



GROUP
ELE

MODEL
2017MY
Soul (PS)

NUMBER
119

DATE
November 2016

TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: SOFTWARE UPGRADE
FOR AUDIO GEN 4.0 TYPE B (SA253)

This bulletin provides the procedure to upgrade the Audio Gen 4.0 Type B software on some 2017MY Soul (PS), produced from July 12, 2016 to August 26, 2016, which may experience a screen freezing, black screen, or other display concerns during initial system startup. These concerns may occur during initial booting. Follow the procedure outlined in this bulletin to correct the concern.



* NOTICE

Before performing the service procedure, the AUM firmware MUST be updated to the latest version. Refer to TSB SST 049 for the AUM firmware update procedure.

* 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 SA253.

* NOTICE

A fully charged battery is necessary before audio head unit upgrade can take place. It is recommended that the Midtronics GR8-1299 system be used, in ECU 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

Software Version Check Procedure:

1. Turn the head unit OFF.
2. Press and hold the “**SEEK Down**” button and the **right tuner knob (A)** and continue to hold both for four (4) seconds.



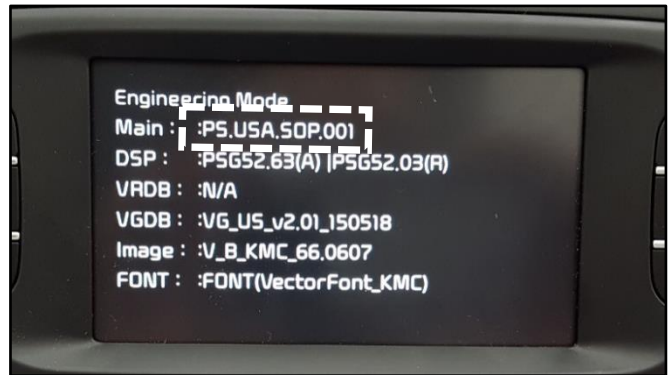
3. Immediately after releasing the “**SEEK Down**” button and the **right tuner knob**, press the **right tuner knob (A)** four (4) times in a row quickly within half a second each.



4. With the head unit in engineering mode, check the software version and verify that it matches the version below:

Model	Current Version
Soul (PS)	PS.USA.SOP.001

If it matches, continue to the next step. If it does not match, contact Techline.



5. Turn off the head unit to exit engineering mode.



SUBJECT: SOFTWARE UPGRADE FOR AUDIO GEN 4.0 TYPE B (SA253)

Service Procedure:

1.

*** NOTICE**

This software upgrade requires a KDS and an AUM. Do NOT attempt upgrade with GDS.

If performing this update on Audio Gen 4.0 head units with the KDS for the first time, refer to TSB **SST 049** to update the AUM firmware.

If the AUM firmware has been updated, proceed to download the software update to the AUM using the KDS by referring to **SST 041**.

CAUTION

Do NOT turn the vehicle ignition OFF while the update is in progress.

2. Start the vehicle or connect the Midtronics GR8-1299 charger.

3. After inserting the AUM USB connector into the USB port of the vehicle, turn OFF the head unit.



4. Press and hold the “**SEEK Down**” button and the **SETUP** button and continue to hold for four (4) seconds.

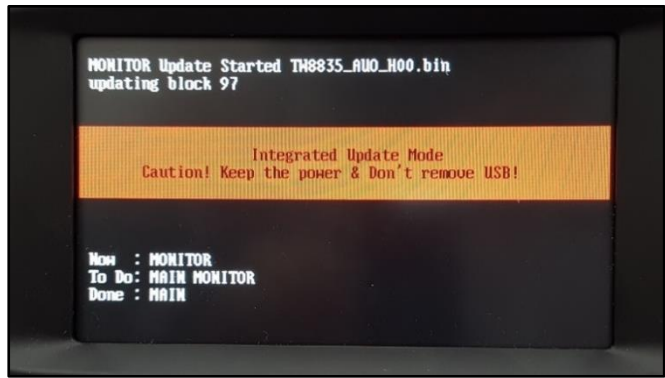


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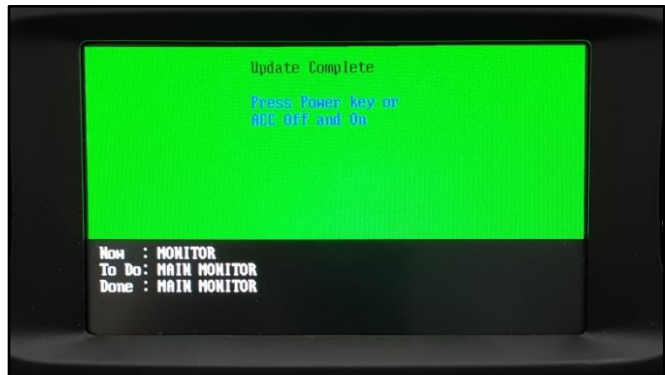
- The update processing message should appear and the update will begin.

*** NOTICE**
 The head unit may restart several times. The update will take approximately three (3) minutes to complete.

*** NOTICE**
 Do NOT disconnect the AUM or turn the radio or vehicle OFF while the update is in progress.



- Once the update is complete, the screen as shown to the right should be displayed.

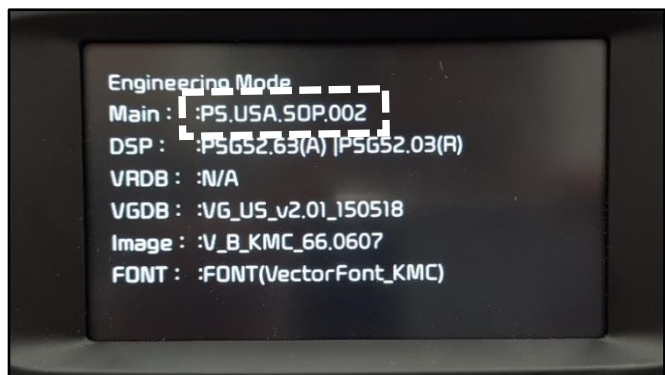


- Turn off the head unit to finalize the update.



- Verify that the software update is successful by checking the software version by following the procedure on page 2 of this bulletin. Ensure the software version matches the version below.

Model	Current Version
Soul (PS)	PS.USA.SOP.002




- Confirm proper system operation of the head unit.

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Soul (PS)	July 12, 2016 to August 26, 2016

REQUIRED TOOL:

Part Name	Figure
KDS - Audio Update Module (AUM)	

WARRANTY INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time
V	96180 B2360CA	0	N99	C99	(SA253) Gen 4.0 Type B Audio Software Upgrade	160093R1	0.3 M/H

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA253 when accessing the WebDCS system.