
	GROUP	MODEL
	Electrical	All Models w/AVN 5.0 Wide
	NUMBER	DATE
	PS703	June 2021



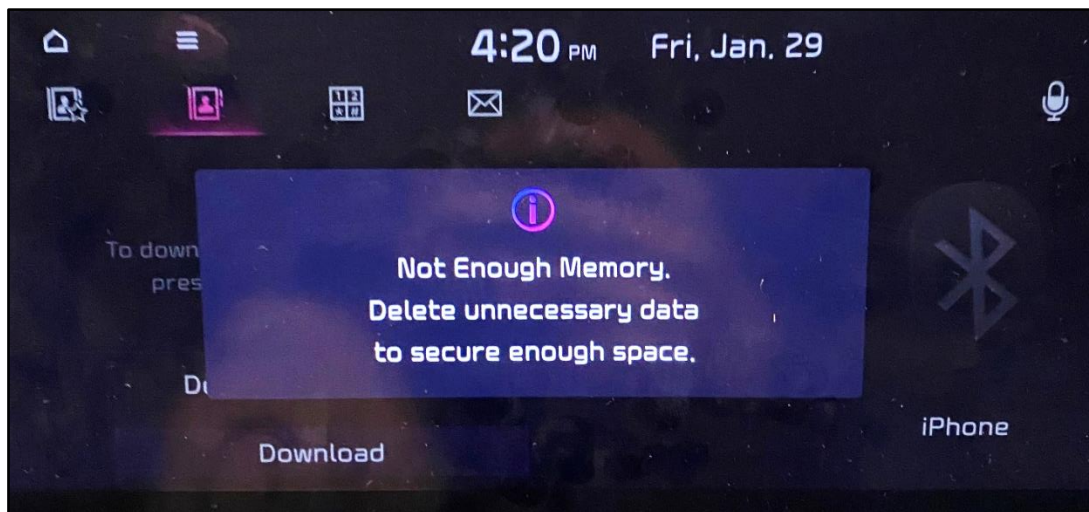
**TECHNICAL OPERATIONS**

**SUBJECT: BLUETOOTH MEMORY AND VOICE RECOGNITION  
CONCERN WITH AVN 5.0/W**

This Pitstop provides information for resolving a memory concern with the AVN 5.0 Wide head unit while downloading the contact list from a paired phone. The concern also affects Voice Recognition (VR) functionality.

**Concern:**

The head unit will display a 'Not Enough Memory' message when downloading the contact list from a phone after Bluetooth pairing. The contacts download will be stopped due to insufficient memory in the head unit. Once the message 'Not Enough Memory' displays, it will also prevent Voice Recognition (VR) from functioning normally. In this case, when the "VR" button is pressed, it will display 'Preparing Voice Recognition'.



**Cause:**

This issue will only occur if the customer's phone has 1000+ contacts saved in their contact list and the vehicle's head unit has one of the following software versions installed.

Model	Model Code	Defective Software Version
Niro EV	DE20EV	DE20EV.USA.S5W_M.V004.001.200324 DE20EV.USA.S5W_M.V004.001.200617
Niro HEV	DEPEHEV	DEPEHEV.USA.S5W_M.V004.001.200324 DEPEHEV.USA.S5W_M.V004.001.200623
Niro PHEV	DEPEPHEV	DEPEPHEV.USA.S5W_M.V004.001.200324 DEPEPHEV.USA.S5W_M.V004.001.200716
Telluride	ON	ON.USA.S5W_M.V004.001.200324 ON.USA.S5W_M.V004.001.200702
Soul	SK3	SK3.USA.S5W_M.V004.001.200324 SK3.USA.S5W_M.V004.001.200617
Seltos	SP2	SP2.USA.S5W_M.V004.001.200324 SP2.USA.S5W_M.V004.001.200617
K5	DL3	DL3.USA.S5W_M.V004.001.200630
Cadenza	YGPE	YGPE.USA.S5W_M.V004.001.200702 YGPE.USA.S5W_M.V004.001.200826

#### **Resolution:**

To resolve the issue, the customer needs to visit <https://update.kia.com>, to download the latest software version available for their vehicle, and upgrade the head unit software per the instructions on the site.

The latest software download is free for customers, or they can purchase a pre-installed software version on a USB drive from the Mapnsoft website, <https://www.mapnsoft.com/kia>, or by calling 1-800-333-4542.

Dealerships can also perform head unit software updates by following TSB [ELE208](#).