	GROUP ELE	MODEL 2021MY Seltos (SP2)
	NUMBER 197	DATE March 2020

TECHNICAL SERVICE BULLETIN

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

This bulletin provides the procedure for updating the AVN 5 WIDE head unit software on some 2021MY Seltos (SP2) vehicles produced from November 26, 2019 through February 18, 2020, which may exhibit “UVO” and “INFO” buttons with reversed functionality relative to published customer education materials. 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 SA417.

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

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

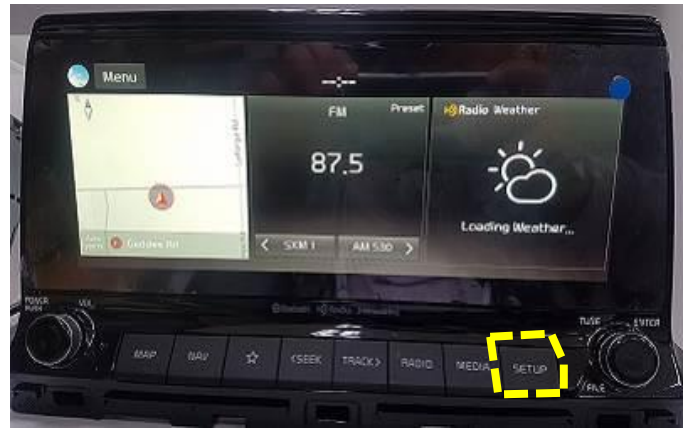
Software Update Procedure:

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

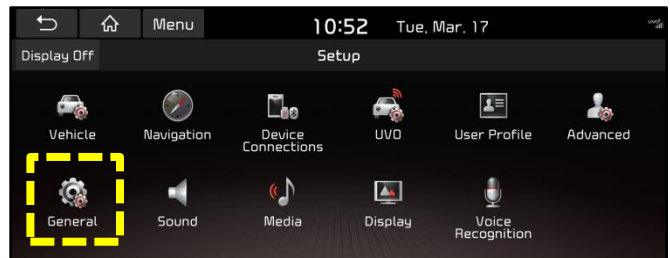


2. Press the **SETUP** hard key on the head unit.

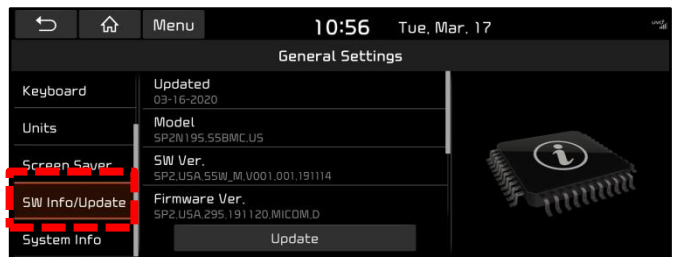
*** NOTICE**
 All images used throughout this service bulletin are for reference use only. Disregard time and date displayed in each step.



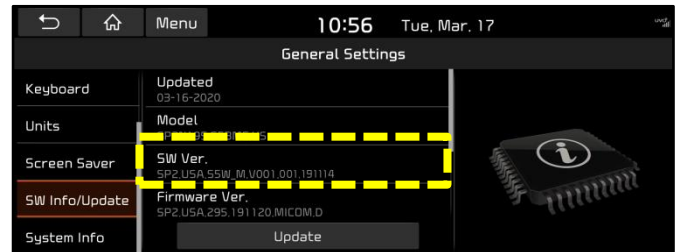
3. Select "General".



4. Select "SW Info/Update".



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



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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.

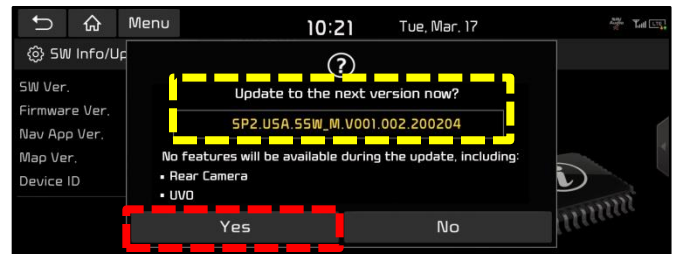
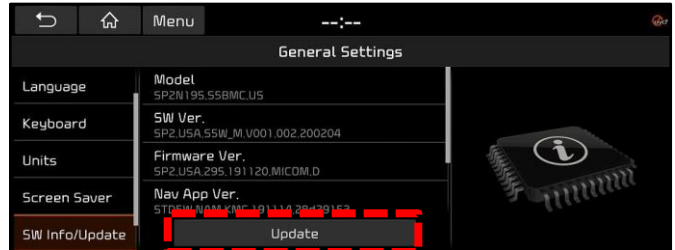
If the "Update to next version now?" screen does not pop up, select "Update".



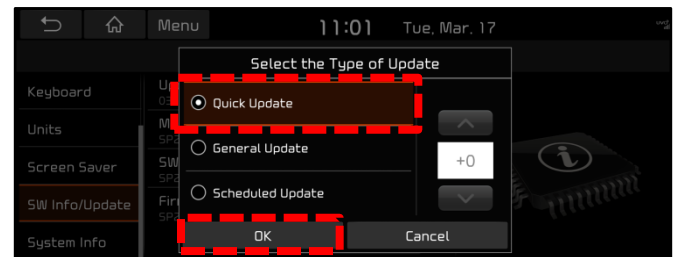
7. Confirm the available software version is applicable to (SP2) model:

SP2.USA.S5W_M.V001.002.200204

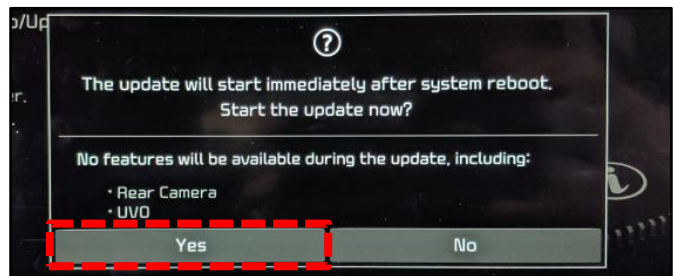
Select "Yes".



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

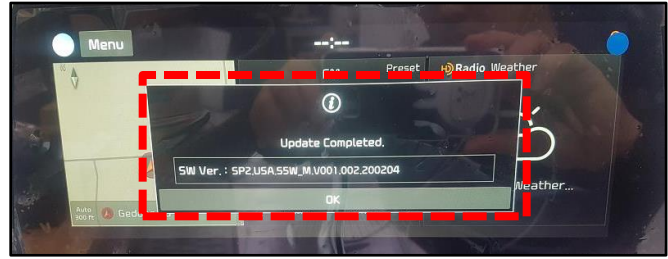


9. Select "Yes" to begin software update.

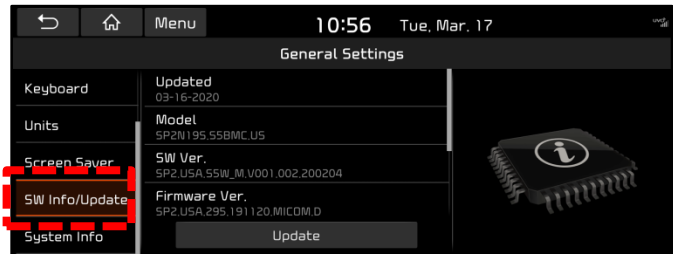


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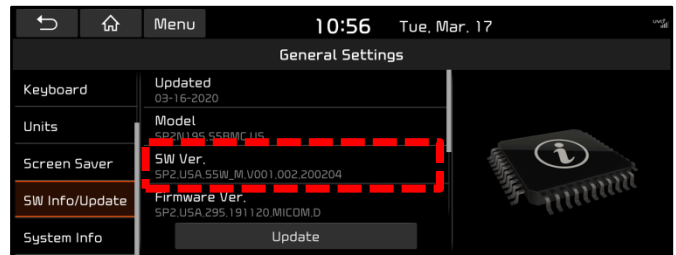
10. Select "OK" to complete update.



11. Select "SW Info/Update".



12. 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.



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

14.


Model		Software Version (SW Ver.)
SP2	Before	SP2.USA.S5W_M.V001.001.191114
	After	SP2.USA.S5W_M.V001.002.200204



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Model	Production Date Range
Seltos (SP2)	November 26, 2019 to February 18, 2020

REQUIRED PART:

Part Name	Figure	Comments
USB Drive		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	96560 Q5250DHV	0	(SA405) AVN 5 Wide OHCL Buttons (SP2)	200009R0	0.3 M/H	N/A	0

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA417 when accessing the WebDCS system.