TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: DISPLAY AUDIO 2.0 SOFTWARE UPDATE (SA415)

This bulletin provides the procedure to update the head unit software on some 2021MY Seltos (SP2) vehicles produced from November 21, 2019 through January 21, 2020, equipped with the D-AUDIO 2.0 head unit which may exhibit intermittent malfunction of the radio control button. 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.
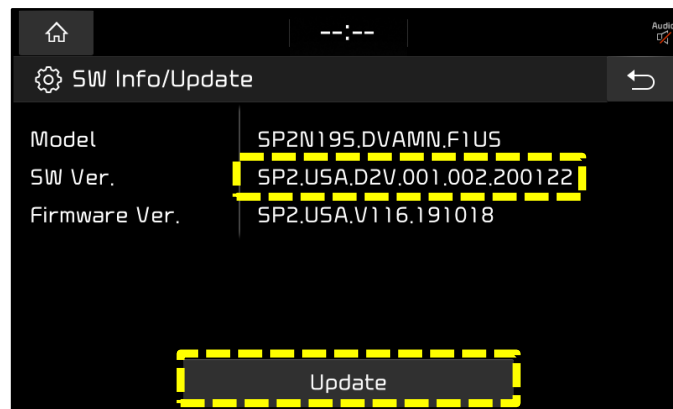
✱ NOTICE

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 <u>SA415</u>.

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

Software Update Procedure:

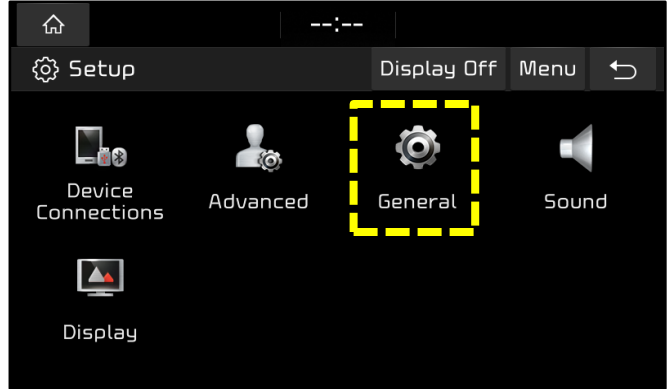1. Turn engine **ON** and record customer radio presets.

2. Press the **SETUP** hard key on the head unit.

    ⭑ **NOTICE**

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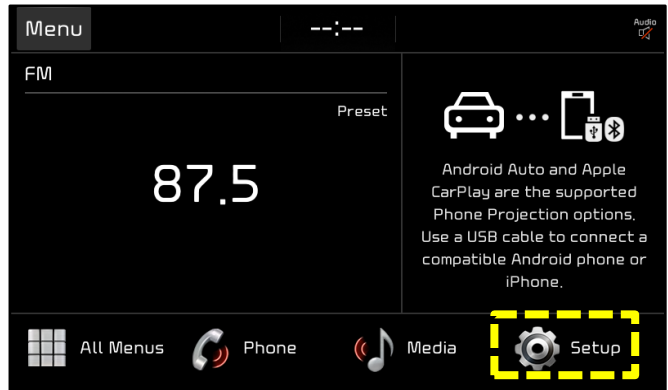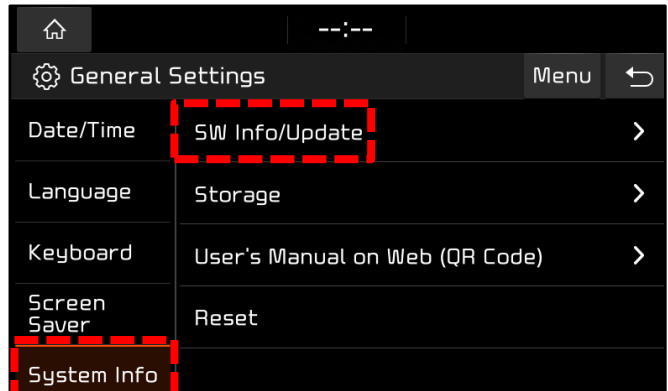

3. Select "General".
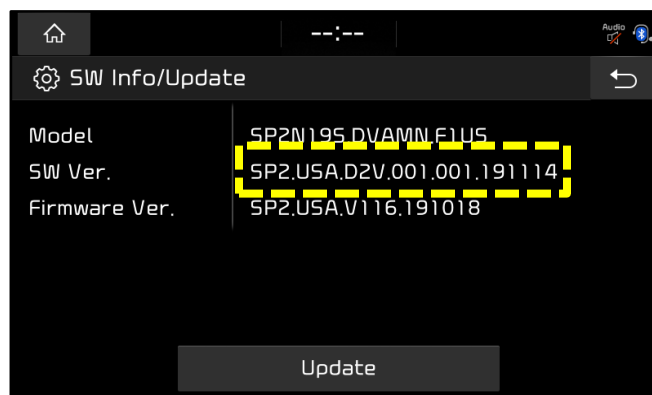

4a. Select "System Info",

4b. Select "SW Info/Update".

TSB: SA415 Seltos (SP2) March 2020

5. <u>Verify that an earlier software version is currently installed</u>. Refer to "Software Version" table on page 4.

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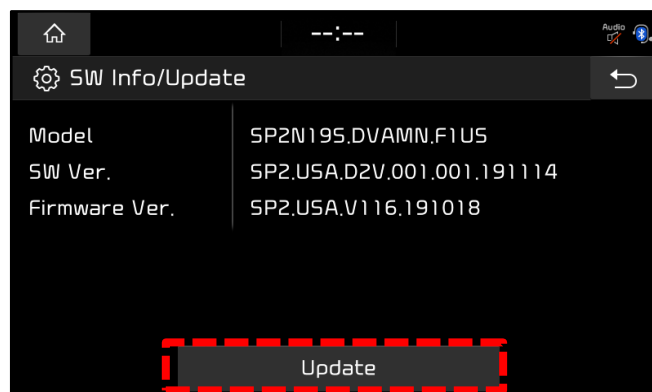
   <u>If the "Update to next version now?" screen does not pop up</u>, select "Update".

7. Confirm the available software version is applicable to (SP2) model:

   SP2.USA.D2V.001.002.200122

   Select "Update".

8. The software update will begin…

   - Wait 9 -10 minutes.
   - System will reboot automatically.
   - Wait until the update is completed.

   <u>If the update fails</u>, repeat the step 3 – 7.

Printed TSB copy is for reference only; information may be updated at any time. Always refer to KGIS for the latest information.

TSB: SA415 Seltos (SP2) March 2020

SUBJECT: SERVICE ACTION: SELTOS AVN 5 WIDE SOFTWARE UPDATE (SA417)

9a. Confirm S/W Update was installed.

9b. Select "Setup" and repeat steps 3 – 5.
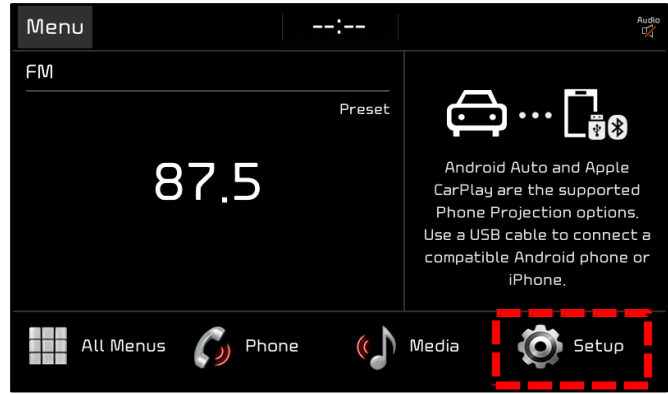
10. Confirm **SW Ver.** was installed correctly.
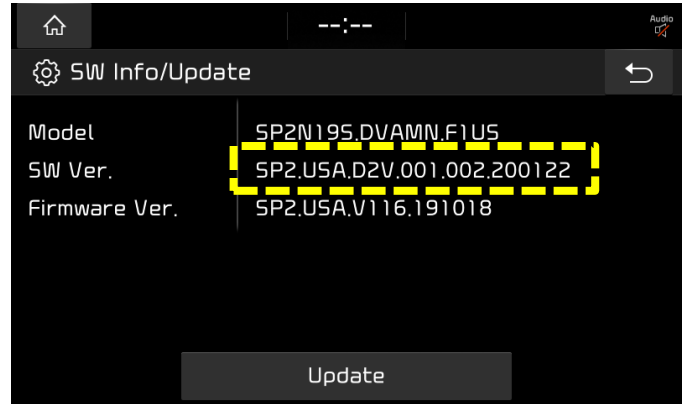
13. Restore radio presets recorded in step 1 and shut engine off.

14.

Model		Software Version (SW Ver.)
SP2	Before	SP2.USA.D2V.001.001.191114
	After	SP2.USA.D2V.001.002.200122

SUBJECT: SERVICE ACTION: SELTOS AVN 5 WIDE SOFTWARE UPDATE (SA417)

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Seltos (SP2)	November 21, 2019 to January 21, 2020

REQUIRED PART:

Part Name	Figure	Comments
USB Drive	SP2 D-AUDIO RADIO SW Update	Auto-shipped to Dealers. **Additional USB upgrade sticks can be ordered through Snap-on Business Solutions at (888) 542-1011.**

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	96160 Q5650DHV	0	(SA415) D-Audio 2.0 Software Update	200013R0	0.3 M/H	N/A	0

★ **NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference <u>SA415</u> when accessing the WebDCS system.

Printed TSB copy is for reference only; information may be updated at any time. Always refer to KGIS for the latest information.

TSB: SA415 Seltos (SP2) March 2020