	GROUP	MODEL
	ELE	**2014-2016MY Sportage (SL), Cadenza (VG) 2014MY Optima (QF/TF/TF HEV)**
	NUMBER	DATE
	117	**October 2016**

TECHNICAL SERVICE BULLETIN

SUBJECT: NAVIGATION SOFTWARE UPDATE - NO SIRIUS TRAFFIC DISPLAY

This bulletin provides the procedure for updating the Navigation software on some Sportage (SL), Cadenza (VG), Optima (QF/TF), and Optima (TF HEV) vehicles, which may experience an inactive (grayed out) Sirius Traffic icon, no traffic flow shown, or a "There is no traffic on route." message. Follow the procedure outlined in this bulletin to improve the Navigation system logic.

No Traffic Flow Shown

Traffic Flow That Should Show Same Location

✳ NOTICE

- **This is a software upgrade for the navigation operating system and NOT a map upgrade.**

- **Delete all paired phones from the system and delete the head unit from all phones. <u>If you do not delete phones, the phone(s) will still show and act as paired, but performance or functionality issues may occur.</u> Anytime a software update is performed to either a paired phone or the system, the pairing should be deleted from both phone and system and then paired again after update.**

- **A fully charged battery is necessary before AVN head unit 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.**

File Under: <Electrical>

Circulate To: ☒ **General Manager**   ☒ **Service Manager**   ☒ **Parts Manager**

☒ **Service Advisors**   ☒ **Technicians**   ☒ **Body Shop Manager**   ☐ **Fleet Repair**

SUBJECT:

NAVIGATION SOFTWARE UPDATE - NO SIRIUS TRAFFIC DISPLAY

★ NOTICE

USB drives (set of 3) containing the Navigation Logic upgrade were shipped directly to all Kia dealers and are addressed to the Service Manager.

Software Version Check Procedure:

1. Start the vehicle or connect a battery charger.

2. Record the customer's radio presets before performing the upgrade.

3. With the head unit on, push the SETUP button.

4. Touch "System Update".

6. Check the software version. Record the software version and refer to the table below to select the proper USB update drive.

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Use: (13MAP) USB #1		
Model	**Before**	**After**
SL	SL_MTS.USA.SOP.14.001	SL_MTS.USA.SOP.14.009
	SL_MTS.USA.SOP.14.002	
	SL_MTS.USA.SOP.14.006	
	SL_MTS.USA.SOP.14.007	
	SL_MTS.USA.SOP.14.008P	
	SL.USA.SOP.14.001	SL.USA.SOP.14.009
	SL.USA.SOP.14.002	
	SL.USA.SOP.14.006	
	SL.USA.SOP.14.007	
	SL.USA.SOP.14.008P	
VG	VG_MTS.USA.SOP.14.008	VG_MTS.USA.SOP.14.022
	VG_MTS.USA.SOP.14.015	
	VG_MTS.USA.SOP.14.019	
	VG_MTS.USA.SOP.14.020	
	VG_MTS.USA.SOP.14.020N	
	VG.USA.SOP.14.008	VG.USA.SOP.14.022
	VG.USA.SOP.14.015	
	VG.USA.SOP.14.019	
	VG.USA.SOP.14.020	
	VG.USA.SOP.14.020N	
QF / TF	TFFL.USA.SOP.14.001	TFFL.USA.SOP.14.010
	TFFL.USA.SOP.14.002	
	TFFL.USA.SOP.14.005	
	TFFL.USA.SOP.14.008	
	TFFL.USA.SOP.14.008N	
	TFFL.USA.SOP.14.008M	
TF HEV	TFE.USA.SOP.14.001	TFE.USA.SOP.14.005
	TFE.USA.SOP.14.003	
	TFE.USA.SOP.14.004	

* NOTICE

If the vehicle is experiencing any of the "Sirius Traffic not shown" concerns and has one of the software versions matching the "After" versions in the table above (13MAP USB #1), open a Techline case.

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Use: (14MAP) USB #2		
Model	**Before**	**After**
SL	SL_MTS.USA.SOP.14.013	SL_MTS.USA.SOP.14.024S
	SL_MTS.USA.SOP.14.021	
	SL_MTS.USA.SOP.14.024	
	SL.USA.SOP.14.013	SL.USA.SOP.14.024S
	SL.USA.SOP.14.021	
	SL.USA.SOP.14.024	
VG	VG_MTS.USA.SOP.14.109	VG_MTS.USA.SOP.14.123S
	VG_MTS.USA.SOP.14.120	
	VG_MTS.USA.SOP.14.123	
	VG.USA.SOP.14.109	VG.USA.SOP.14.123S
	VG.USA.SOP.14.120	
	VG.USA.SOP.14.123	
QF/TF	TFFL.USA.SOP.14.016	TFFL.USA.SOP.14.019S
	TFFL.USA.SOP.14.019	
TF HEV	TFE.USA.SOP.14.011	TFE.USA.SOP.14.014S
	TFE.USA.SOP.14.014	

Use: (15MAP) USB #3		
Model	**Before**	**After**
SL	SL_MTS.USA.SOP.14.031	SL_MTS.USA.SOP.14.032T
	SL_MTS.USA.SOP.14.032	
	SL.USA.SOP.14.031	SL.USA.SOP.14.032T
	SL.USA.SOP.14.032	
VG	VG_MTS.USA.SOP.14.137	VG_MTS.USA.SOP.14.138T
	VG_MTS.USA.SOP.14.138	
	VG.USA.SOP.14.137	VG.USA.SOP.14.138T
	VG.USA.SOP.14.138	
QF/TF	TFFL.USA.SOP.14.025	TFFL.USA.SOP.14.025T
TF HEV	TFE.USA.SOP.14.020	TFE.USA.SOP.14.020T

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AVG Gen 3.0 Upgrade

1. Obtain the applicable USB upgrade drive from your Service Manager and insert it in the vehicle's USB port. Make sure to allow for the sound file to play for one second before proceeding to the next step.

   > ⋆ **NOTICE**
   >
   > **Choose USB #1, 2, or 3 depending on the previous software version shown in the tables above.**

Images shown are for demonstration only purposes and will vary by model.

2. With the head unit on, push the **SETUP** button as shown.

   > ⋆ **NOTICE**
   >
   > **Do NOT turn the vehicle ignition or the head unit OFF while the update is in progress.**

3. Touch 'System Update'.

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4. Touch the screen's points (A) and (B) in the procedure below to enter the Engineering mode.

    B → B → B → A → A → A → B → B

    ★ NOTICE

    If the Engineering mode is not displayed, repeat the procedure from step 2.

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5. Touch 'System'.

6. Touch 'Start'.

7. Touch 'OK' to start the update.

8. The head unit will automatically restart and begin the update.

> **★ NOTICE**
>
> **The upgrade will take approximately thirty (30) minutes to complete.**
>
> **After the upgrade, the head unit will power off and display the clock.**

9. Remove the USB drive then verify that the software upgrade is successful by checking the software version in the system and comparing it to the "after" software version in the tables above.

> **★ NOTICE**
>
> **If the software version does not match, please perform the software upgrade again. After two (2) unsuccessful attempts, open a Techline case.**

10. Reprogram the customer's radio presets as recorded in step 2 of 'Software Version Check Procedure'.

11. Obtain the customer's phone(s) and verify proper bluetooth operation by deleting all paired phones from the system and the head unit from the phone(s) and then re-pairing.

12. Confirm that the navigation is operational, traffic is displayed, and system is functional. If no traffic is shown, compare to another vehicle to confirm that there is currently traffic displayed in that geographic location. If there is no traffic shown after confirming that there is currently traffic displayed in that geographic location, open a Techline case.

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REQUIRED TOOLS:

Part Name	Figure			Comments
USB Upgrade Drive				Additional USB sticks can be ordered through Snap-on Equipment Solutions at (888) 542-1011
	USB #1	USB #2	USB #3	

AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Sportage (SL)	September 1, 2013 to April 27, 2015 and July 10, 2015 to November 10, 2015
Cadenza (VG)	July 15, 2013 to April 29, 2015 and July 27, 2015 to January 6, 2016
Optima (QF)	September 4, 2013 to May 5, 2014
Optima (TF)	October 7, 2013 to July 11, 2014
Optima Hybrid (TF HEV)	December 11, 2013 to July 21, 2014

WARRANTY CLAIM INFORMATION:

Model	Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time
SL	W	Refer to EPC	0	M47	ZZ4	(ELE117) AVN Software Upgrade	28325F31	0.3 M/H
VG								
QF / TF								
TF HEV								