



GROUP  
ELE

NUMBER  
180 (Rev 1, 06/20/2019)

MODEL  
2020MY  
Telluride (ON)  
Soul (SK3)

DATE  
May 2019

## TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: AVN 5 WIDE SOFTWARE UPDATE  
BLUETOOTH MEMORY ISSUE (SA386)

### \* 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 for updating the AVN 5 WIDE software on some 2020MY Telluride (ON) produced from March 23, 2019 through April 30, 2019 and Soul (SK3) vehicles produced from February 18, 2019 to May 2, 2019, which may experience Bluetooth and navigation connection and/or memory issues. To correct this concern, perform the head unit software update procedure outlined in this bulletin. 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 SA386.

File Under: <Electrical>

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

SUBJECT:

# SERVICE ACTION: AVN 5 WIDE BLUETOOTH MEMORY ISSUE (SA386)

## Software Update Procedure:

1. Turn engine **ON** and record customer radio presets.



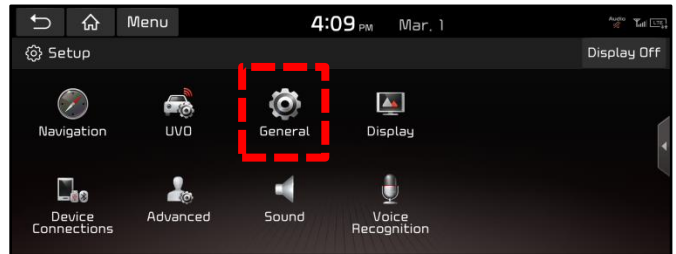
2. Press the **SETUP** hard key on the head unit. Telluride (ON) shown; Soul (SK3) will be similar.

### \* NOTICE

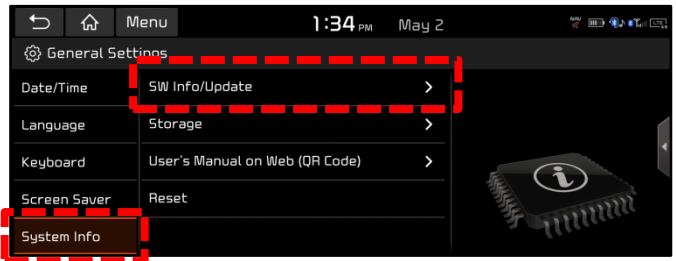
All images used throughout this service bulletin are for reference use only. Disregard time and date displayed in each step.



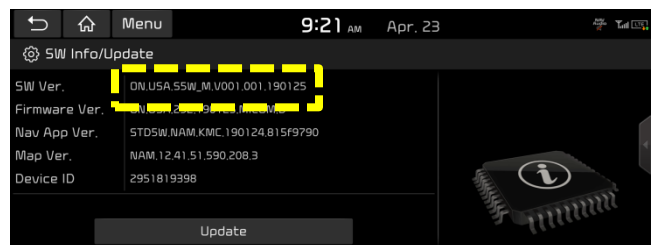
3. Select "General".



4. Select "System Info" and then select "SW Info/Update".



5. Verify that an earlier software version is currently installed. Refer to "Software Version" table on page 5.



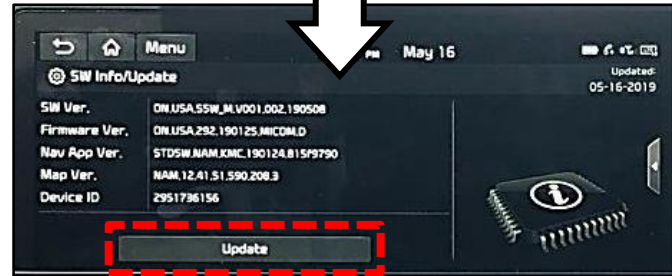
SUBJECT:

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6. Insert USB Flash Drive into the vehicle's USB Port. (Location will vary by model)

Note: When inserting the USB flash drive, the "Update to next version now?" screen may pop up. If so, proceed to step 7.

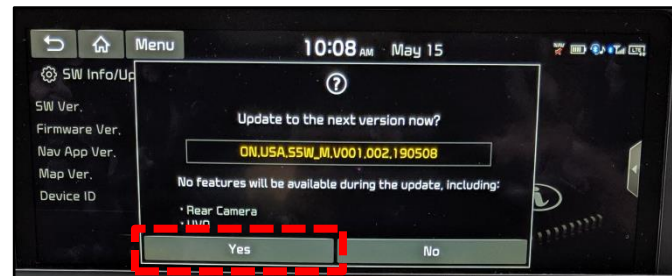
If the "Update to next version now?" screen does not pop up, select "Update".



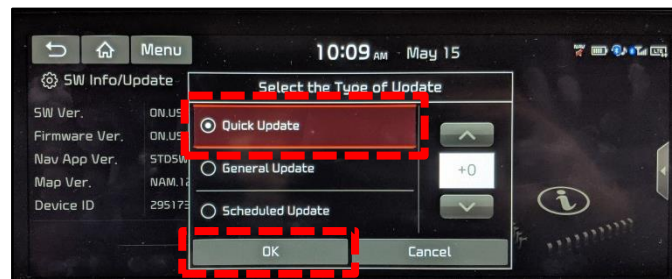
7. Confirm the available software version is applicable to either (ON) or (SK3) model:

**ON.USA.S5W\_M.V001.002.190508**  
**SK3.USA.S5W\_M.V002.002.190508**

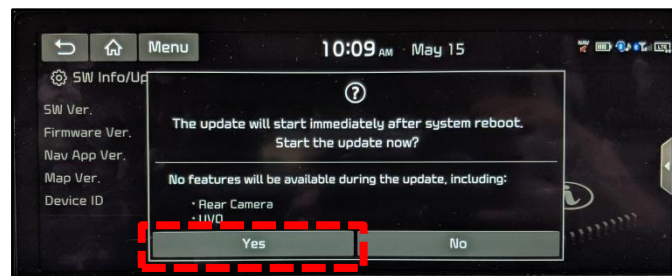
Select "Yes".



8. Select "Quick Update" from the list and then select "OK".



9. Select "Yes" to begin software update.

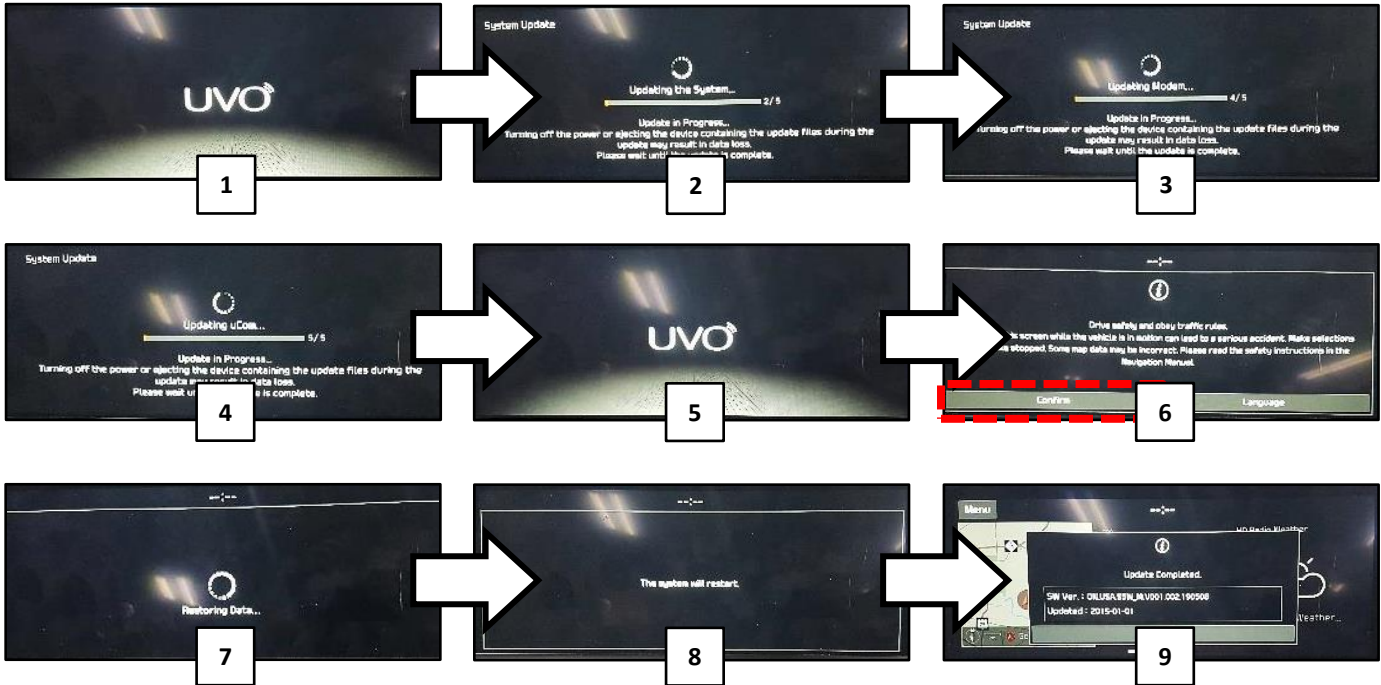


SUBJECT:

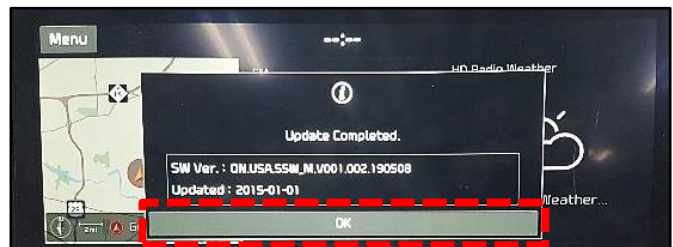
SERVICE ACTION: AVN 5 WIDE BLUETOOTH MEMORY ISSUE (SA386)

Allow for the following nine (9) screen sequences to complete.

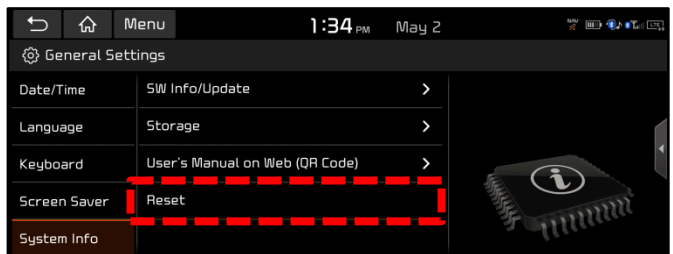
Do NOT press any hard keys or touch screen unless instructed to do so. (Example: On screen six (6) select “Confirm” to continue.)



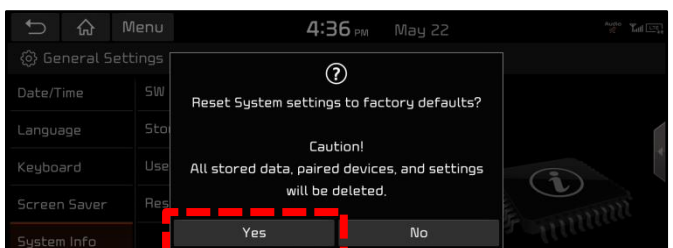
10. Select “OK” to complete update.



11. Repeat steps 2 and 3 of the **Update Software Procedure** outlined on page two (2) of this bulletin. Select “Reset”.



12. Select “Yes” to reset system settings to factory defaults.

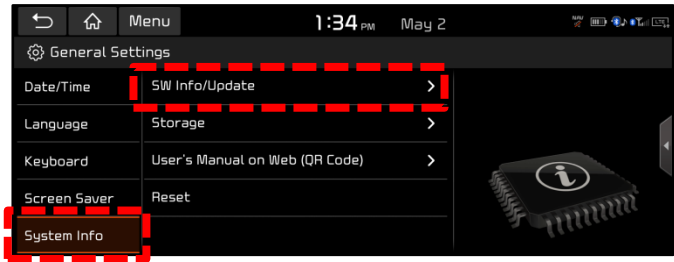


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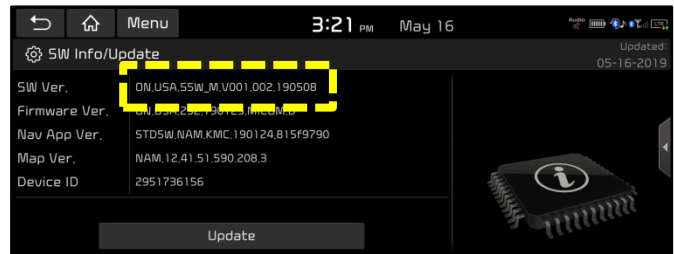
13. The “Reset to Factory Defaults” message will appear for a few seconds and clear.



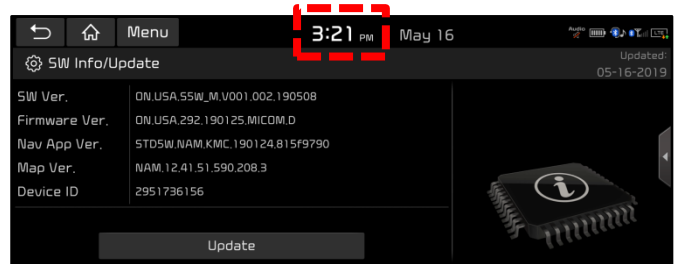
14. Select “System Info” and then select “SW Info/Update”.



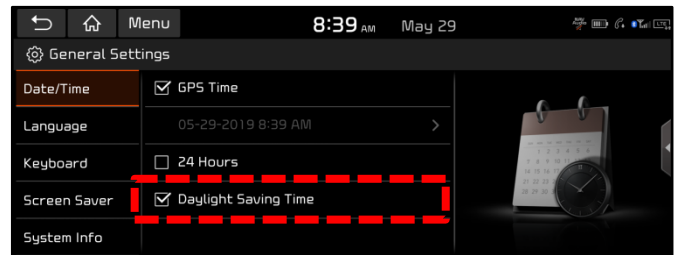
15. Repeat steps 2 through 4 of the **Update Software Procedure** outline on page two (2) of this bulletin to confirm **SW Ver.** was installed correctly.



16. Tap the “clock time display”



17. If applicable, confirm that the “Daylight Saving Time” check box is selected. Verify normal radio operation.



18. Restore radio presets recorded in step 1 and shut engine off.

Model		Software Version (SW Ver.)
ON	Before	ON.USA.S5W_M.V001.001.190125
	After	ON.USA.S5W_M.V001.002.190508
SK3	Before	SK3.USA.S5W_M.V002.001.190125
	After	SK3.USA.S5W_M.V002.002.190508

SUBJECT:

**SERVICE ACTION: AVN 5 WIDE BLUETOOTH  
MEMORY ISSUE (SA386)**

## AFFECTED VEHICLE RANGE:

Model	Production Date Range
Telluride (ON)	March 23, 2019 through April 30, 2019
Soul (SK3)	February 18, 2019 through May 2, 2019

## REQUIRED TOOL:

Tool Name	Figure	Comments
USB Drive		<p>Includes both (ON) and (SK3) model Software Updates</p> <p>Auto-shipped to Dealers.</p> <p>Additional USB upgrade sticks can be ordered through Snap-on Business Solutions at (888) 542-1011.</p>

## 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 S9020CDD	0	(SA386) AVN 5 Wide Bluetooth Memory Issue (ON)	190A20R0	0.4 M/H	N/A	0
	96560 K0030FHV		(SA386) AVN 5 Wide Bluetooth Memory Issue (SK3)	190045R0	0.4 M/H		

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA386 when accessing the WebDCS system.