



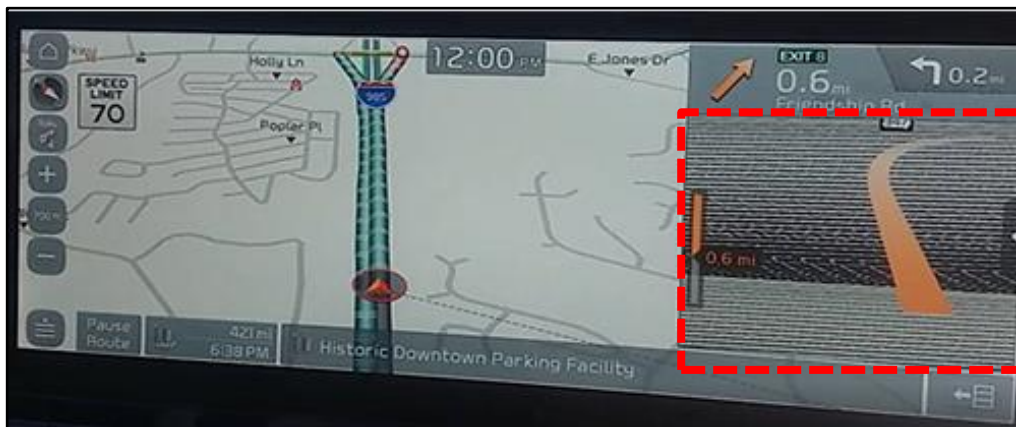
GROUP ELE	MODEL 2021MY K5 (DL3a)
NUMBER 206	DATE August 2020

TECHNICAL SERVICE BULLETIN

**SUBJECT: SERVICE ACTION: AVN 5-WIDE NAVIGATION
MAP PACKAGE SOFTWARE UPDATE (SA433)**

This bulletin provides information to inspect and if necessary update the navigation software on some 2021 K5 (DL3a) vehicles produced from March 27, 2020 through August 3, 2020, equipped with AVN 5-Wide head units, which may exhibit a distorted image display when navigation goes into the split screen mode (displaying upcoming change in route to a set destination) due to corrupted software file(s). Before conducting the procedure, verify the vehicle is included in the list of affected VINs.

Head Unit P/N(s): 96560 L3700FHL / 96560 L3730FHL



* 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 SA433.

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

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SERVICE ACTION: AVN 5-WIDE NAVIGATION MAP PACKAGE SOFTWARE UPDATE (SA433)

Inspection and Software Update Procedure:

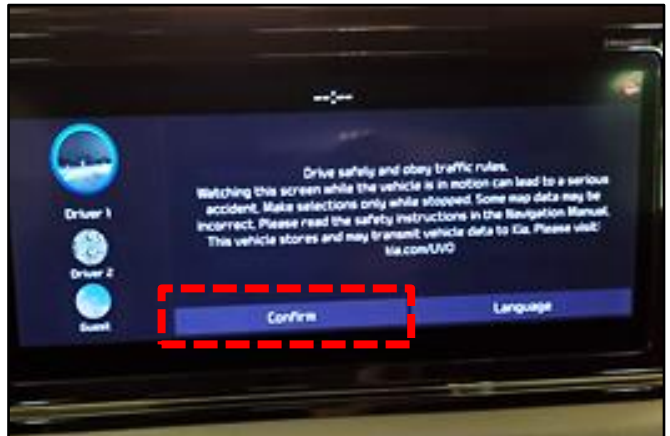
1. Turn the (DO NOT START the engine) ignition to 'ON'.



2. Insert the provided (DL3a Wide AVN SW UPDATE) USB drive into the vehicle's USB port.



3. Select 'Confirm'.



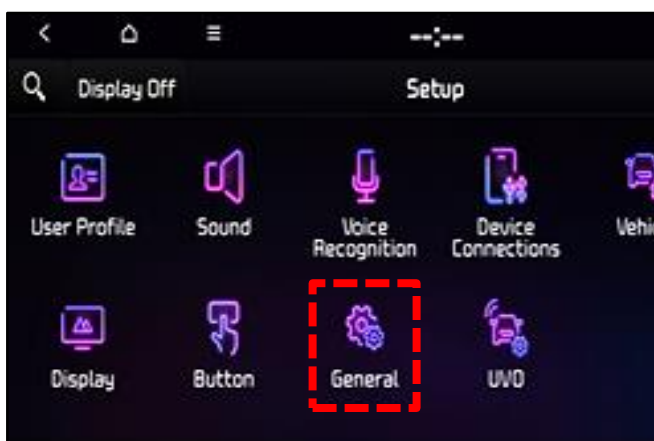
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SERVICE ACTION: AVN 5-WIDE NAVIGATION
MAP PACKAGE SOFTWARE UPDATE (SA433)

4. Press the 'SETUP' hard key.



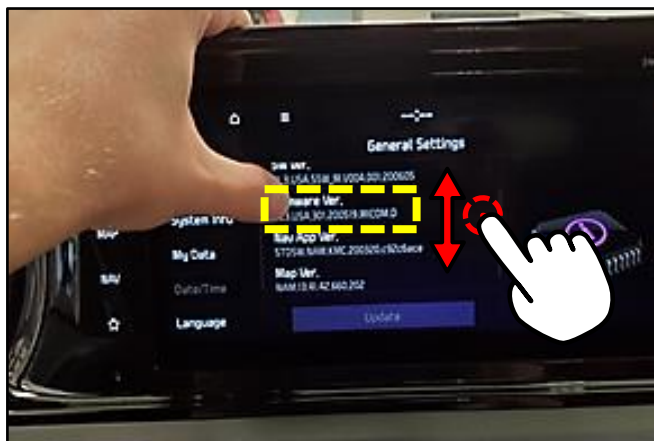
5. Select 'General'.



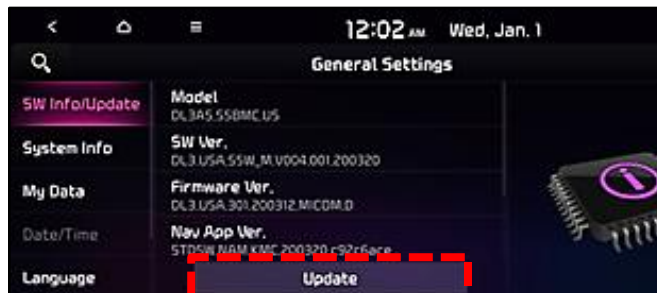
6. Using the touch screen, scroll through the 'S/W Info/Update' screen to find the "Map Ver." displayed.

If the installed head unit "Map Ver." is **NAM.13.41.42.660.202**, no further action is required. This service action is complete.

If the installed head unit "Map Ver." is **not NAM.13.41.42.660.202**, proceed to step 7.

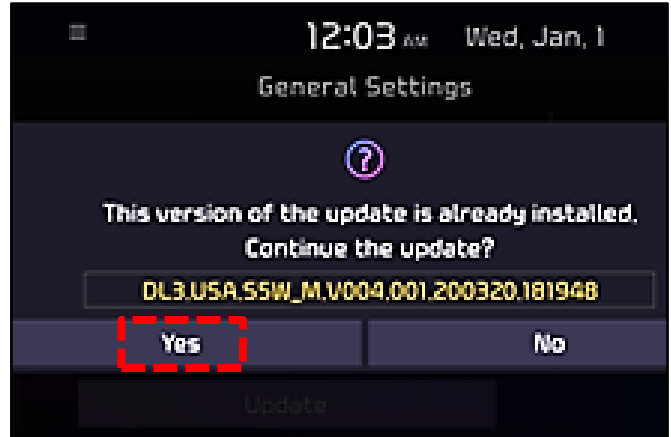


7. Select 'Update'.



SUBJECT: SERVICE ACTION: AVN 5-WIDE NAVIGATION MAP PACKAGE SOFTWARE UPDATE (SA433)

8. Select 'Yes'.

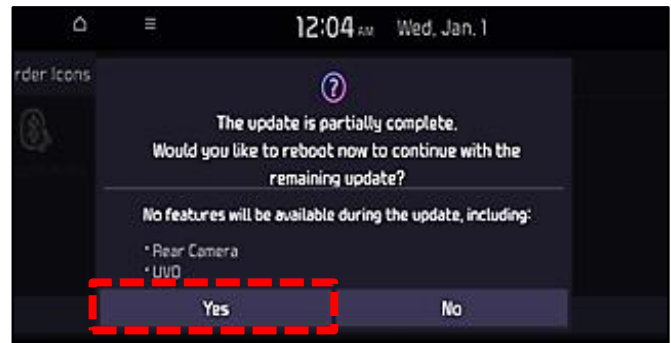


9a. Confirm "Update Now" is selected.

9b. Select 'OK'.



10. Select 'Yes'.



11. Allow the update to complete.

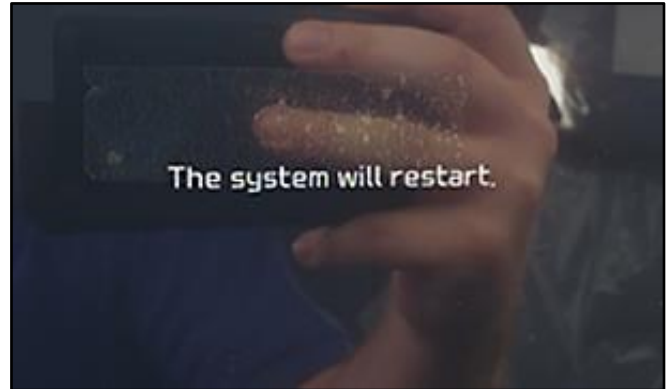
*** NOTICE**
Do not shut the vehicle 'OFF' or remove the USB at any time during this process.



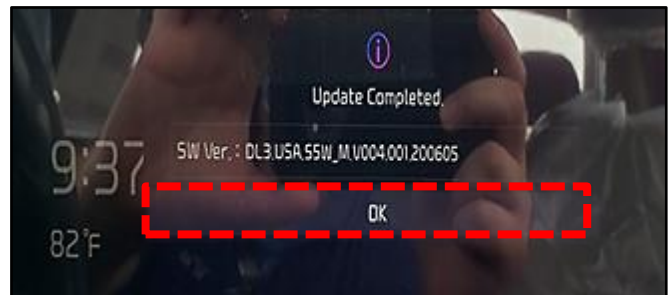
SUBJECT:

SERVICE ACTION: AVN 5-WIDE NAVIGATION MAP PACKAGE SOFTWARE UPDATE (SA433)

12. Once the update is completed, the system will automatically restart.

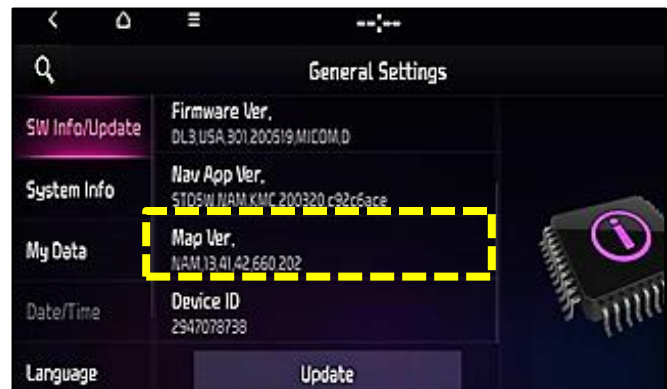


13. Select 'OK'.



14. Repeat steps 4, 5 and 6 and confirm "Map Ver." installed is now NAM.13.41.42.660.202.

If this is not the "Map Ver." displayed, repeat the updated procedure again.




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AFFECTED VEHICLE RANGE:

Model	Production Date Range
K5 (DL3A)	March 27, 2020 to August 3, 2020

REQUIRED TOOL:

Tool Name	Figure	Comments
USB Drive		<p>This USB was 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 L3730FHL	0	(SA433) AVN5W Software Inspection and Update	200A06R0	0.3 M/H	N/A	0

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA433 when accessing the WebDCS system.