# TECHNICAL SERVICE BULLETIN

**SUBJECT:**      SERVICE ACTION: SOFTWARE UPGRADE FOR AUDIO POWER ON IMPROVEMENT (SA264A)

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## ✴ NOTICE

**This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.**

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This bulletin provides the procedure to upgrade the Base Audio Gen 3.0 Type A software on some 2017 Forte (YDm) vehicles, produced from May 16, 2016 to November 24, 2016, which may experience an intermittent power-on concern after vehicle ignition is switched on and an error message: "Park the vehicle first to operate Bluetooth setting" while the gear shifter is in "Park" position. Follow the procedure outlined in this bulletin to correct the concern. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.


Base Audio Gen 3.0 Type A

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## ✴ 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 <u>SA264A</u>.**

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**File Under: <Electrical>**

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

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

> **★ 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.**

> **★ NOTICE**
>
> **If a head unit cannot be turned ON, reset the head unit by removing and reinstalling the Multimedia 15A Fuse located at the instrument panel fuse panel.**

**Type A Software Inspection and Upgrade Procedure:**

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

2. Turn the head unit OFF.



3. Press and hold preset button **"1"** and then preset button **"4"** and continue to hold both for five (5) seconds.

   > **★ NOTICE**
   >
   > **If the software version screen is displayed when pressing and holding the preset buttons "1" and "4", restart the procedure from step 2.**



4. Immediately after releasing preset buttons "**1**" and "**4**", press preset button "**1**" four (4) times in a row quickly (within half a second each).



TSB: SA264A (Rev 2) Forte (YDm) January 2017

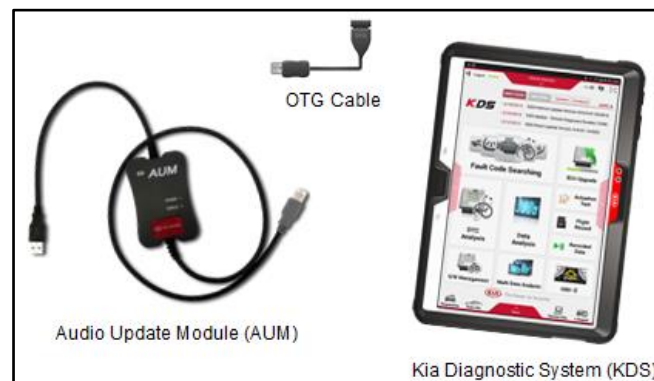**SUBJECT:** SOFTWARE UPGRADE FOR AUDIO POWER ON IMPROVEMENT (SA264)

5. Check the software version and verify that it matches either of the versions below:

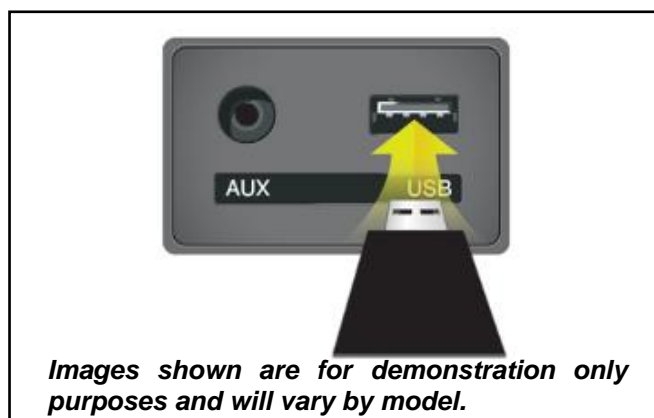| Model | Current Version |
|---|---|
| Forte (YDm) | **V1.00 USA** |
| | **V1.01 USA** |

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



6. If performing the upgrade using the KDS AUM, refer to TSB SST041.



7. With the S/W version screen displayed, obtain the correct **YDm Audio No Power USB Drive (green label)** from your Service Manager and insert it in the vehicle's USB port. **NOTE: Make sure to allow for the sound file to play for one second before proceeding to the next step.**



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

8. Press the **SETUP** button.

9    Press preset button "**1**" to display the firmware upgrade menu.

10.   Once the Firmware upgrade menu is displayed, press preset button **"4"** to update **MICOM**.

11.   The upgrade will begin and system will display the progress on the screen. Once the upgrade is complete, the head unit will automatically reset and then turn off.

> ★ **NOTICE**
>
> **The update will take approximately three (3) minutes to complete. Do NOT disconnect the AUM or turn the radio and vehicle OFF while the update is in progress.**

12.   With the head unit off, press preset buttons **"1"** and **"6"** at the same time for two seconds or more and verify that the software update is successful. If update is not successful, restart the procedure from step 2.

| Model | Updated Version |
|---|---|
| Forte (YDm) | **V1.02 USA** |

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## AFFECTED VEHICLE RANGE:

| Model | Production Date Range |
|---|---|
| Forte (YDm) | May 16, 2016 to November 24, 2016 |

## REQUIRED PART:

| Part Name | Description | Figure | Comments |
|---|---|---|---|
| Software Upgrade USB Drive | 17MY YDm Software Upgrade – No Power |  | This software upgrade can also be performed using a KDS and an AUM. |

## WARRANTY 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 | 96180 B0010WK | 0 | (SA264A) Software Upgrade For Audio Power On Improvement | 170M03R0 | 0.3 M/H | N/A | 0 |

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**★ NOTICE**

**VIN inquiry data for this repair is provided for tracking purposes only.  Kia retailers should reference SA264A when accessing the WebDCS system.**

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