



TECH TIMES

2018 • VOLUME 21, ISSUE 3

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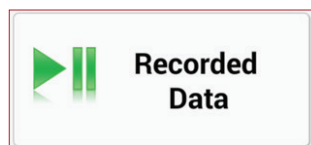
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KDS QUICK TIP: COPY DATA TO A FLASH DRIVE

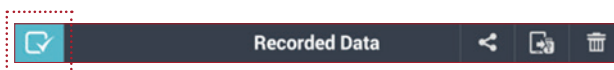
Have you ever needed to copy a data file, image or flight recording directly from KDS to a flash drive?

It is very simple and easy to accomplish: attach the OTG (On The Go) cable (Part# G1XDDCA005) & flash drive and follow the steps 1 through 6.

1. From the home screen, select the Recorded Data button.
2. When the Recorded Data screen appears, select the vehicle (model code) and then select the VIN for the file you want to copy.

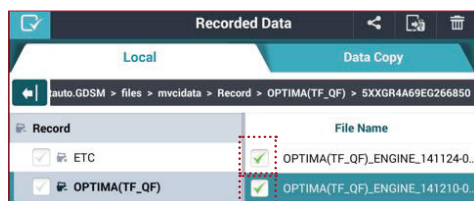


3. Notice that in the upper left corner of the screen there is a check mark in a box icon. Click on this icon.

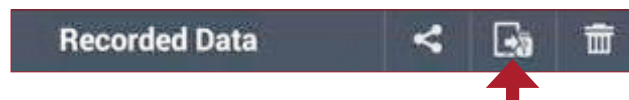


4. Now check the file(s) you want to copy to the flash drive.

(Do not click on the FILE OPEN button at the bottom of the screen).

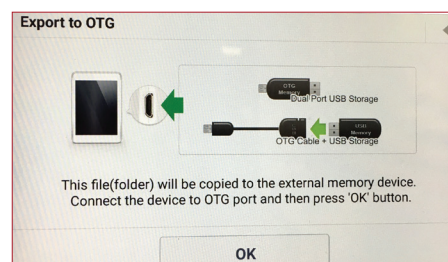
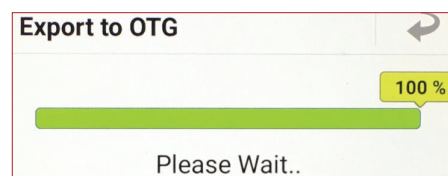


5. Instead, click on the Tablet to Flash Drive icon.



6. When the export screen appears, Click OK.

Your File(s) are now being copied to the Flash Drive.



When copying is complete, remove the adapter cable and the flash drive. Data copy is complete!

Part Name	Item	Comment
G1XDDCA005	USB OTG Cable 5P	To order, contact Snap-On Business Solutions at (888) 542-1011 or KiaSpecialTools.com

TECHLINE FAQs

Q Why does it take so long to attach a video to the tech line case?	A The video may be too large due to the technician recording unnecessary information. How to prevent this concern: provide only the necessary information (problem with the engine and the VIN plate). https://www.kiatechinfo.com/local_bulletin/view.aspx?menu_id=315&docu_no=4092&search_param=%7B%7D&page_no=1
Q If I am reporting a concern for a new model or creating a case for a service alert or a repeat repair that does not need diagnosis, what type of case should I open?	A A quality review case is needed. Please indicate in your QR case if it is a Service Alert, check the 'Repeat Repair/Vehicle Down' box (whichever is applicable) and document the information in the case notes for the agent that will take possession of your case.
Q I unlocked my doors and noticed my smart trunk will not work.	A Smart trunk will be disabled for 30 seconds after the doors are unlocked, and if a door is opened it will be disabled until the doors are locked again.
Q Why am I being asked to attach a WRTY-143 or WRTY-127 form to a repair assistance case?	A Techline now has the ability to create PWA cases for the technician based off of the repair assistance case. All necessary validation information will need to be attached in the assistance case before the PWA case can be created. Once all information is gathered, the agent assigned to the case will create the PWA case.

LATEST TECHNICAL SERVICE BULLETINS, SERVICE ACTIONS AND CAMPAIGNS

SST 060	BSD/BCW Troubleshooting & Angle Measurement (Multiple Vehicles)
SST 040r1	Compressor Diagnosis Tool Introduction (Multiple Vehicles)
GEN 051r7	Navigation Map Upgrade - Customer Retail (Multiple Vehicles)
ELE 150	Service Action: Battery Management System Logic Improvement (17-18MY DE HEV)
ENG 177Cr4	Service Action: 2.4L Engine Start Logic Improvement (18MY UMa)
ELE 134r1	Combination TSB/SA: Battery Management System (BMS) Logic Improvement (15-16MY PSEV)
SC 164	Power Sliding Door Actuation Logic Improvement (15-18MY YP)
SC 163	Hydraulic Clutch Actuator (HCA) Inspection, Repair or Replacement (17MY DE HEV)

⚠ 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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NEW TECHNOLOGY: GASOLINE PARTICULATE FILTER (GPF)

Operation Principle:

In the near future Kia vehicles will come equipped with Gas Particulate Filters (GPF), these GPF's help to filter Particulate Material (PM) from the exhaust gas using an integrated Particulate filter in the Catalytic Converter. GPF have been developed and offer an effective route to reduce the number of ultrafine particles under all driving conditions.

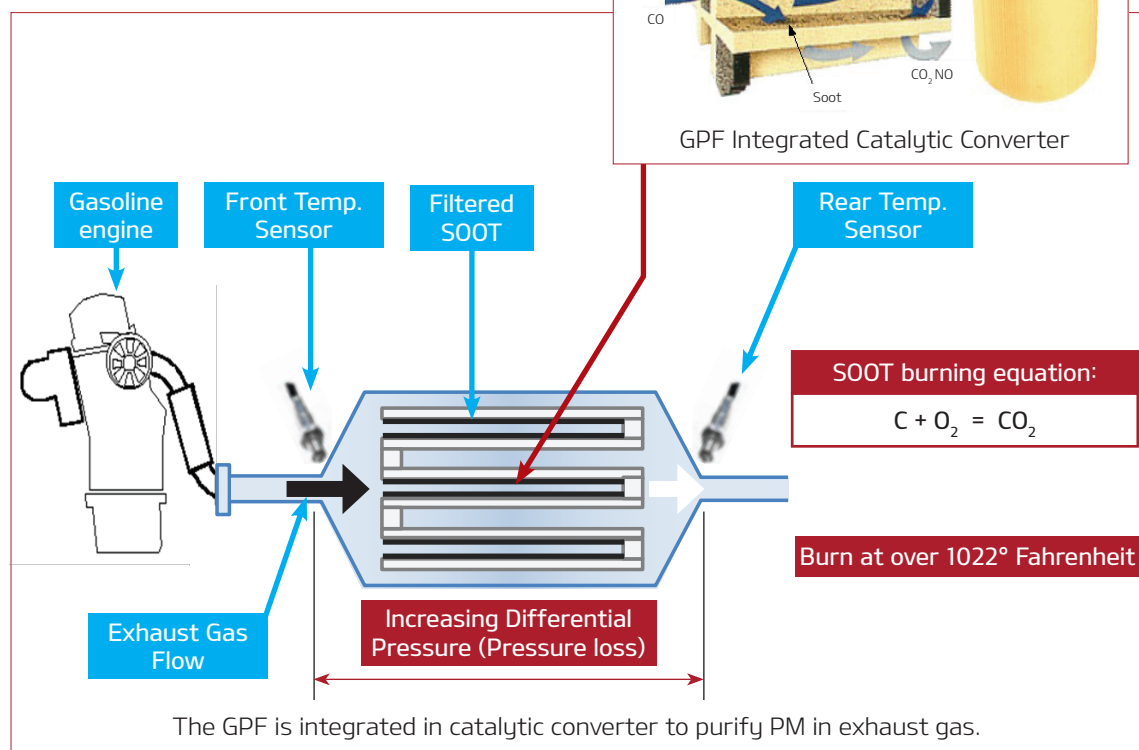
The operating temperature of a gasoline engine is higher than a diesel engine. When the internal temperature is over 1022° Fahrenheit, filtered PM burns itself. Normally the component of

PM is carbon. It purifies to CO₂ after a chemical reaction. The GPF is integrated within the Catalytic Converter (shown below).

Front / Rear Temperature Sensor

The system includes a Front and Rear Temperature sensor to monitor the exhaust gas temperature differential. The ECU checks whether the GPF is in normal operating condition by comparing the temperature sensor values with a modified value. If the system is abnormal the ECU will set a DTC and turn on the MIL.

GPF Purifies PM:



GPF vs. DPF Differences:

Category	GPF (Gasoline)	DPF (Diesel)
Differential Pressure sensor	Not applied	Applied
Temperature Sensor	Applied	Applied
Fuel post injection	Not applied	Applied
Indicator	Not applied	DPF Indicator Applied
FILTER regeneration	By exhaust gas heat	By fuel post injection
De SOx regeneration	Not applied	Applied

INTELLIGENT VARIABLE TRANSMISSION (IVT) OVERVIEW

The Intelligent Variable Transmission (IVT) is also known as the more familiar Continuous Variable Transmission (CVT). It is optional in the 2019 Forte and uses a chain belt to minimize the “rubber band” feel of a conventional CVT.

Category	IVT (COGF1)	6-Speed AT (A6GF1-2)	6-Speed AT (A6MF1-2)
Outer View			
Allowed Torque (lb-ft)	132.3	130.2	159.1
Overall Length (in)	13.81	14.49	14.68
Features	Increase in fuel efficiency* compared to 6-speed GEN II AT <ul style="list-style-type: none"> - Increased gear ratio pulley (IVT: 7.0) - High efficiency chain belt - Quieter and more efficient vane pump - Gear oil guide with loss reduction design 	Direct extension: 3-way multiplate torque converter <ul style="list-style-type: none"> — Improved efficiency* <ul style="list-style-type: none"> > Direct-controlled valve body > Smaller oil pump > Oil pump bearing > Reduced rollers of the one-way clutch > Low friction seal > Double ball bearing for the main shaft 	

*Actual mileage will vary with options, driving conditions, driving habits and vehicle condition

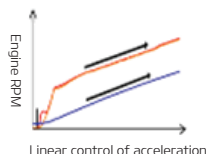
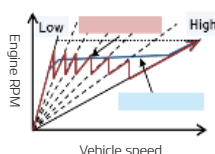
KEY NEW TECHNOLOGY

1. Pulley system with a wider shift span

- Increase in the shift ratio (Shift ratio 7.0)
- Fuel economy improved

2. Improved TCU software controls and integrated control

- Enhanced driveability with the new control strategy
- Improved fuel economy with the integrated engine/transmission control



3. Oil pump

- High-efficiency vane type
- Fuel economy improved, noise reduced

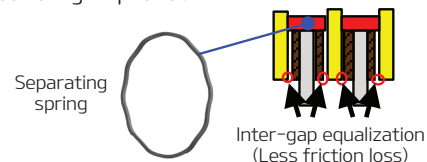
4. Chain belt

- Fuel economy improved



5. Separating spring

- Reduced drag by equalizing the gap between friction elements
- Fuel economy improved

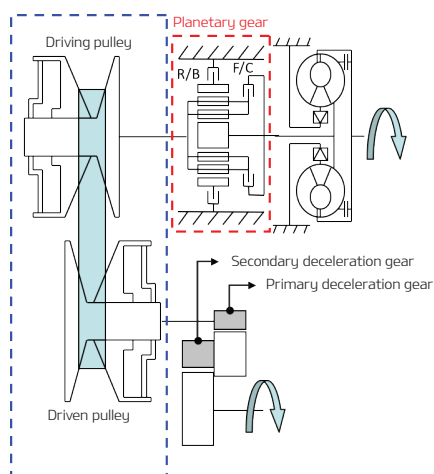
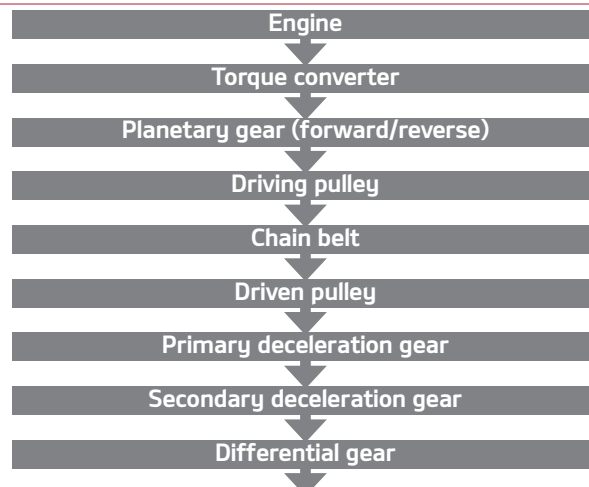


6. Baffle plate

- Covers the gear system to reduce fluid rotation loss
- Fuel economy improved



POWER TRANSMISSION FLOW CHART



WIPER SYNCHRONIZED AUTOLIGHT CONTROL LOGIC

On the Sorento (UMa), Stinger (CK) and upcoming K900 (RJ) models, the wiper operation is synchronized with the automatic headlights feature to automatically operate vehicle headlamps in reduced visibility situations. This functionality can occur under the following conditions sending an "Autolight ON signal":

- If Wiper Low or High is manually activated for over 5 seconds.
- If the driver selects wiper auto mode after detecting rain drops and wiper activates for more than 2 times within 30 seconds.

- If the driver selects wiper auto mode before rain drops are detected and wiper activates for more than 4 times within 60 seconds.
- If wiper OFF status is maintained for over 30 seconds after manually activating the wiper.

If wiper operates less than 2 times for 60 seconds while in either of the above control modes, then Autolight OFF signal is sent after 2 minutes and the automatic headlight feature is returned to its current setting (AUTO or MANUAL).

STINGER WIPER BLADE MAINTENANCE MODE

This article provides information on how to set the windshield wiper blades on Maintenance Mode on 2018-2019MY Stinger.

When required to perform inspection and/or replacement of the windshield wipers, move the windshield wiper blades to the service position as follows:

1. Turn engine OFF, and move the wiper switch to the MIST position within 20 seconds and hold until the wiper blades are in the full up position.
2. Perform wiper blade inspection and/or replacement and carefully return wiper arm on the windshield
3. Turn ignition to the ON position and move the wiper switch to the MIST position, the wipers will return to the normal operating position.

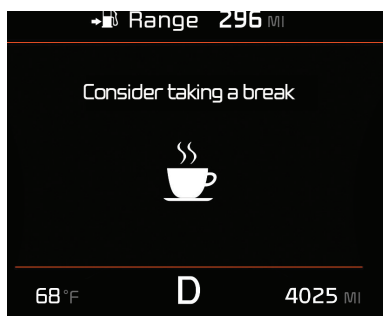
Please refer to PitStop PS299r2.



DRIVER ATTENTION WARNING (DAW)

The Driver Attention Warning (DAW) is an advanced driver assistance system that is designed to alert drivers in certain situations when the system detects driver fatigue or inattentive driving practices. The DAW system uses Multi Function Camera (MFC) and vehicle behavior signals from Steering Angle Sensor (SAS), yaw rate and G sensors in order to analyze the driver's driving practices. In certain cases, the system can then issue alerts by means of text display and audible sound to advise the driver to rest. DAW system analyzes situations such as over steering, under steering while monitoring the SAS signals, while the MFC is monitored to track lane crossing and lateral

vehicle position variation in the lane. The audible sound can be emitted through door speakers or instrument speaker, depending upon trim level of the vehicle. This system has 3 settings, "High Sensitivity", "Normal Sensitivity" and "Off", and 5 driver attention levels. It is when the drive attention level drops to "zero" that the system alerts the driver to take a rest. Factory default setting of DAW is "off" and customers can enable it using User Setting in the instrument cluster.



Enabling Conditions	Conditions that reset the careless driving level
<ul style="list-style-type: none"> • Vehicle speed > 40mph 	<ul style="list-style-type: none"> • When engine is turned Off • When engine remains stationary and idling longer than 10 minutes

CLOCK CONCERNS ON UVO ESERVICES (UVO 3.0)

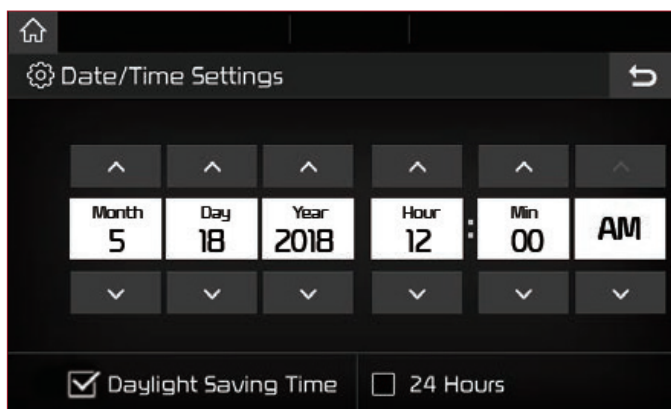
This article contains information regarding possible concerns with the clock on UVO eServices (UVO 3.0) head units installed on 2017–2018MY vehicles.

Model Year	Model
2017–2018	Cadenza (YG)
2017–2018	Forte(YD/YDm)
2017–2018	Optima (JFa)
2017–2018	Optima Hybrid (JF HEV)
2018	Rio (SC)
2017–2018	Sedona (YP)
2017–2018	Sorento (UMa)
2017–2018	Soul (PS)
2017–2018	Sportage (QL)
2017–2018	Niro (DE)
2018	Niro Plug-in Hybrid (DE PHEV)
2018	Stinger (CK)

Concern examples:

- “We can’t get the clock to work and are unable to see it.”
- “Clock is not keeping time.”
- “Clock time is incorrect on new vehicle during PDI.”

NOTE: The UVO 3.0 platform is the first non-navigation head unit that has a GPS module for date and time.



Specification:

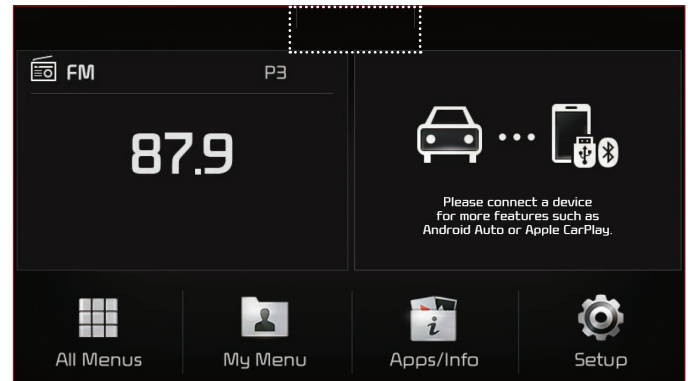
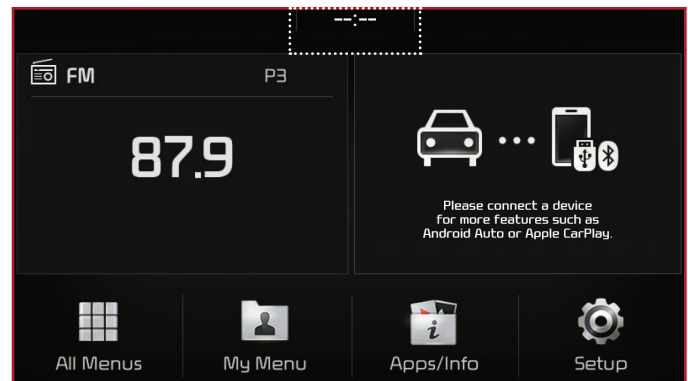
“GPS date and time” on the UVO 3.0 will not get “picked up” automatically on a new vehicle or after a loss of power to the head unit. It is necessary to set the date and time in an area with strong GPS reception:

From the Home screen, select Setup → swipe the screen to the left → Date/Time → adjust date and time using the up or down arrows.

Diagnostics:

Always test the vehicle in an open space with strong GPS reception. Do not test this functionality in a garage or covered area.

If no time is shown (area is blank) or there are dashes where the time should be, check the following:



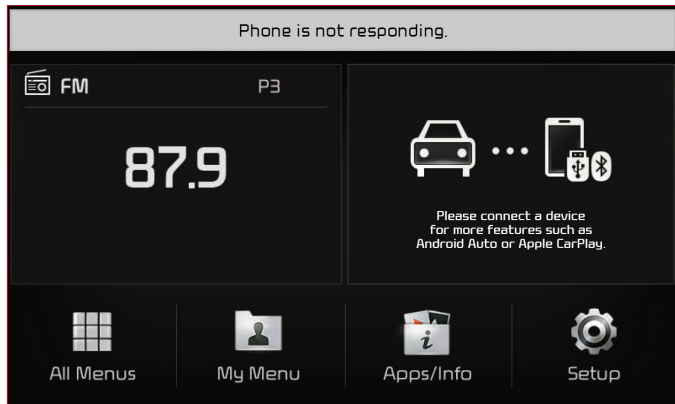
1. Confirm the vehicle has been driven in an open area and time is still not shown.
2. Measure the voltage on the center terminal of the coaxial connection at the antenna base connector on the harness side with the radio and ignition on (spec: 5V to 6V).
3. If the voltage is not within specification, confirm the blue GPS connector is connected properly to the back of the head unit and that the pin is not bent or damaged, and continue to check circuit integrity from head unit to the antenna.
4. If voltage is within specification, consider a head unit replacement.

If the clock is confirmed to be losing time typically after sitting for a few hours or overnight, check the software version of the head unit. A software improvement was incorporated into production on July 18th, 2016 in software version V074 or later. Clock improvement software is also being applied at the Mobis Remanufacture Center so head units ordered and obtained through Direct Exchange will contain a countermeasure.

Please refer to PitStop PS564.

ANDROID AUTO CONNECTIVITY ISSUES AFTER ANDROID 8.0 UPDATE (OREO)

This article provides information and the recommended procedure relating to possible Android Auto connectivity concerns when using an Android device with software version 8.0.0 or higher (8.0.0, 8.1.0, etc.) on all 2017–2019MY vehicles with Android Auto.



Sample customer concerns may include:

- Android Auto won't start
- Android Auto stopped working/crashes randomly
- Head unit displays "Phone not responding"
- Cannot select Android Auto on UVO system

The concerns may include but are not limited to the following devices:

Product
Samsung Galaxy S8
Samsung Galaxy S8+
Samsung Galaxy S9
Samsung Galaxy S9+
Nexus 5X
Nexus 6P
Google Pixel 1
Google Pixel XL
Google Pixel 2
Google Pixel 2 XL

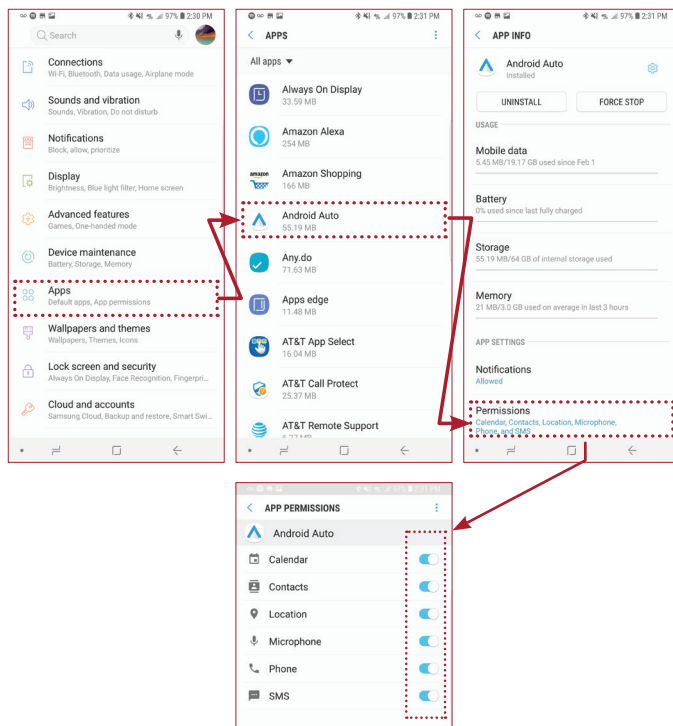
Note: Google continues to release bug fixes in Android versions. The latest available version as of May 15, 2018 is version 8.1.0. Go to Android Source (link below) for details of the latest available version of the Android support website. However please note the availability of the latest software version for your device may still depend on the model and carrier.

<https://source.android.com/setup/start/build-numbers>

The following recommendations may help to improve some of the above concerns:

- Ensure Android Auto app is installed & up to date
- Update phone software to the latest released software version (do not install beta versions of software)
- Use manufacturer certified USB cable
- Disconnect then reconnect the manufacturer certified USB cable

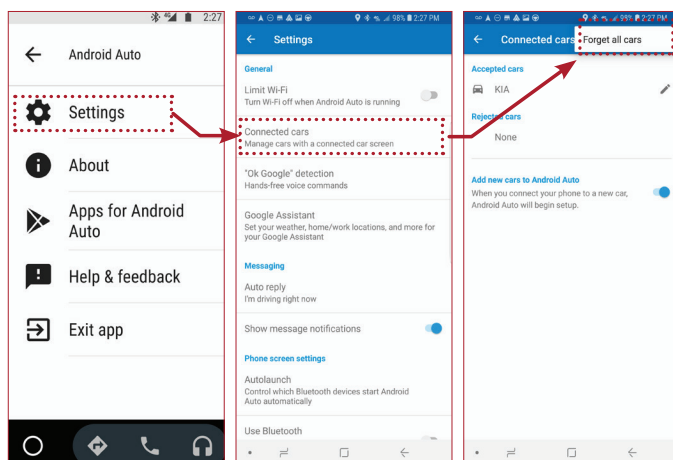
- Ensure Android Auto is enabled on headunit
- Reboot customer's phone (turn off and on)
- Ensure phone is in data transfer mode vs charging mode (may be default) (Refer to PitStop PS452)
- Delete Android Auto app and reinstall
- Ensure permissions are allowed:



- Unpair Android Auto and perform fresh pairing in Android Auto app (below)

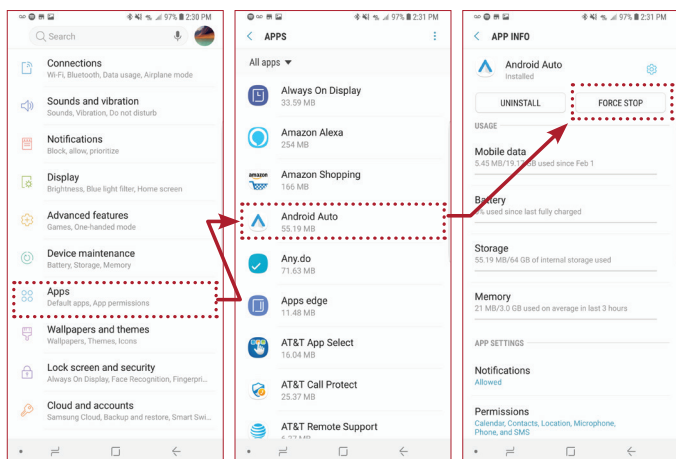
- 1) Open app without the phone connected to the head unit
- 2) Forget all cars

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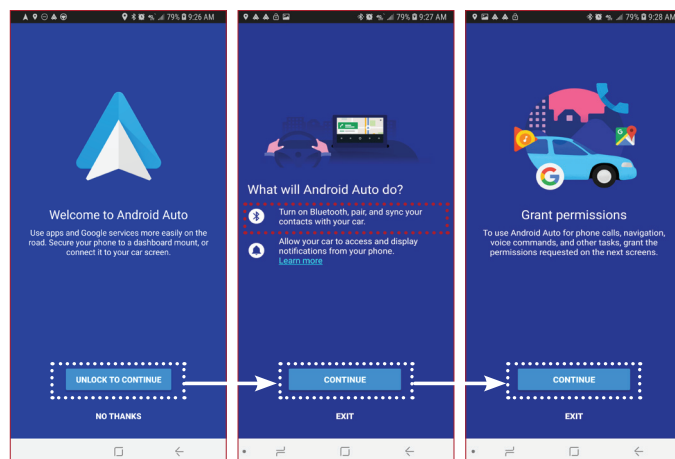


ANDROID AUTO ISSUES (CONTINUED)

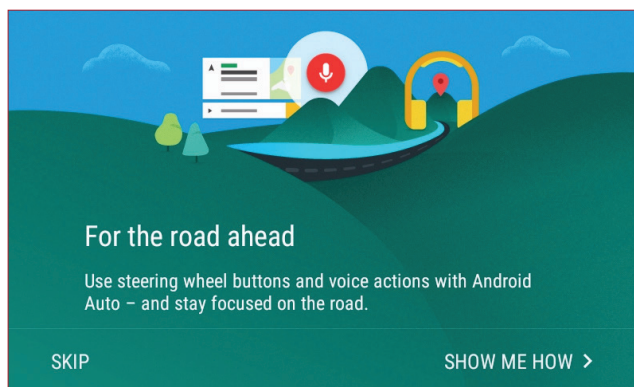
3) Exit and force stop app



4) Plug phone into head unit and accept all screen prompts:



5) Accept all head unit prompts:



Please refer to PitStop PS568.

TECHNICIAN SATISFACTION SURVEY RAFFLE – 2018 2ND QTR

Greetings Kia Technicians!

The results of the Q2 -2018 Technician Satisfaction Survey Raffle were once again very positive. Kia Techline continues to perform very well in Q2! We received 5157 survey responses for Q2 2018. The overall results for Techline were very positive with the overall satisfaction rating for Techline is climbing to 92.3% YTD using a 5 point scoring system. Selecting 'Very Dissatisfied' (bottom) is a rating of 1 where 'Very Satisfied' (top) is a rating of 5. As you know, anything less than 'Very Satisfied' is viewed as a failure on our part. We reviewed all of your responses and gained valuable feedback on your Techline experiences and use this data to drive improvement. We will continue to use your feedback to see how we were doing and how we can correct any issues that may be occurring in our ongoing efforts to improve the level of service we provide to all our dealers. Thank you to all who participated in the survey. We greatly appreciate all of your valuable feedback!

The 3 winners of the Q2-2018 raffle were...

James Shivery - PA011 Savage Kia
 Craig Hough - FL124 Bev Smith Kia
 John Meek - GA077 Hutchinson Kia
Congratulations to all the winners!

The Techline Technician Satisfaction Survey will continue in the 3rd quarter of 2018 so please continue to submit your feedback by completing the survey when you close your cases and get your chance at winning 1 of 3 **\$500 MasterCard gift cards** and 1 of 3 of the **B2Q new Battery Testers!**

In closing, Techline continuously works hard to provide industry leading technical support to all Kia dealers in an efficient manner. Here are the latest performance metrics for Kia Techline:

Web case response time 2018 YTD avg: <14 minutes

Phone response time avg: <8 seconds

New Case Count for June 2018 (includes PWA cases): 11,102. That's a 5% increase over last year while maintaining our service levels.

Overall Satisfaction Survey Score: 92.3%. (If you feel you cannot choose 'Very Satisfied' then please add a comment on how we can improve.)

Thank you all for your continued support!

Regards,
 David Brisky

Techline Communications Manager,
 Kia Motors America

TEST YOUR TECH TIMES KNOWLEDGE WORDSEARCH

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

Fill the blanks below, then locate those 24 words from this Word Search: across, backwards, up/down and diagonal.

E	C	K	I	D	E	D	R	O	C	E	R	V	R	F
L	U	C	F	E	G	O	H	C	T	S	A	A	E	L
B	S	O	K	G	N	Z	K	A	T	L	W	X	T	A
A	T	L	L	F	N	I	L	M	V	T	T	R	L	S
I	O	C	G	C	A	U	L	E	W	E	K	K	I	H
R	M	S	Y	N	C	H	R	O	N	I	Z	E	F	A
A	E	D	P	I	I	O	R	S	S	N	K	E	X	T
V	R	D	T	R	S	L	I	E	R	A	G	K	W	T
T	B	R	A	N	E	O	O	O	N	N	G	A	J	E
D	A	J	E	L	N	S	T	O	A	H	R	F	E	N
P	C	S	O	O	B	A	S	R	C	N	E	K	W	T
C	H	A	R	G	I	N	G	U	I	F	X	I	R	I
D	I	O	R	D	N	A	I	N	R	F	W	G	T	O
U	P	D	A	T	E	M	G	G	R	E	P	I	W	N
R	L	R	I	S	L	A	I	Y	L	D	S	Q	V	M

ANDROID
 ATTENTION
 BLADE
 CHARGING
 CLOCK
 COOLING
 CUSTOMER
 EXTENSION

FAHRENHEIT
 FILTER
 FLASH
 GASOLINE
 PARTICULATE
 PRESSURE
 RADIATOR
 RANGE

RECORDED
 SENSOR
 SYNCHRONIZE
 UPDATE
 VALVE
 VARIABLE
 WARNING
 WIPER

COOLING SYSTEM AND RADIATOR CAP PRESSURE TEST

This article provides information on performing a proper cooling system pressure test and radiator cap pressure test on 2017MY or newer (QL) Sportage and (DE P/HEV) Niro.



Radiator Cap Testing

To perform radiator cap pressure test, use the Radiator Cap Testing Adapter SST (OK253-G5100) and apply pressure as directed below:

1. Install the pressure cap tester using SST (OK253-G5100) and radiator cap.
2. Apply approx. 11.5 – 17.5psi of pressure
3. Check for a drop in pressure (follow tester manufacturer's instructions).
4. If the pressure drops, replace the pressure cap.

Cooling System Pressure Test

When performing a cooling system pressure test, please note that Kia does not supply a cooling system pressure tester as part of the essential tool kit. Cooling system pressure testers are readily available. Also, note that older cooling system pressure testers or kits may need an adapter which can be purchased separately. To properly perform a cooling system pressure test, follow procedure below:

1. Wait until the engine is cool, then carefully remove the pressure cap and check/fill the reservoir tank with engine coolant to between the "MIN" and "MAX" markings. Install the cooling system pressure tester.
2. Apply approx. 13.5 – 17.5 psi pressure to the cooling system.
3. Inspect for engine coolant leaks and a drop in pressure (follow tester manufacturer's instructions).
4. Remove the tester and if test result is good, reinstall the pressure cap. If test failed proceed to diagnose and repair as required (i.e block test, etc.)

NOTICE

In case of failed test, check for engine oil in coolant and/or coolant in engine oil.



Above: Aftermarket Pressure Tester and Adapter.



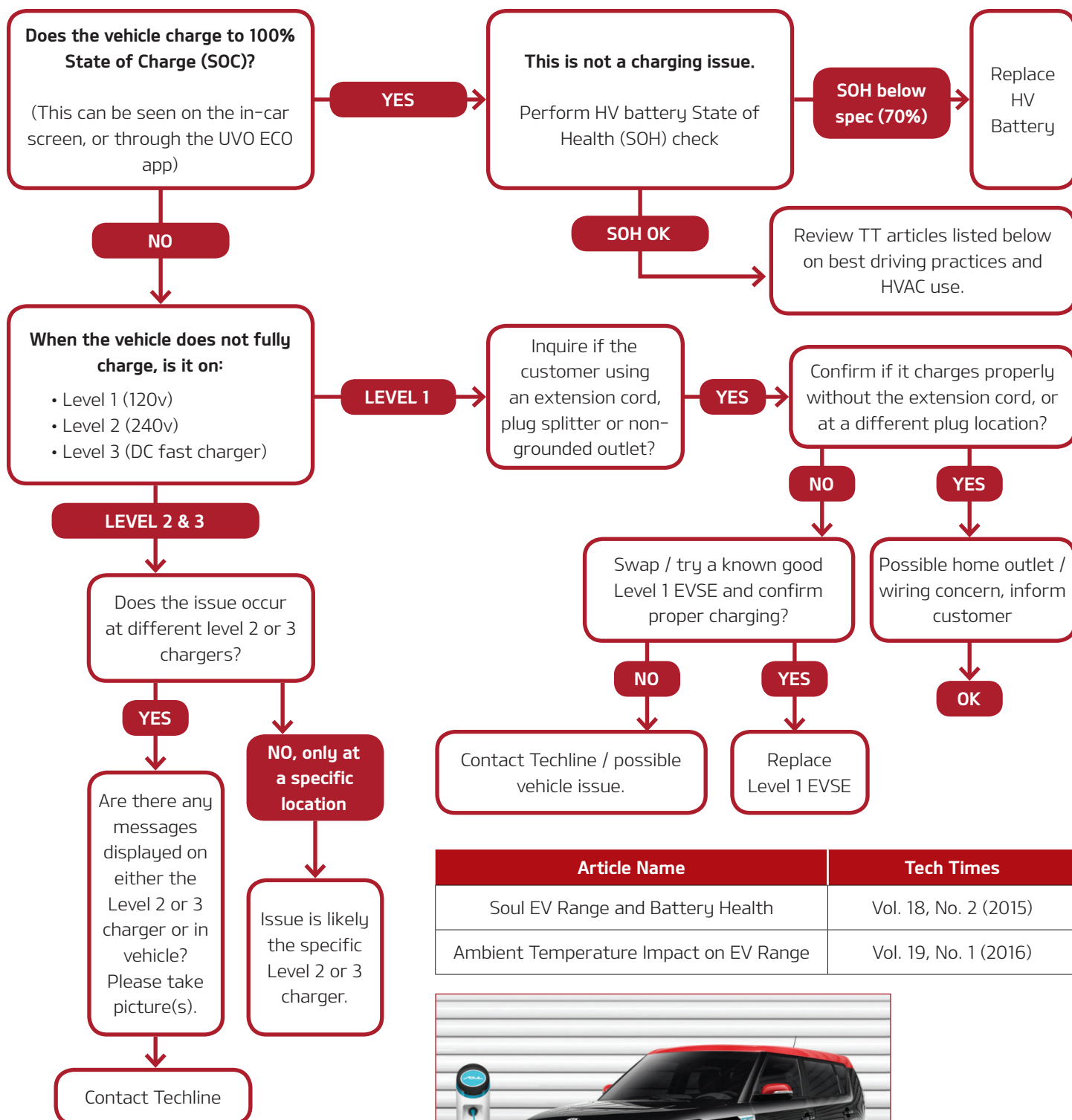
Left: Reservoir Coolant Adapter

Part Name	Part Number	Image
Cooling System Tester	SVTS262C	
Radiator Adaptor	SVT262-28A	

For related tools/parts, contact Snap-on Business Solutions at (888) 542-1011 or KiaSpecialTools.com.

PLUG-IN VEHICLES – CHARGING OR RANGE ISSUE?

Often we receive customer complaints that their plug-in vehicle has a charging issue when in fact their concern is range. Follow the flow chart below to help determine the issue and proper course of action.



Article Name	Tech Times
Soul EV Range and Battery Health	Vol. 18, No. 2 (2015)
Ambient Temperature Impact on EV Range	Vol. 19, No. 1 (2016)



KIA SMART BATTERY TESTER FAQ

Below is a list of the most frequently asked Kia Smart Battery Tester questions.

Q	I am having trouble down loading the B2Q app.	A	Confirm your dealer IT department has not blacklisted additional URL's or have content control on the smart devices in the dealer. Please inform dealer IT to whitelist: URL: https://batteryportal.b2qtech.com/b2qapi/index See TSB: SST-057r1, page3.
Q	How do I print the results?	A	See TSB: SST-057r1, pages 11, 12 and 13.
Q	Can I use for warranty claim?	A	Yes (Battery Test Only), Test ID is provided, if recharge is required use the GR8-1200 Smart Charger. See warranty publications.
Q	How long does it take for a battery test?	A	Typically less than 40 seconds.
Q	How can I see my cloud results?	A	Use kdealer and B2Q app to view cloud results.
Q	What if my WiFi is Down?	A	The data is stored on the smart device and only limited by the device memory, once in WiFi coverage open the app and press the cloud icon 
Q	I am having trouble signing into app?	A	Try logging into kdealer, passwords expire after 90 days and need to be reset. If necessary call 800.327.2707 for kdealer assistance.
Q	The Kia Smart Battery Tester displays a clamp or frown face?	A	Ensure a good solid connection on both sides of the clamp; must be touching the battery terminal. See TSB: SST-057r1, pages 20 and 21 for additional screen definitions.
Q	After placing device on the battery clamps, the CCA and volts are displayed?	A	The volts are actual State of Charge (SOC) CCA is not, the QR code must be scanned for accurate test results through the algorithm and to complete the test.
Q	Do I need to update my app?	A	Always use the latest app, updates occur frequently to ensure the latest information and test result. KU will publish information for the latest updates and version number.
Q	How do I know if my test was synchronized and uploaded to cloud?	A	In the upper left portion of the screen on the smart device will display 'Not Synced' and no TEST ID number will be displayed.  



Part Name	Item	Comment
BQTB1EXK	Kia Smart Battery Tester	To order, contact Snap-On Business Solutions at (888) 542-1011 or KiaSpecialTools.com
RG-MTP58B	REGO Bluetooth Printer	

GIT HELPDESK FAQ

Below is a list of the most frequently asked GIT Support Line questions.

Q	What is the PIN for pairing VCI II Module?	A	PIN: 0701
Q	How does one pair the TPMS B/T Adapter to the KDS?	A	Through the Module Connection" screen, "TPMS" tab, same as the VCI II Module but using "0000" as the pairing PIN.
Q	How does one install the KDS S/W on a new tablet?	A	Load PC manager onto a PC with full admin rights. Update PC manager to the latest version and complete the KDS Installation process.
Q	How does one install AUM S/W on KDS?	A	Install the KDS PC Manager DVD on your PC or laptop. Once downloaded remove the SD card from KDS (you will need new SD card if KDS is not equipped) and load the AUM software from the PC Manager onto the "SD card". Reinsert SD card on to the tablet and let files extract.
Q	Which Samsung tablets are compatible for the KDS S/W or KVID?	A	Samsung Galaxy Note 10.1 (SM-P600), Samsung Galaxy Tab S2 (SM-T810, SM-T813)
Q	We have a broken tablet, what do we do now?	A	Contact Samsung warranty (866-726-4249 / BP# : 5080140087) for in warranty repair. If the unit is out of warranty it may not be worth repairing through Samsung. In this case purchase a replacement tablet, current model SM-T813.
Q	How do I get the KVID software onto a Tablet?	A	Contact GIT America to receive the KVID installer APK. GIT America will assist in installing the KVID software onto a tablet.

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Puzzle Solution. Hidden words are shown below; the start of each word indicated with the circle.

