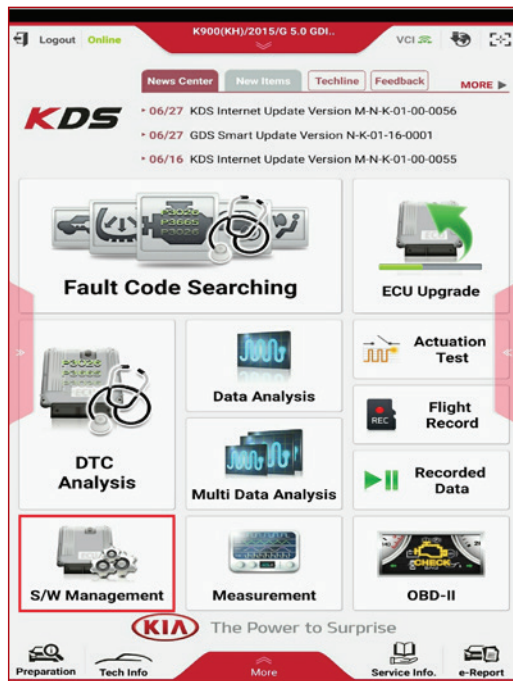


Fig. 1.

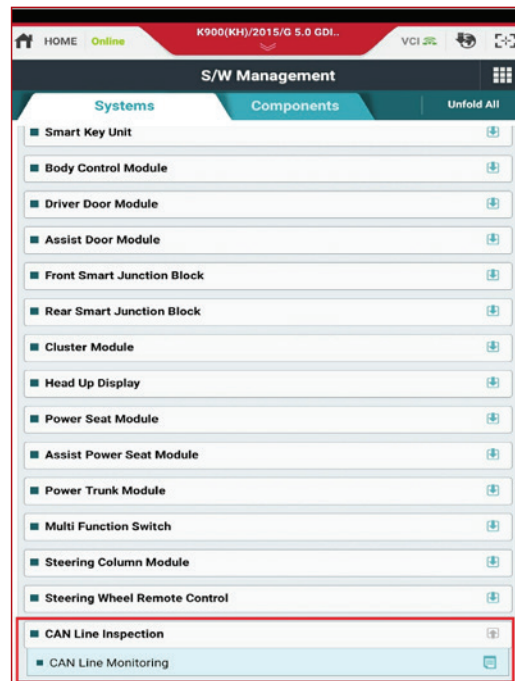


Fig. 2.

Once the "OK" button is selected, the test will begin and each module box shown on the screen will change color to green if the test result is OK or pass (see Fig. 5). Once the test is completed, a pop-up window will display the test results and which C-CAN network Modules (if any) did not communicate.

If any modules are shown as "Fail" (shown in red) make sure that the module is available in the vehicle, if module is available in the vehicle then further testing/diagnosis will be required (e.g., Fault Code searching) to address the root cause of the network concern.

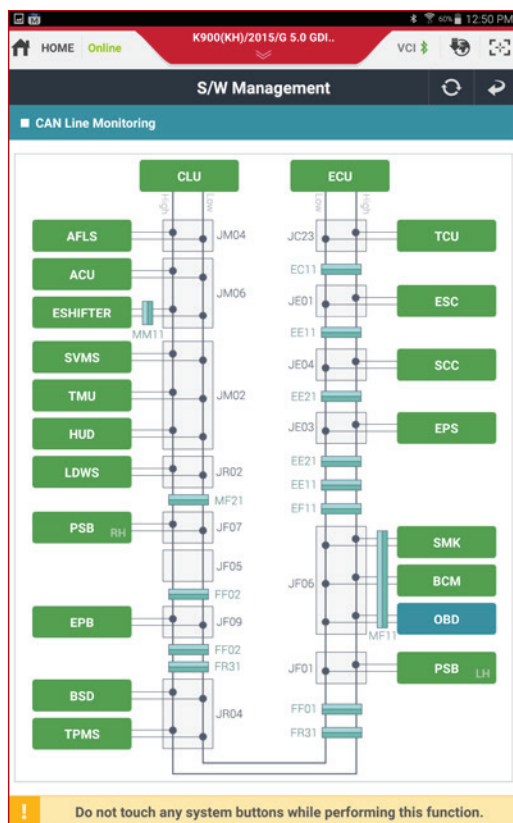


Fig. 3.

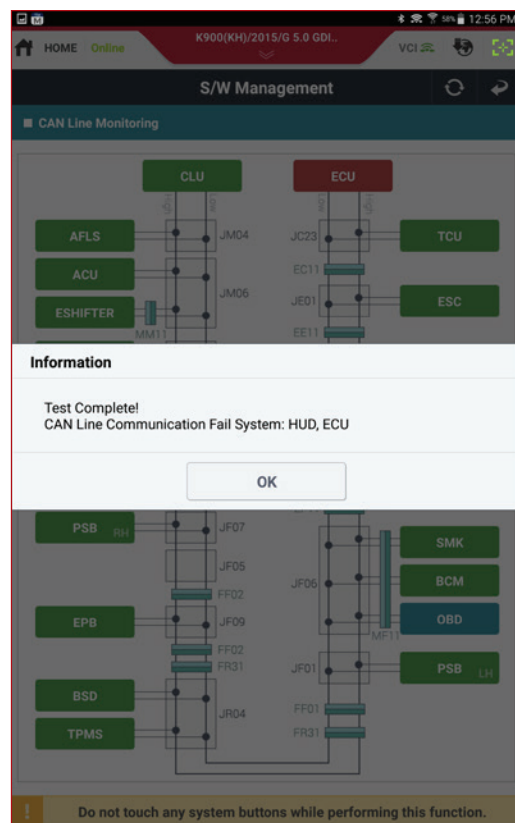

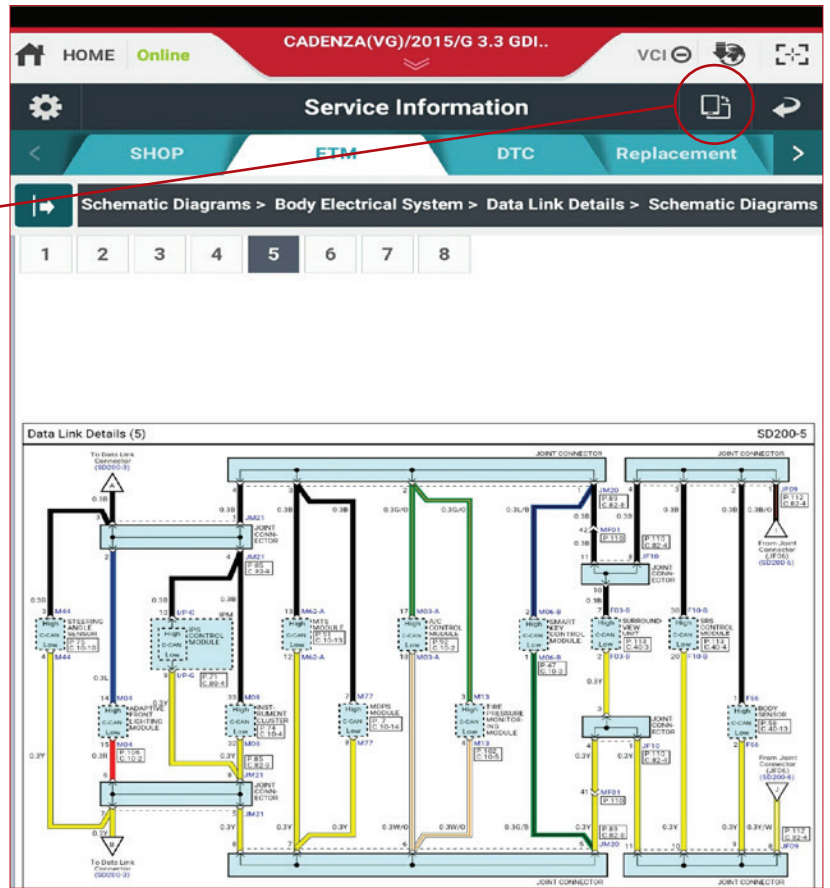
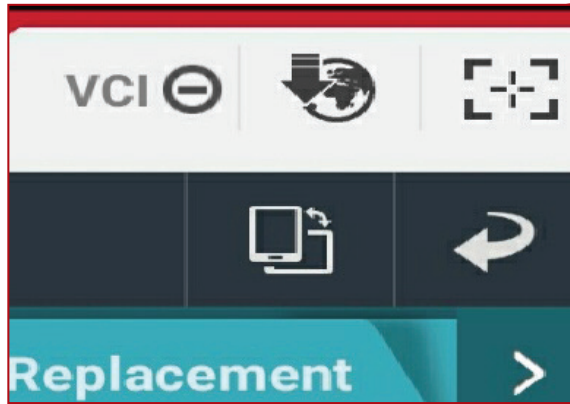


Fig. 4.

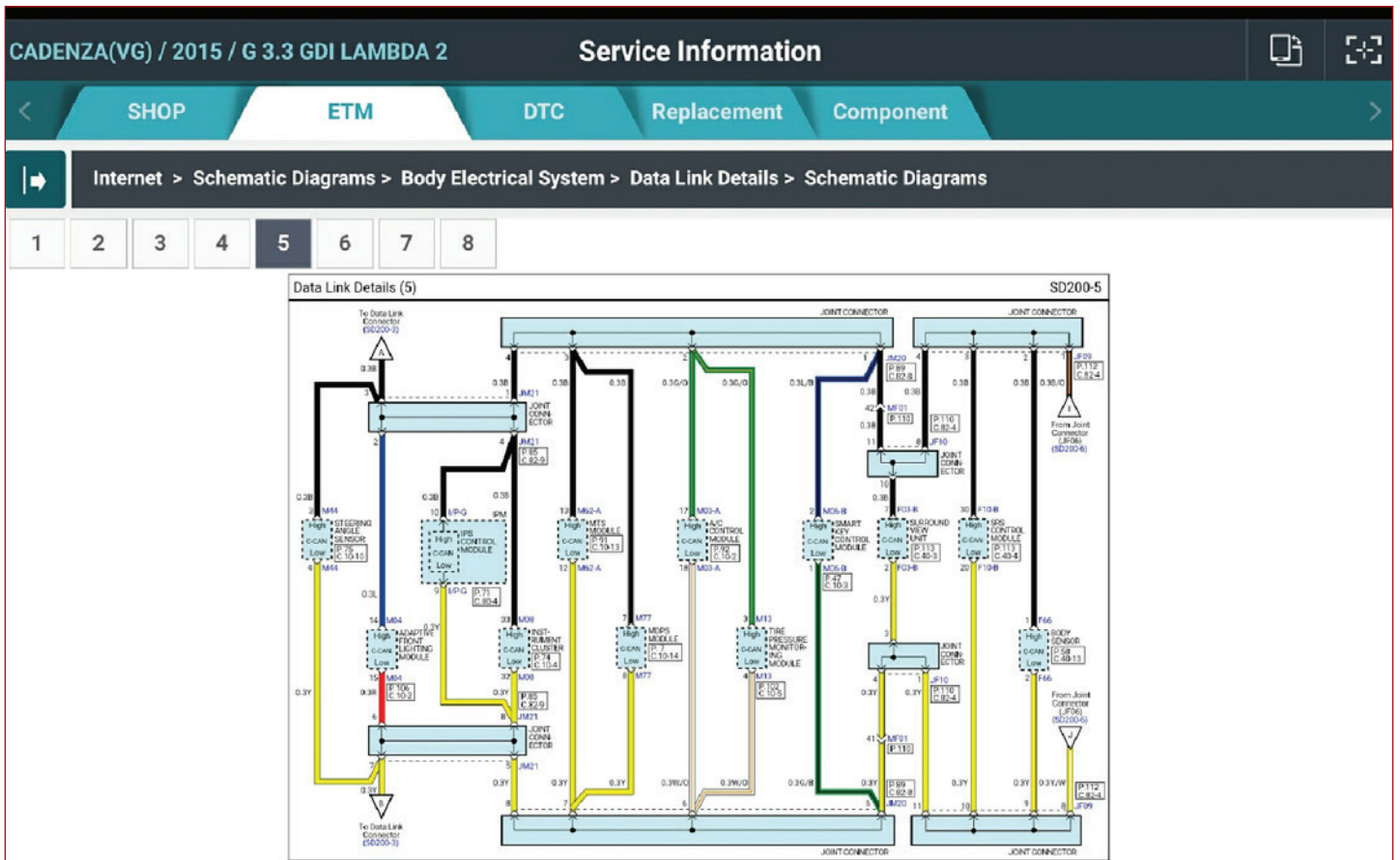
KDS: NEW LANDSCAPE VIEW

One of the KDS features available to technicians is the ability to switch the view of Service Information to a landscape format.

When viewing Service Information, select the  button (highlighted) to flip the page to landscape.



This feature provides a more complete view of Service Information pages.



SIRIUSXM® DATA NOT LOADING ON UVO ESERVICES HEAD UNIT

This article provides information related to SiriusXM® satellite radio service on 2017MY Sportage with UVO eServices, in regards to the following customer concerns:

- SiriusXM® Data will not load
- Head unit display shows “No Information Received” when I select Weather, Fuel Prices, Sports, Stocks, or Movies” (Fig. 1).

The concerns above may happen when the communication between the SiriusXM® satellite and the head unit is not initializing correctly. To correct this concern, a “signal refresh” is required.

There are three ways for a dealer to refresh the SiriusXM® signal:

1. Phoning SiriusXM® OEM Dealer Support: 888-465-8528
2. Entering the radio ID (ESN) at www.siriusxm.com/refresh
3. Downloading the SiriusXM® Dealer App through iTunes or Google

It is recommended that the Radio ID should always be used to refresh. It is not recommended to use the VIN in case head unit has been replaced and Sirius system does not reflect the correct Radio ID (ESN) within the vehicle.

1. Place the vehicle in an open area with clear, unobstructed view of the sky to refresh
2. Check Channel 0 to obtain the ESN or ESNs.
3. Tune the head unit to the Sirius or SiriusXM® preview channel (1 in the case of this eServices platform or sometimes 184 on other head unit platforms). **NOTE:** Audio should be heard on this channel.
4. Refresh the signal using one of the methods (Dealer support #, refresh link, or Dealer App)
5. Keep the radio on the Sirius or SiriusXM® preview channel (1 or 184 until the subscription update is confirmed (pop-up will display for a few seconds when update is complete).
6. Confirm the SiriusXM® data is working prior to releasing the vehicle to the customer.

NOTE: If customer has phoned in and wishes to refresh their SiriusXM® signal themselves, refer them to either call SiriusXM® at 866-635-2349 or to the SiriusXM® website, by following this link: siriusxm.com/refresh

Refer to PitStop PS 450

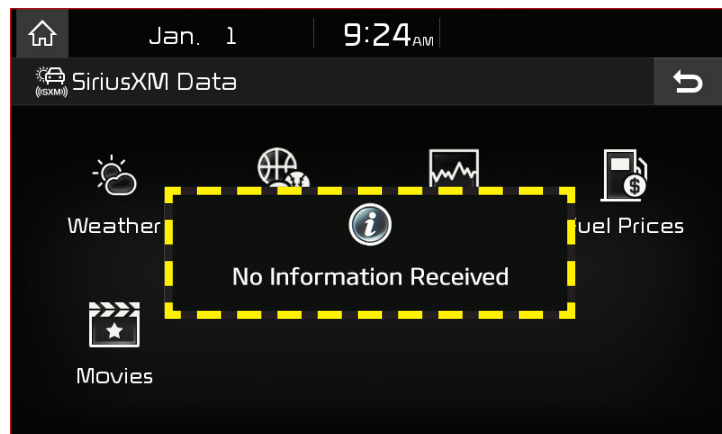


Fig. 1.

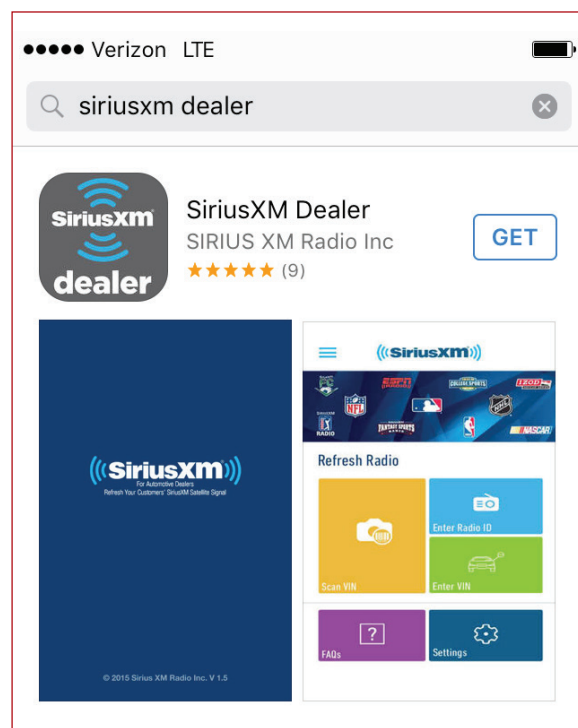


Fig. 2. SiriusXM® Dealer app download on App Store

WORD SCRAMBLE ANSWERS

We hope you gave this issue's word scramble on page 8 a try. In case you need help, here are the answers.

12. OWNERS MANUAL
11. NAVIGATION
10. TWENTY FIVE

9. MULTIMETER
8. SATELLITE
7. LANDSCAPE

NETWORK
6. CONTROLLER AREA
5. GLOVE BOX
4. THREE YEARS

3. INITIAL QUALITY
2. ECO-FRIENDLY
1. SIMULATOR