	GROUP	MODEL
KIA	**ELE**	**2020MY K900 (RJ)**
	NUMBER	DATE
	215	**November 2020**

TECHNICAL SERVICE BULLETIN

SUBJECT:	SERVICE ACTION: PREMIUM GEN 2.0 HEAD UNIT SOFTWARE UPDATE (SA443)

This bulletin provides information to update the head unit software (S/W) on some 2020MY K900 (RJ) vehicles produced from June 25, 2019 through July 2020, equipped with Premium Gen 2.0 head units, which after saving radio presets, some of the radio presets may delete after the head unit reboots. To correct tis concern, confirm that the head unit has the latest software version described in this publication.

Note: This issue affects a small number of vehicles so not all dealerships were shipped USBs. The software update is also available through MapCare (TSB ELE 208) if the USB mentioned in this bulletin is not available.

MODEL	COUNTRY	S/W VERSION	
		OLD	NEW
RJ	USA	RJ.USA.P5.001.001.190524	RJ.USA.P5.001.003.200213
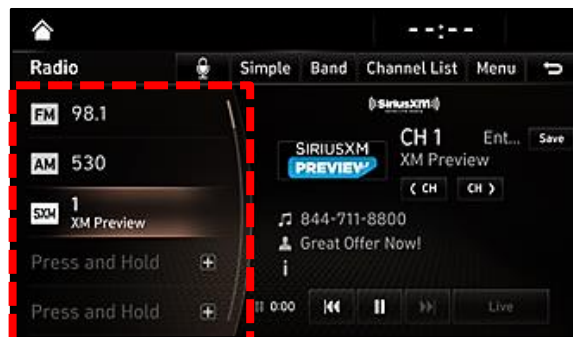
★ NOTICE

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 SA443.

Circulate To: ☒ **General Manager** ☒ **Service Manager** ☒ **Parts Manager**

☒ **Service Advisors** ☒ **Technicians** ☒ **Body Shop Manager** ☒ **Fleet Repair**

SUBJECT:	SERVICE ACTION: PREMIUM GEN 2.0 HEAD UNIT S/W UPDATE

Software Update Procedure:

1. Turn ignition 'ON' and save customer radio presets.

2. After AVN reboots, select "Setup" on the head unit.

3. Select "System Info".
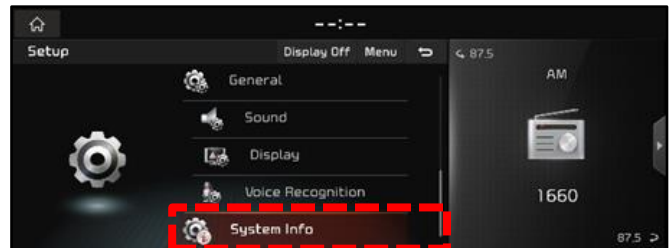
4. In the "Software Information", check the S/W version currently installed.

    Confirm that the currently installed S/W version is **RJ.USA.P5.001.001.190524.**

5. Insert the "S/W Update USB" into the USB Post.
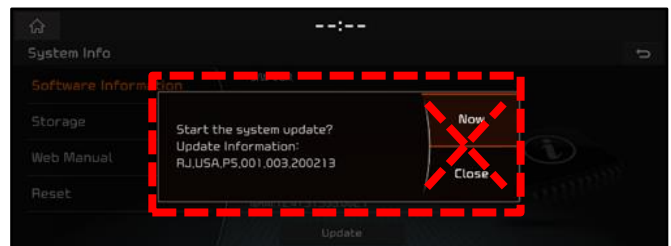
    > ⓘ **IMPORTANT**
    >
    > **The head unit software update will be performed in the Dealer/Port method. DO NOT initiate by way of the head unit screen, follow step 6.**

6. When the 'pop-up' message shown is displayed, **DO NOT select** "Now" **or** "Close".

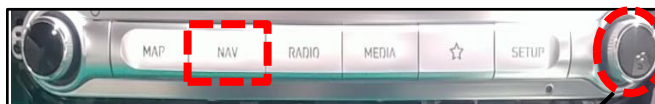   **Note**: If selecting "Now", the software will take over one (1) hour to update.

    The Dealer/Port method will instead take only half an hour (30 min.)

7. Using the head unit 'Tune' knob and 'NAV' key, <u>follow the instructions below</u>:
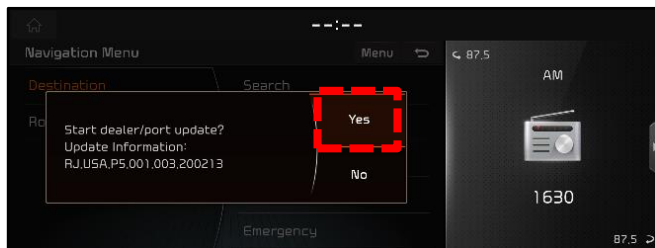
    1) Turn the 'Tune' knob three (3) turns to the right.

    2) Press the 'Tune' knob to ENTER.

    3) Turn the 'Tune' knob seven (7) turns to the left.

    4) Press the 'Tune' knob to ENTER.

    5) Turn the 'Tune knob' one (1) turn to the right.

    6) Press the 'Tune' knob to ENTER.
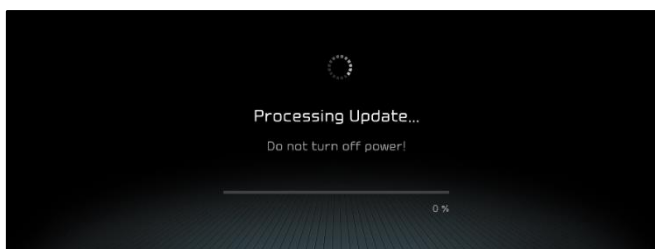
    7) Press the 'NAV' Key on the head unit

1 turn = 360 degrees

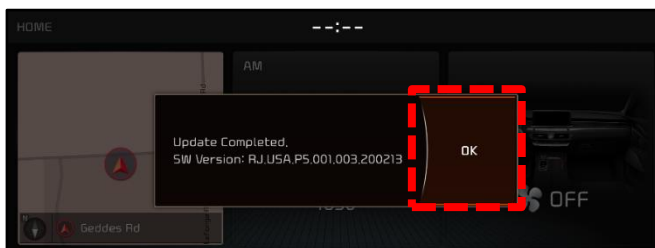8. When the 'pop-up' message shown is displayed, select "Yes".

Note: Processing Update message will appear and take about thirty (30) minutes to complete.

9. Update Completed, select OK.

Repeat steps 2 – 4 to confirm that S/W version **RJ.USA.P5.001.003.200213** was installed correctly.

10. Remove the USB driver and restore customer radio presets.

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

TSB: SA443 K900 (RJ) November 2020

SUBJECT:	SERVICE ACTION: PREMIUM GEN 2.0 HEAD UNIT S/W UPDATE

AFFECTED VEHICLE RANGE:

Model	Production Date Range
K900 (RJ)	June 25, 2019 to July 2020

REQUIRED TOOL:

Tool Name	Figure	Comments
USB Driver	RJ/FE SW (003.200213)	Auto Shipped to Select Dealers

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	96120 2K000	0	Premium GEN 2.0 Software Update	200092R1	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>SA443</u> when accessing the WebDCS system.**