	GROUP ELE	MODEL 2019MY K900 (RJ)
	NUMBER 167 (Rev 1, 05/02/2019)	DATE April 2019
TECHNICAL SERVICE BULLETIN		
SUBJECT: SERVICE ACTION: AVN FACTORY RESET (SA376)		

*** 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.

This bulletin provides the procedure to perform a factory reset on certain 2019MY K900 (RJ) vehicles, produced from July 23, 2018 through September 21, 2018, which may experience inoperable UVO services. Follow the procedure in this bulletin to perform a factory reset of the AVN head unit. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



*** 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.

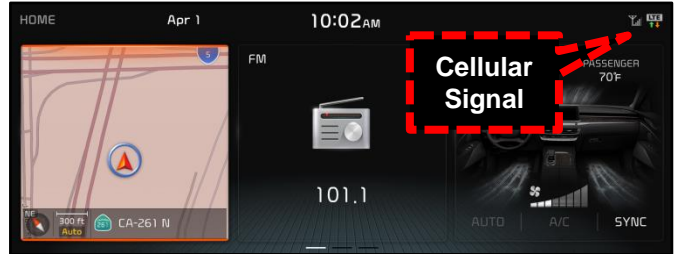
This issue number is **SA376**.

File Under: <Electrical>

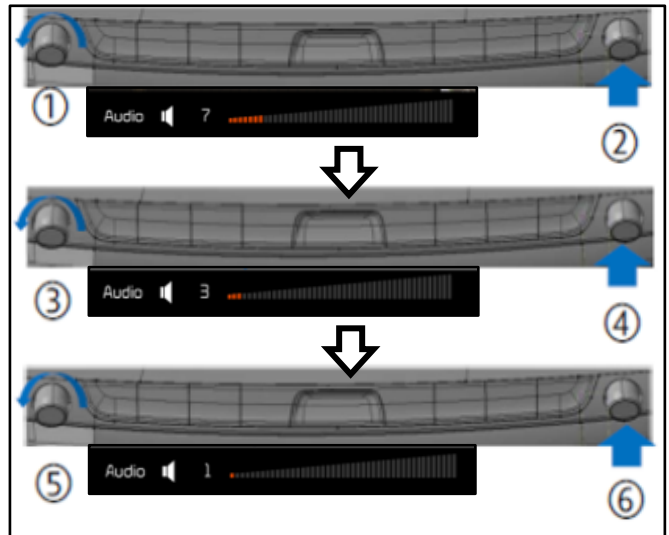
- Circulate To: General Manager Service Manager Parts Manager
 Service Advisors Technicians Body Shop Manager Fleet Repair

Repair Procedure:

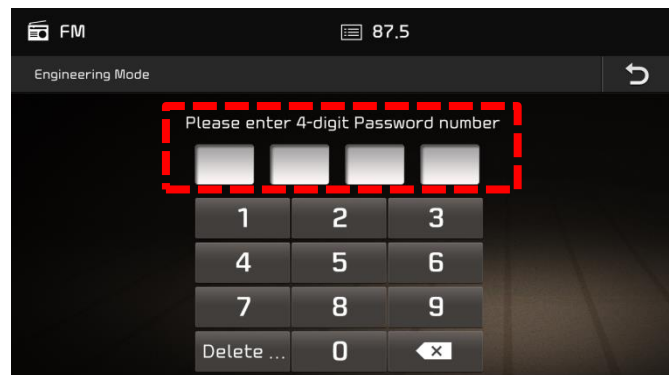
1. Record the customer's radio presets.
2. Turn the vehicle ON with engine ON.
3. Ensure the vehicle is in an area with good cellular signal.



4. Enter Dealer Mode by performing the following steps:
 1. Press the "Radio" Hardkey
 2. Set the volume at 7
 3. Push on the Tune knob
 4. Set the volume at 3
 5. Push on the Tune knob
 6. Set the volume at 1
 7. Push on the Tune knob



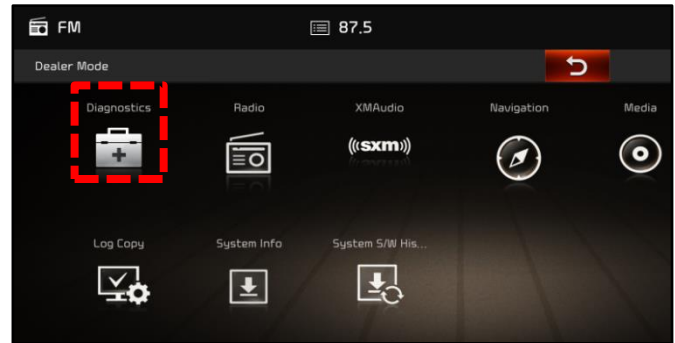
5. A password will be requested. Enter the following four (4) digit password: 2400.



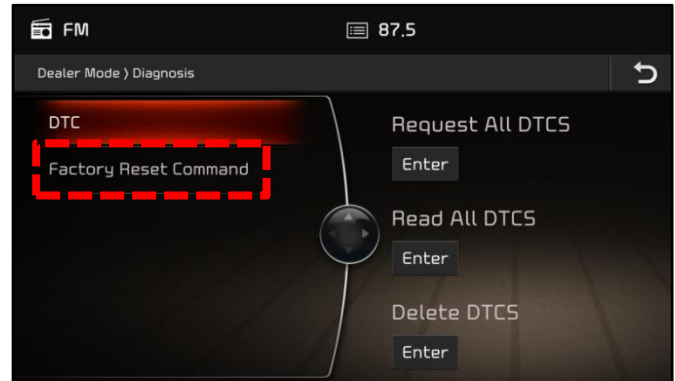
SUBJECT:

SERVICE ACTION: AVN FACTORY RESET (SA376)

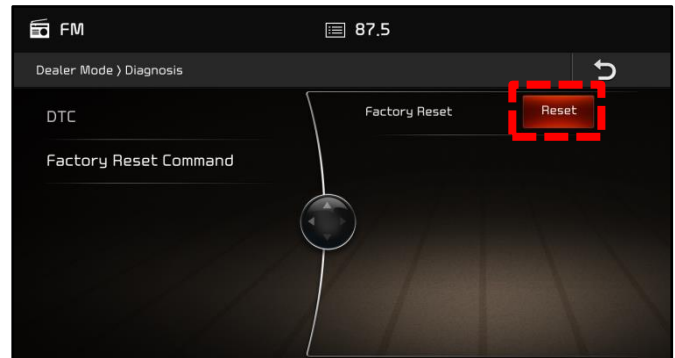
6. Select "Diagnostics".



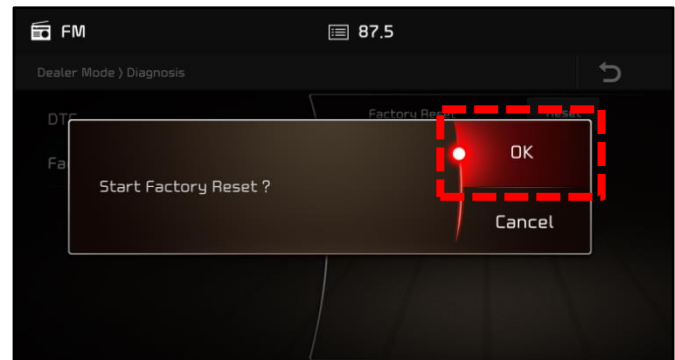
7. Select "Factory Reset Command".



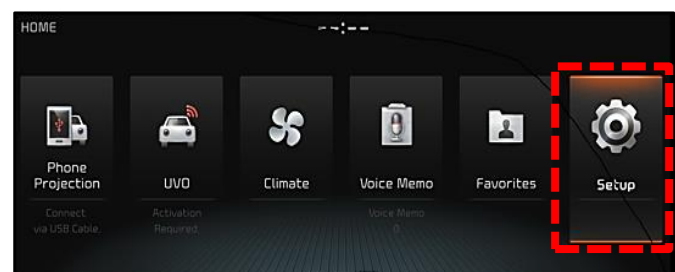
8. Select "Reset".



9. Select "OK". The head unit will shut down and automatically turn back ON (restart). Proceed to the next step to perform a Systems Settings reset to ensure proper communication with the Telematics server.

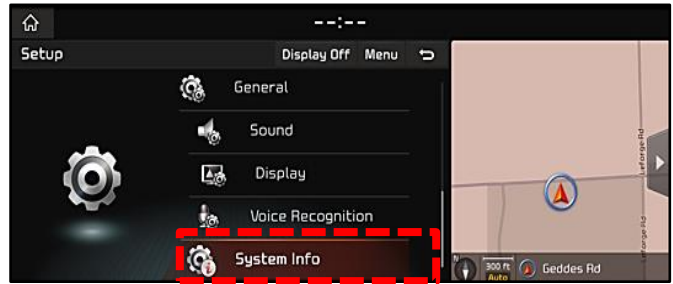


10. Once the head unit is ON, enter the "Setup" menu.

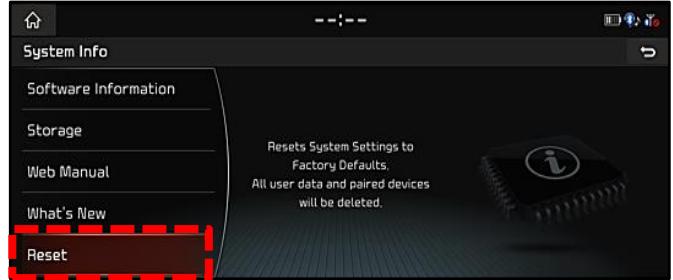


SUBJECT: SERVICE ACTION: AVN FACTORY RESET (SA376)

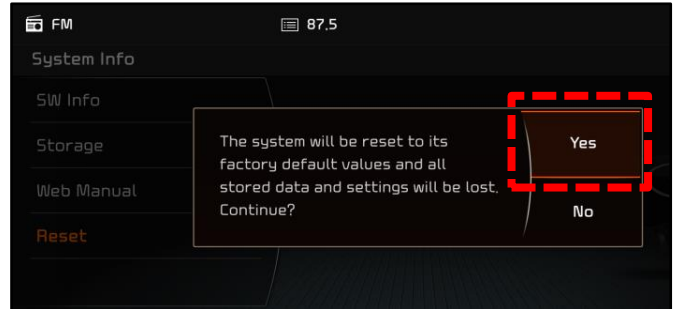
11. Select "System Info".



12. Select "Reset".



13. Select "Yes".



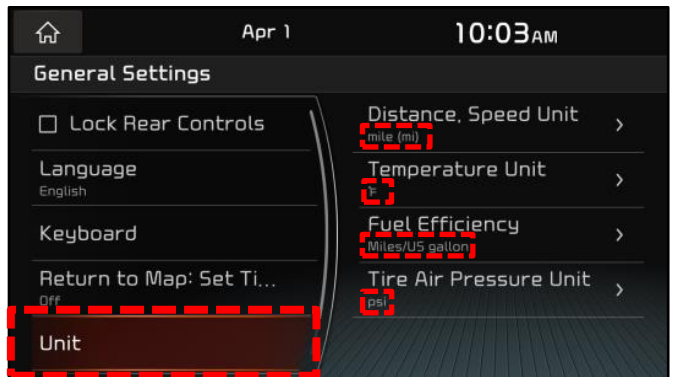
14. Restore the customer's radio presets, if necessary, and then verify proper operation of the head unit.

15. Verify the head unit "Unit" settings use:

- Mile (mi)
- Fahrenheit (°F)
- Miles/US Gallon
- PSI

To do this:

Press the "Setup" hard key → Select "General" → Select "Unit" and ensure the units match the photo to the right.



16. Perform a reset of the head unit by using a pen or paper clip and pressing the reset key on the head unit.



SUBJECT:

SERVICE ACTION: AVN FACTORY RESET (SA376)

17. Verify that the UVO Activation Status is “PreRDR-Shell(3)”:

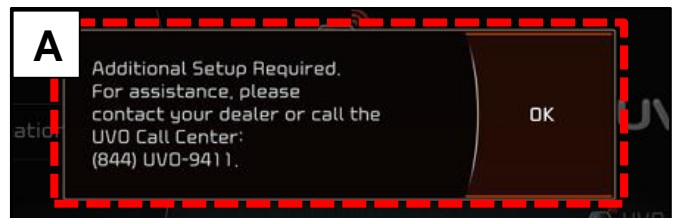
To do this:

Select “UVO” from the Home menu → “UVO Settings” → “Modem Status”.

If the modem status is “PreRDR-Shell (3)”, then this procedure was performed correctly and the UVO system is working properly.



18. If the modem status is “PreRDR-Basic (2)” and the message (A) shown below is displayed, open a Techline case online.



19. Turn vehicle OFF.

SUBJECT:

SERVICE ACTION: AVN FACTORY RESET (SA376)

AFFECTED VEHICLE RANGE:

Model	Production Date Range
K900 (RJ)	July 23, 2018 through September 21, 2018

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	96560 J6060	0	(SA376) AVN Factory Reset	190024R0	0.3 M/H	N/A	0

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA376 when accessing the WebDCS system.