	GROUP	MODEL
	Electrical	2020MY~ Models w/AVN 5.0/W or Display Audio 2.0/V
	NUMBER	DATE
	PS677 (Rev 2, 04/07/2023)	May 2021

PITSTOP | TECHNICAL OPERATIONS

SUBJECT:

LOG FILE COLLECTION FOR AVN 5.0/WIDE AND DISPLAY AUDIO 2.0/VALUE

📄 NOTICE

This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

This Pitstop contains information regarding the log file collection procedure for 2020MY~ models equipped with an AVN 5.0/W or Display Audio 2.0/V 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 regarding head units that are malfunctioning or not working as intended, Kia 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.

For information on how to identify head unit type, please refer to ELE091.

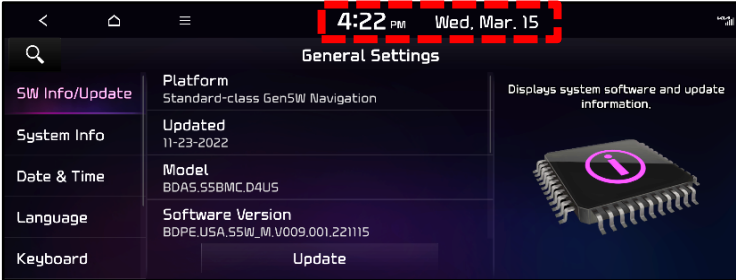### Log File Collection ("Log Dump") for AVN5.0 Wide head unit:

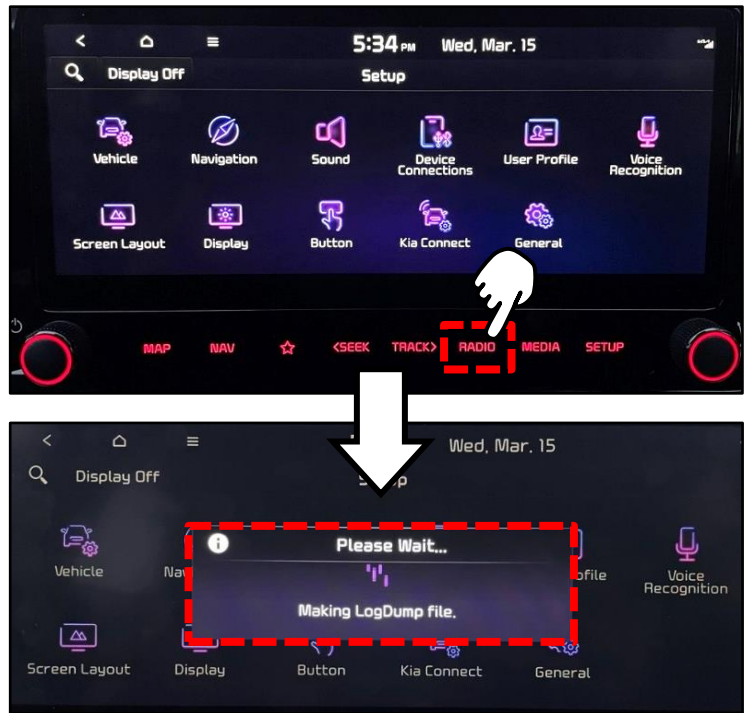1. Insert a USB storage device into the vehicle's USB media port.

2. Duplicate the concern.
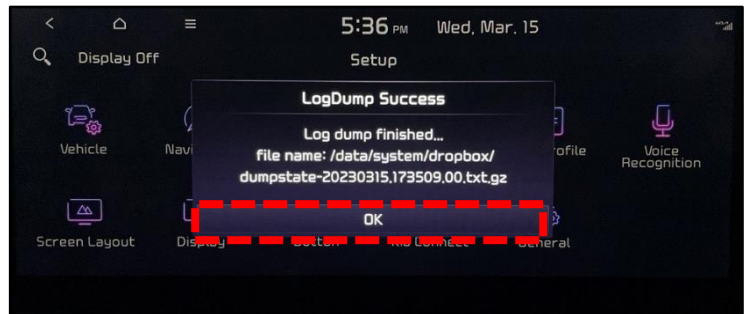
   Note: Include date and time in Techline case.

3. Press and hold the **'RADIO'** hard key on the head unit until the pop-up window **"Making LogDump file."** is displayed.

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

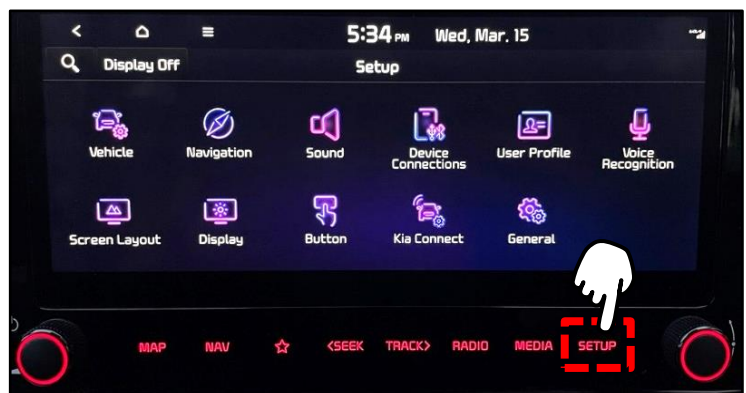   Proceed with steps 5-14 to copy LogDump files to a USB storage device by entering Dealer Mode.

5. Select **'FM'** mode in the **'RADIO'**.

   Note: LogDump will not complete in any other Mode.

6. Press and hold the **'SETUP'** hard key on the head unit to display the **'General Settings'**.

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7. Verify the **'SW Info/Update'** menu is displayed.

   Note: Steps 8-14 will enable 'Dealer Mode' on the head unit.
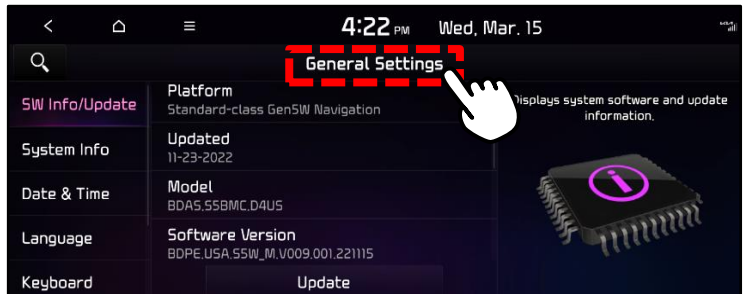

8. Adjust the **'Volume'** to level **'7'**.
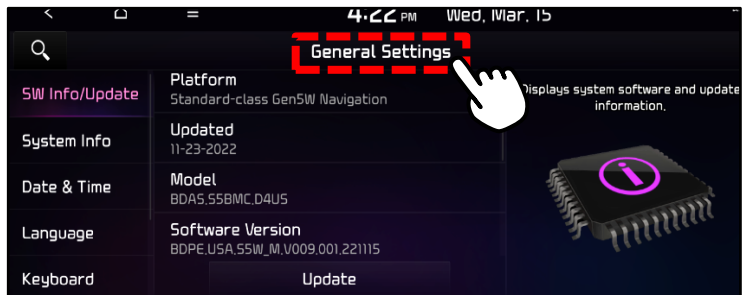
   Note: Radio must be in FM mode.

9. Tap the **'General Settings'** banner shown.
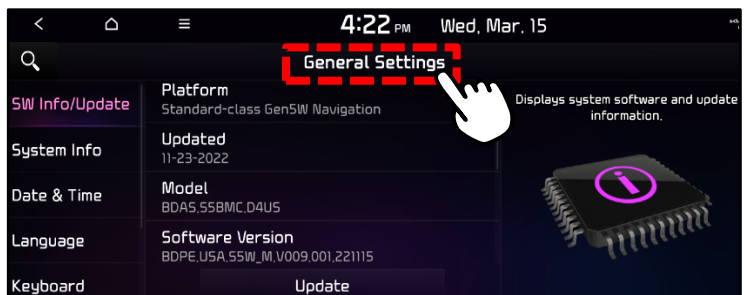

10. Adjust the **'Volume'** to level **'3'**.
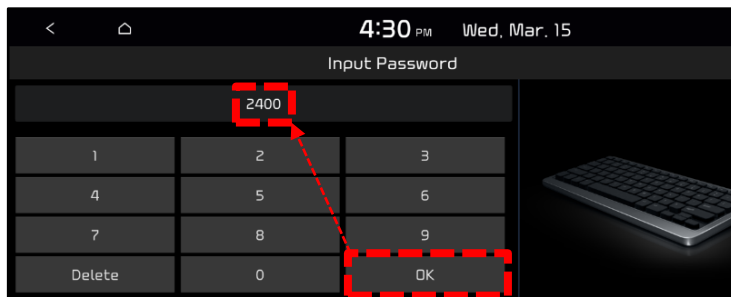

11. Tap the **'General Settings'** banner shown.
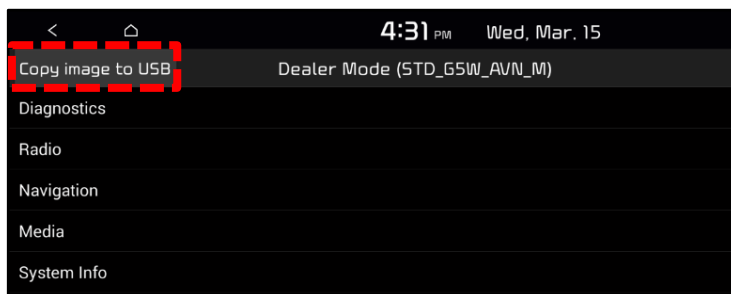

12. Adjust the **'Volume'** to level **'1'**.

13. Tap the **'General Settings'** banner shown.

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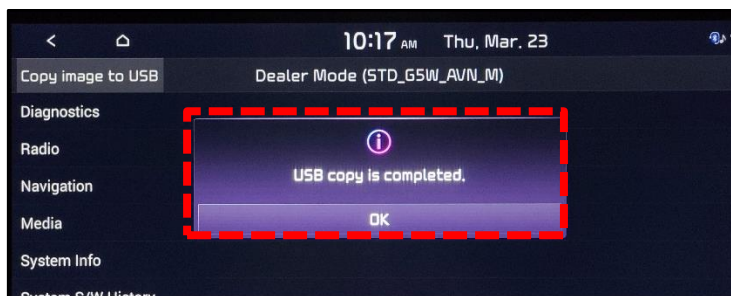
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14. Enter password '2400'. Select 'OK'.
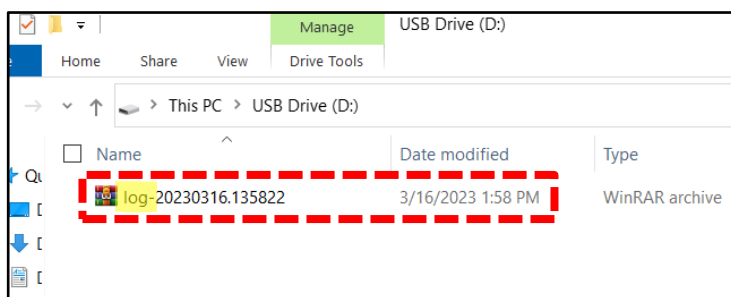
15. Select 'Copy image to USB'.

16. Select 'OK' once the "USB copy is completed" message is displayed.

17. Remove the USB storage device from the vehicle.

18. Insert the USB drive into a computer and locate and save the file starting with "log-".

19. Send the log file to the Techline Department at Kia America by attaching the file to the specific Techline case, <u>along with the time and date noted in step 2.</u>

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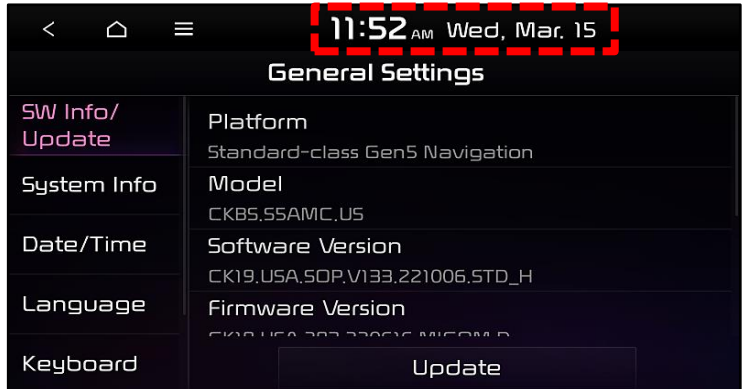
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Log File Collection (Log Dump) for <u>AVN5.0</u> and <u>Display Audio 2.0 (DA2.0)</u> head unit:

1. Insert a USB storage device into the vehicle's USB media port.
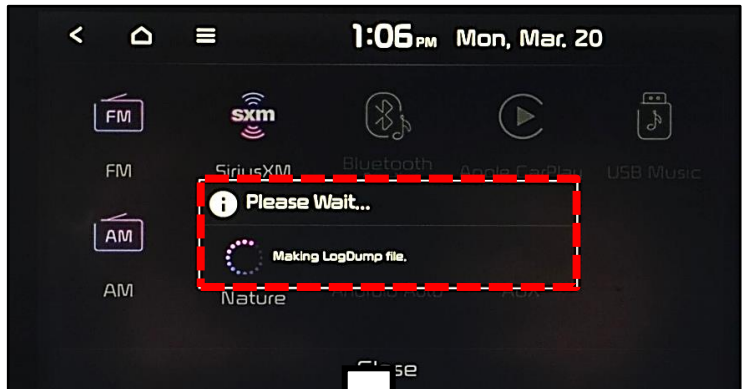

2. Duplicate the concern.

   <u>Note: Include date and time in Techline case.</u>

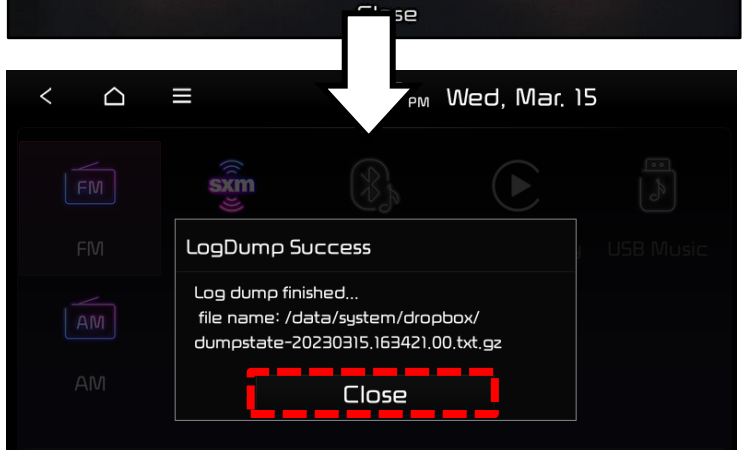3. Press and hold the **'RADIO'** hard key on the front of the head unit for at least 10 seconds.

4. Press and hold the **'RADIO'** hard key on the head unit again, until the pop-up window **"Making LogDump file."** is displayed.

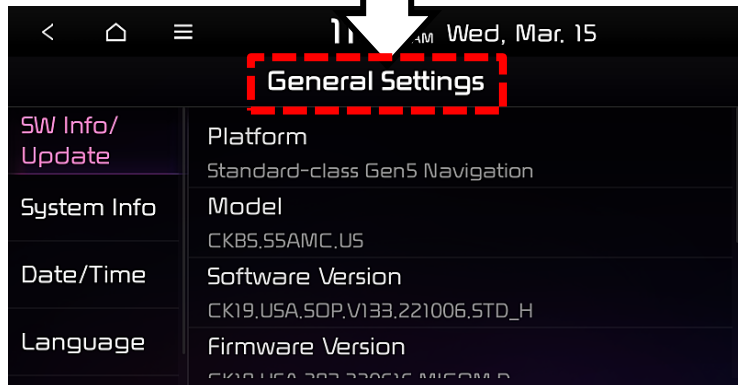5. Select **'Close'** after the **"LogDump Success"** message appears.

   <u>Proceed with steps 6-12 to copy Log Files to a USB storage device by entering Dealer Mode</u>.

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6. Press and hold the **'SETUP'** hard key on the head unit to display the **'General Settings'**.

   Proceed with steps 7-10 to enter Dealer Mode.

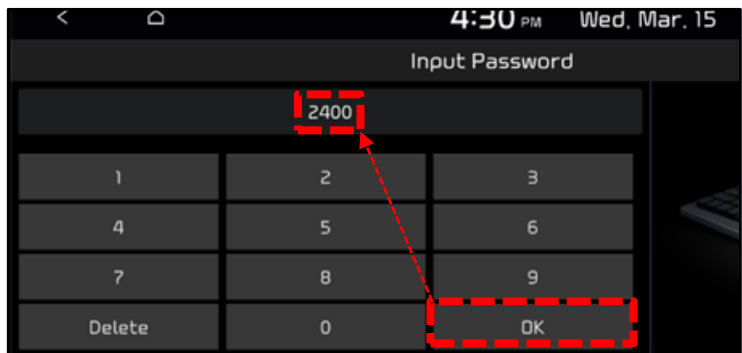7. Adjust the **'Volume'** (A) to level **'7'**, then press down on the **'Tune'** knob (B).

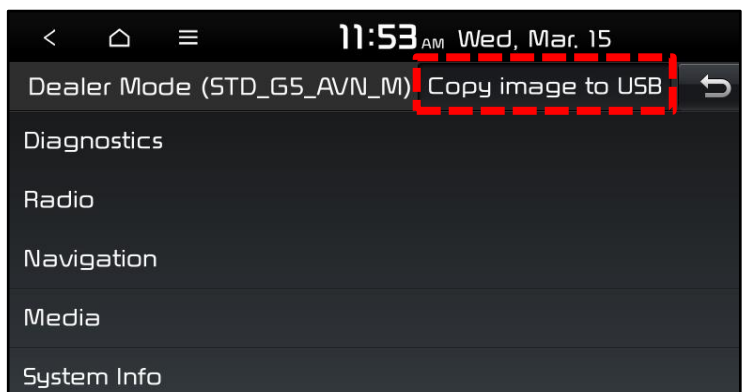8. Adjust the **'Volume'** (A) to level **'3'**, then press down on the **'Tune'** knob (B).

9. Adjust the **'Volume'** (A) to level **'1'**, then press down on the **'Tune'** knob (B).
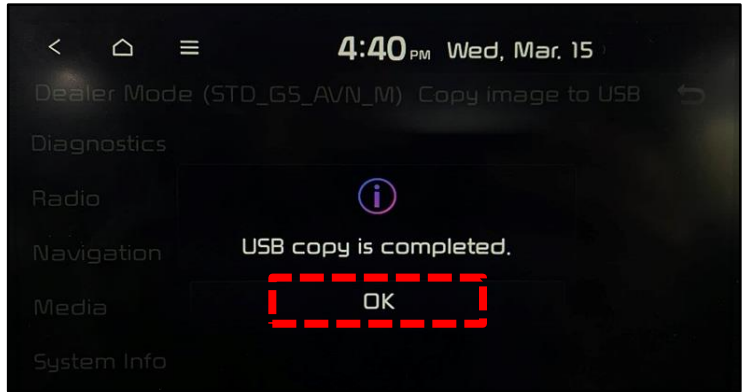
   Note: Radio must be in FM mode.

10. Enter Password **'2400'** and select **'OK'**.

11 Select **'Copy image to USB'**.

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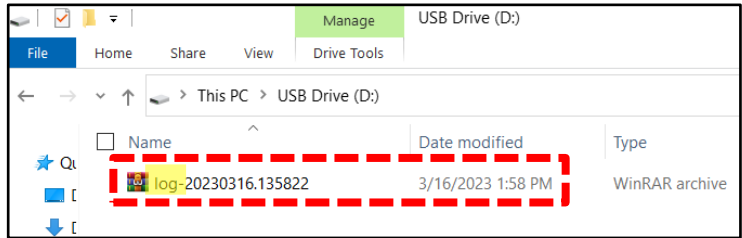
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12. Select 'OK' once the "USB copy is completed" message is displayed.

13. Remove the USB storage device from the vehicle.

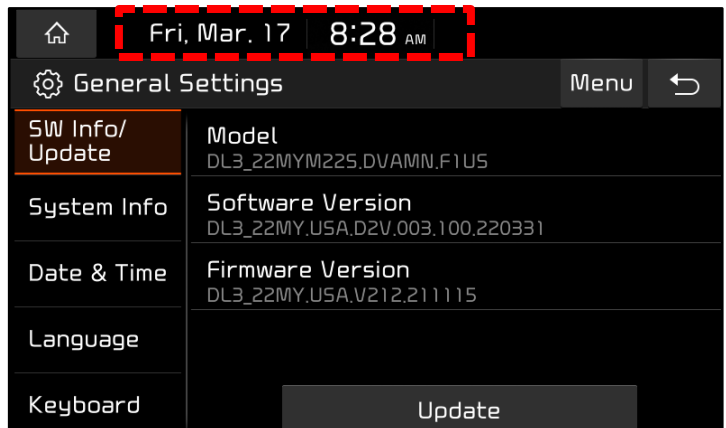14. Insert the USB storage device into a computer and locate and save the file starting with "log-".

15. Send the log file to the Techline Department at Kia America by attaching the file to the specific Techline case, <u>along with the time and date noted in step 2.</u>

Log File Collection (Log Dump) for <u>Display Audio 2.0 Value (DA2V)</u> head unit:

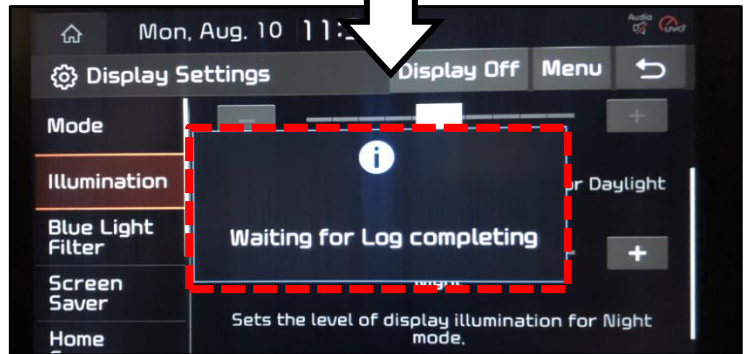1. Insert a USB storage device into the vehicle's USB media port.
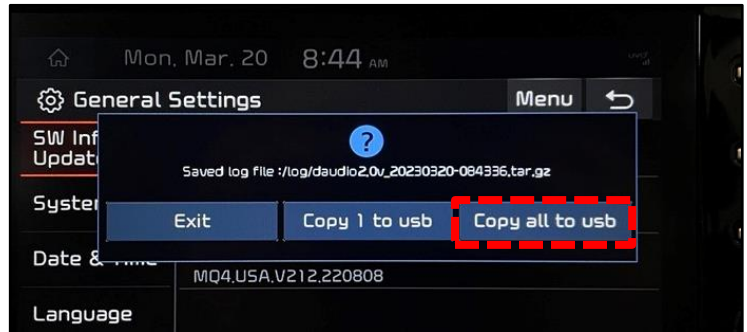
2. Duplicate the concern.

   <u>Note: Include date and time in Techline case.</u>

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3. Press and hold the **'RADIO'** hard key on the head unit for more than ten (10) seconds until the pop-up message **"Waiting for Log completing"** is displayed.
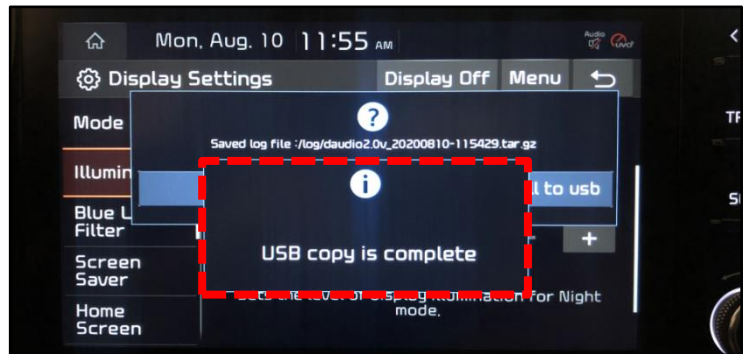
4. Select **'Copy all to usb'**.

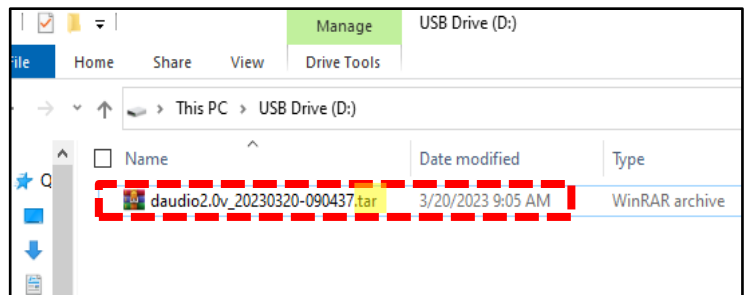   Note: This pop-up will appear on newer head units. If the **"Copy all to usb"** pop-up does <u>not</u> appear, refer to "Log File Collection (Log Dump) for AVN5.0 and Display Audio 2.0 head units" on page 5.

5. Once the message **"USB copy is complete"** is displayed, remove the USB storage device from the vehicle.

6. Insert the USB storage device into a computer and locate the files ending in **".tar"**.

7. Send the log file to the Techline Department at Kia America by attaching the file to the specific Techline case, <u>along with the time and date noted in step 2.</u>

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