	GROUP ELE	MODEL 2021MY Sportage (QL)
	NUMBER 217	DATE October 2020
TECHNICAL SERVICE BULLETIN		
SERVICE ACTION: AVN SOFTWARE UPDATE (SA444)		

This bulletin provides information to update the AVN software on some 2021MY Sportage (QL) vehicles produced from May 17, 2020 through May 22, 2020 which may display a 'Battery Discharge Warning' message on the head unit during engine startup. Before conducting the procedure, verify 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 SA444.

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:

*** NOTICE**

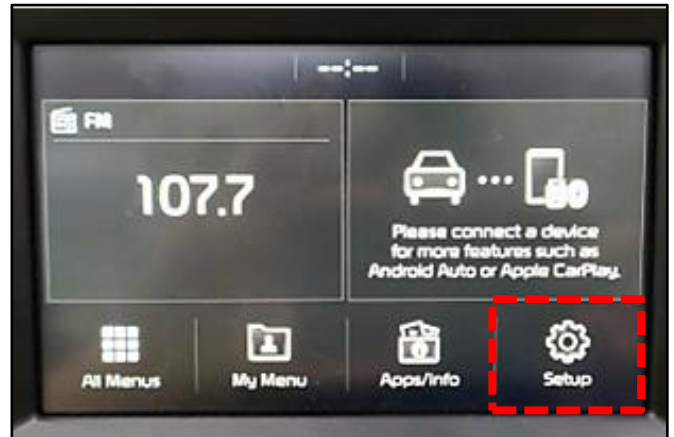
Ensure that the vehicle's battery is fully charged. DO NOT turn the engine 'OFF' during the software update process. The system will recover automatically.

- 1a. Start the engine 'ON'.
- 1b. Save customer's radio presets.

- 2. Insert the USB Drive (A) into the vehicle USB slot located under the head unit.



- 3. Select '**Setup**' on the head unit screen.

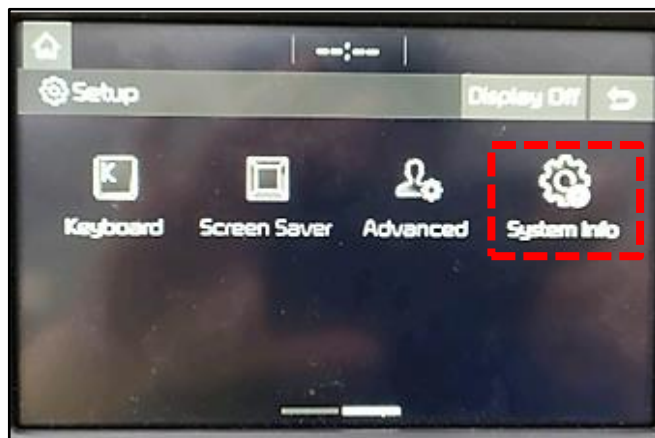


- 4. Slide the screen to next page.



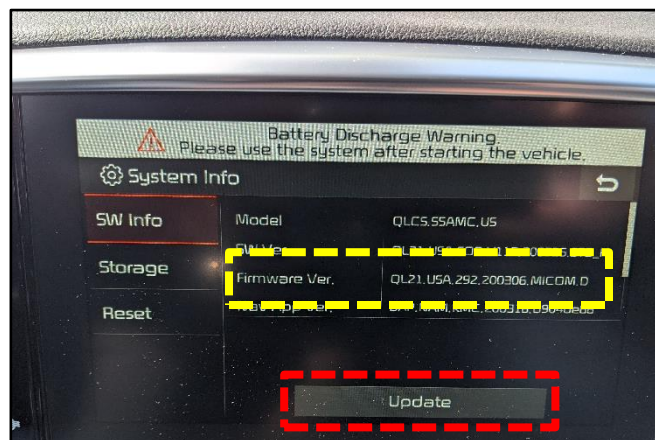
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5. Select 'System Info'.



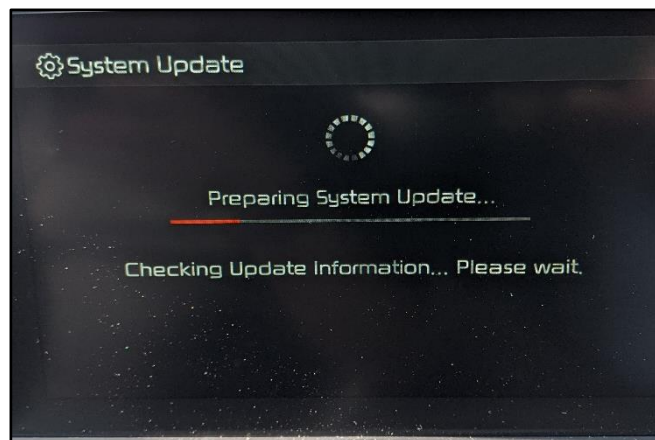
6. Confirm the old software version is currently installed, then select 'Update'.

	MICOM VER.
Old	QL21.USA.292.200306.MICOM.D
New	QL21.USA.292.200907.MICOM.D



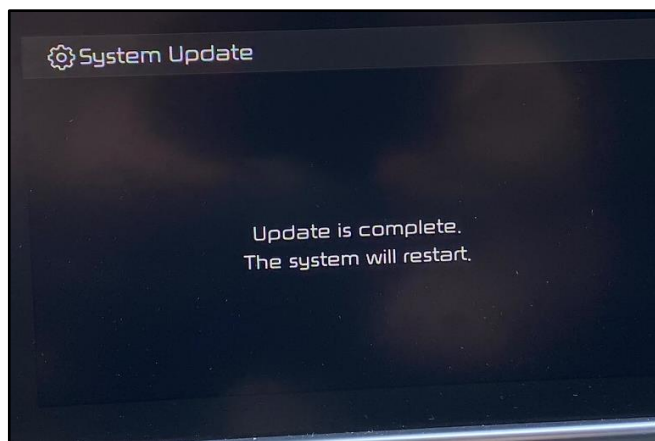
7. Wait approximately 10 - 12 minutes for S/W Update to complete.

Note: The system will be reboot automatically and will cycle through different message screens and restore data.



The system will restart once completed.

Note: If the update fails, repeat the procedure from step 2.



- Repeat steps 3 – 6 to confirm that **SW Ver. QL21.USA.292.200907.MICOM.D** was installed.



- Remove the USB drive.
- Restore customer's radio presets (if necessary).

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sporage (QL)	May 17, 2020 to May 22, 2020

REQUIRED TOOL:

Tool Name	Figure	Comments
USB Drive		This USB was 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 D9970FHV	0	(SA444) AVN Software Update	200105R0	0.3 M/H	N/A	0

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA444 when accessing the WebDCS system.

