

	GROUP ELE	MODEL 2020MY Telluride (ON) Soul (SK3)
	NUMBER 190	DATE October 2019
TECHNICAL SERVICE BULLETIN		
SUBJECT: SERVICE ACTION: AVN 5 WIDE SOFTWARE UPDATE VOICE RECOGNITION ISSUE (SA405)		

This bulletin provides the procedure for updating the AVN 5 WIDE software on some 2020MY Telluride (ON) produced from January 9, 2019 through September 16, 2019 and Soul (SK3) vehicles produced from November 22, 2018 through September 19, 2019, which may experience inoperative voice recognition when setting a destination. 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 SA405.

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 VOICE RECOGNITION ISSUE (SA405)

Software Update Procedure:

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



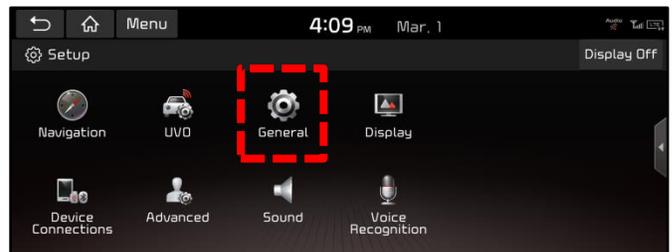
2. Press the **SETUP** hard key on the head unit. Telluride (ON) shown; Soul (SK3) will be similar.



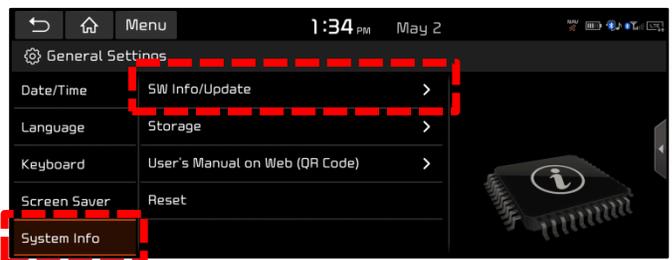
* NOTICE

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

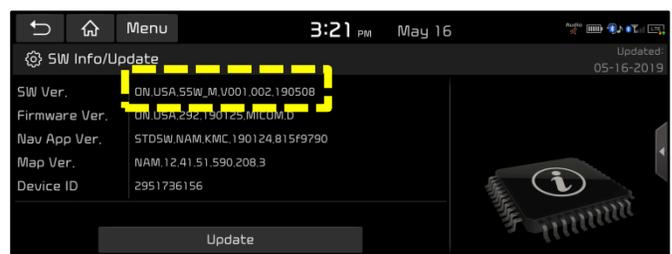
3. Select "General".



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.



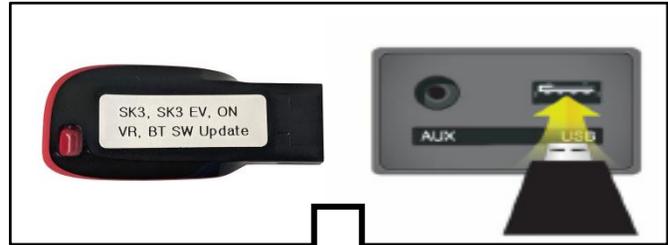
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6. Insert USB Flash Drive into the vehicle's USB Port. (Location will vary by model)

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

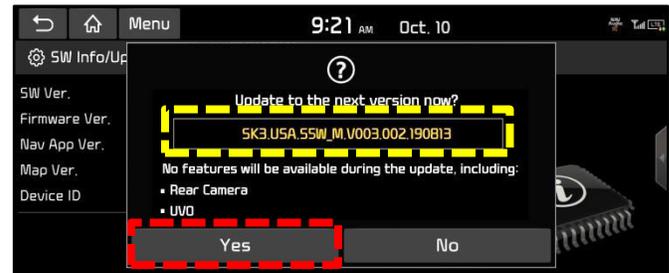
If the "Update to next version now?" screen does not pop up, select "Update".



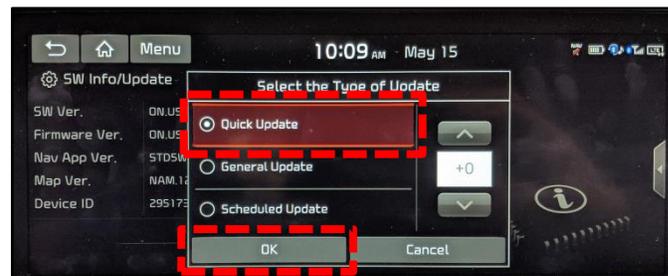
7. Confirm the available software version is applicable to either (ON) or (SK3) model:

ON.USA.S5W_M.V003.002.190813
SK3.USA.S5W_M.V003.002.190813

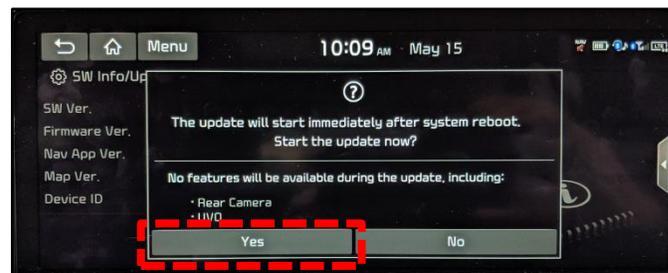
Select "Yes".



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



9. Select "Yes" to begin software update.

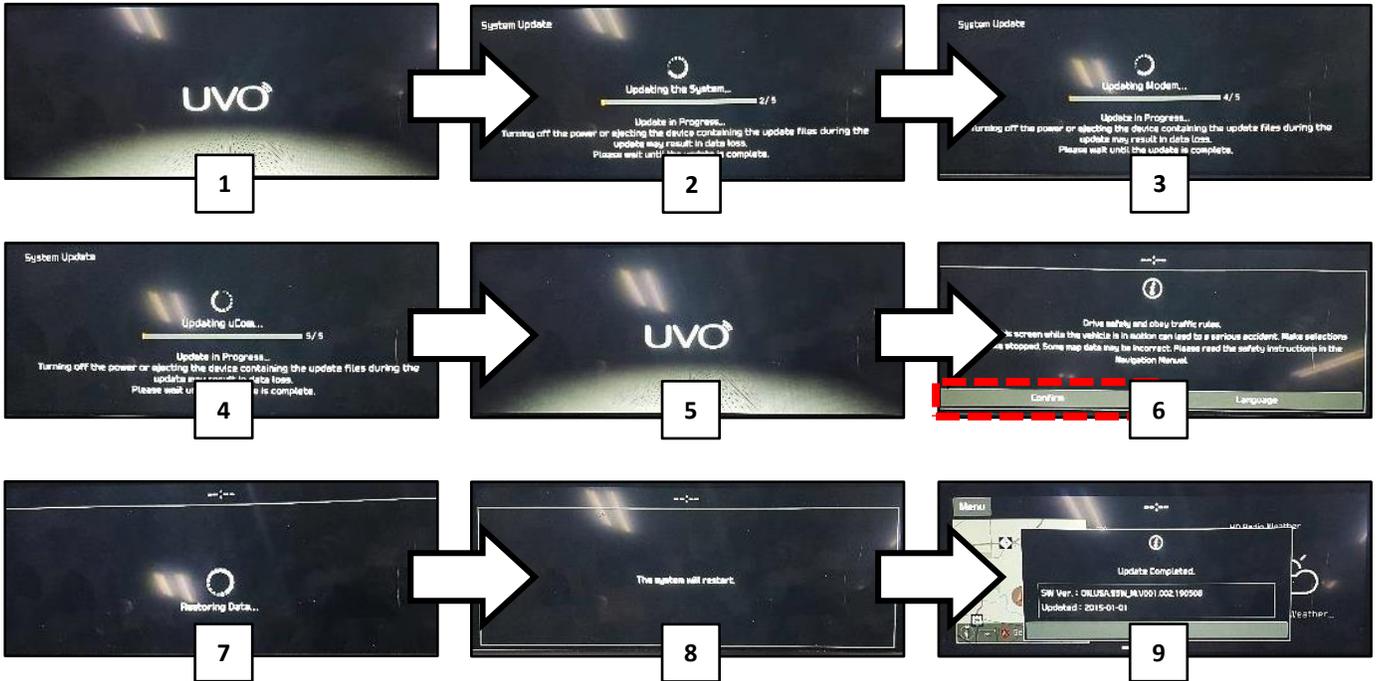


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Allow for the following nine (9) screen sequences to complete.

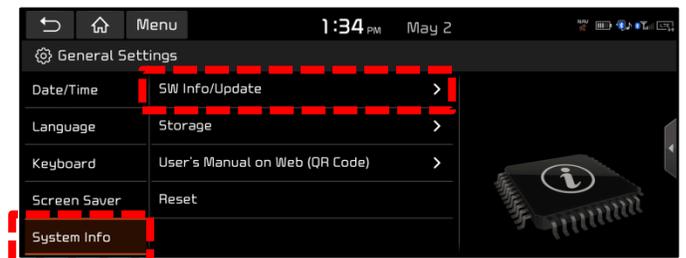
Do NOT press any hard keys or touch screen unless instructed to do so. (Example: On screen six (6) select “Confirm” to continue.)



10. Select “OK” to complete update.

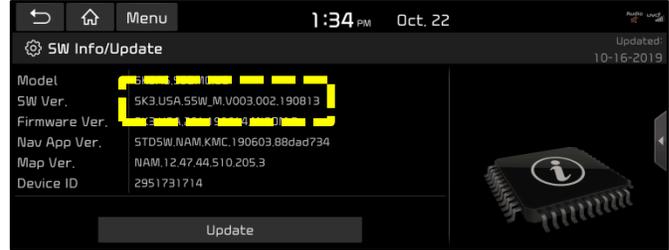


11. Select “System Info” and then select “SW Info/Update”.



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- 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.



- 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 ON.USA.S5W_M.V001.002.190508
	After	ON.USA.S5W_M.V003.002.190813
SK3	Before	SK3.USA.S5W_M.V001.001.190125 SK3.USA.S5W_M.V002.002.190508
	After	SK3.USA.S5W_M.V003.002.190813

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Telluride (ON)	January 9, 2019 through September 16, 2019
Soul (SK3)	November 22, 2018 through September 19, 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	(SA405) AVN 5 Wide Voice Recognition Issue (ON)	190A32R0	0.3 M/H	N/A	0
	96560 K0030FHV		(SA405) AVN 5 Wide Voice Recognition Issue (SK3)	190121R0			

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA405 when accessing the WebDCS system.