

PITSTOP

GROUP	MODEL
Electrical	2020MY~ Models w/AVN 5.0 <u>or</u> Display Audio 2.0
NUMBER	DATE
PS677	March 2021

TECHNICAL OPERATIONS

LOG FILE COLLECTION FOR AVN 5.0/W & DISPLAY AUDIO 2.0

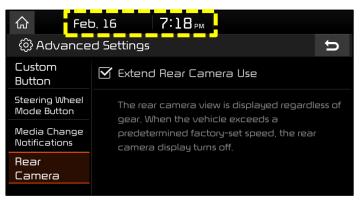
This Pitstop contains information regarding the log file collection procedure for 2020MY~ models equipped with AVN 5.0/W or Display Audio 2.0 head units. Outlined below are the steps on how to collect Log Dumps from the head units, as well as how to collect log files through Dealer Mode. When a customer submits a complaint about head units that are malfunctioning or not working as intended, Kia Motors of America Techline will ask Service Technicians to collect log files to help analyze head unit concerns. If Techline requests head unit log files, follow the procedures below and attach the files to the Techline case in question.

Log File Collection ("Log Dump") with Radio Button:

1. Duplicate the concern.

SUBJECT:

<u>Note the time and date shown on the head unit screen.</u>

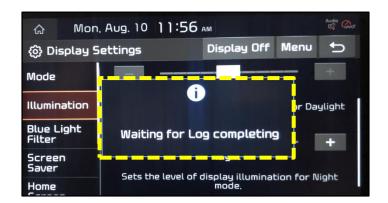


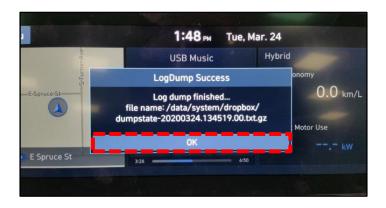
- 2. Insert USB storage device into the vehicle's USB Port or multi-jack.
- 3. Press and hold the '**Radio**' hard key on the front of the head unit for more than 10 seconds.



4. Keep holding the '**Radio**' hard key until the "Pop-Up" message shown is displayed.

5. When the "LogDump Success" message appears, select '**OK'**.

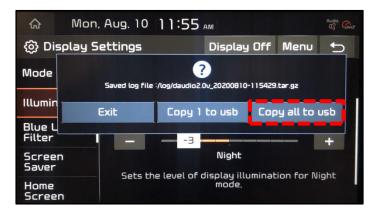




6. Select 'Copy all to usb'.

<u>Note</u>: This pop-up will appear on newer head units. If the "Copy all to usb" pop-up does <u>not</u> appear, proceed to the "Log File Collection through Dealer Mode AVN 5.0 & AVN5W" on page 3, or the "Log File Collection through Dealer Mode Display Audio 2 Value (DA2V)" on page 6.

7. Once the **"USB copy is complete"** message is displayed, remove the USB drive from the vehicle.





- 8. Insert the USB drive into a computer and search for the files ending in "**.txt.gz**".
- Send the log files to the Techline Department at Kia Motors of America, attaching them to the specific Techline case, <u>along with</u> <u>the time and date noted in step 1</u>.

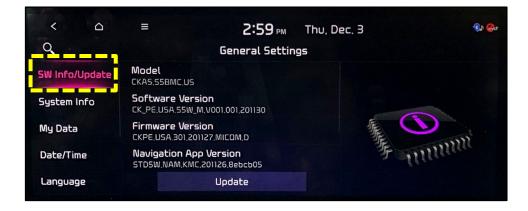
🅌 audiodump	
鷆 bt	
🍌 lost+found	
🍌 modem	
🍌 update	
🕌 vcrm_log	
22 dumpstate-20200325.090924.01.txt.gz	
@dumpstate-20200325.091158.00.txt.gz	
earlycam20200325090924.log	
log_01.txt	
log_02.txt	
log_03.txt	
log 04.txt	

Log File Collection through Dealer Mode AVN 5.0 & AVN5W:

- 1. Verify music is playing through the radio.
- 2. Press and hold the 'SETUP' hard key.



3. Verify the 'SW Info/Update' menu is displayed.



4. Turn the 'Volume' knob to level '7'.



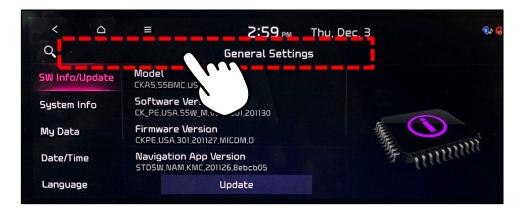
5. Select the banner indicated by the 'red' outlined area below.



6. Turn the 'Volume' knob to level '3'.



7. Select the banner indicated by the 'red' outlined area below.



8. Turn the 'Volume' knob to level '1'.



9. Select the banner indicated by the 'red' outlined area below.



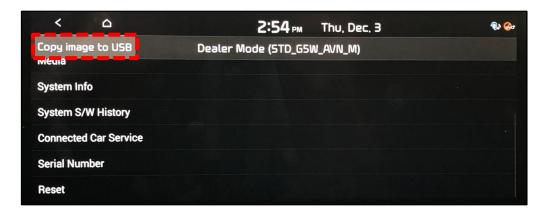
10. Enter password '2400'. Select 'OK'.



11. Insert USB drive into the vehicle's built in USB Port. (Included in all 20MY models and later.)



12. Select 'Copy image to USB'.



13. Insert the USB drive into a computer and search for the files ending in "tar.gz".

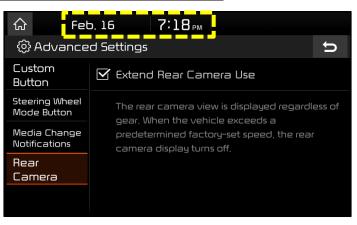
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File Home	Share View	Drive Tools					
Pin to Quick Copy access	Paste Deste sho	Move	Copy to -		y access * Properties		
	Clipboard		Organize	New	O		
$\leftarrow \rightarrow \checkmark \uparrow \blacksquare \Rightarrow$ STORE N GO (D:)							
Name		~			Date modified		
					8/10/2020 11:57 AM		
Image: Contract of the second secon					8/10/2020 11:57 AM		
audio2.0v_20200810-115010.tar.gz				8/10/2020 11:57 AM			
LOST.DIR 3/13/20					3/13/2020 2:43 PM		

14. Send the log files to the Techline Department at Kia Motors of America, attaching them to the specific Techline case, <u>along with the time and date noted in step 1</u>.

Log File Collection through Dealer Mode Display Audio 2 Value (DA2V):

1. Duplicate the concern.

Note the time and date shown on the head unit screen.

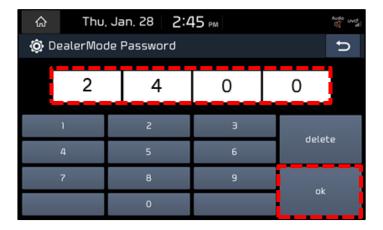


2. Press and hold the **'Setup'** hard key on the head unit to get to the **General Settings** menu screen.

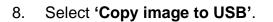


- 3. Turn the **'Volume'** knob (A) to change the volume level to **'7'** then press down the **'Tune'** knob (B).
- 4. Turn **'Volume'** knob (A) to change the volume level to **'3'** then press down on the **'Tune'** knob (B).
- 5. Turn **'Volume'** knob (A) to change the volume level to **'1'** then press down on the **'Tune'** knob (B).
- 6. Enter Password '**2400**' and select '**OK**'.





 Insert USB drive into the vehicle's built in USB Port. (Included in all 20MY models and later.)



9. Once the **"USB copy is complete"** message appears, remove the USB drive from the vehicle.

10. Plug the USB drive into a computer and search for the files ending in **"tar.gz"**.

M Thu, Jan. 28 2:47 M
M Dealer Mode(D-AUD_G2V_M) Copy image to USB
System Info
System S/W History
Connected Car Service
Reset

D

Audia Covo

0

Display Off Menu

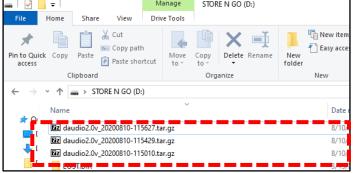
Mon, Aug. 10 11:55 🛤

Serial Number

🚯 Display Settings

12V IBOW





 Send the log files to the Techline Department at Kia Motors of America, attaching them to the specific Techline case, <u>along with</u> <u>the time and date noted in step 1</u>.