



GROUP  
Electrical

MODEL  
Multiple 2015MY  
(See table below)

NUMBER  
070

DATE  
November 2014

## TECHNICAL SERVICE BULLETIN

**SUBJECT:** SERVICE ACTION: NAVIGATION UNIT SOFTWARE  
UPGRADE (SA172)

This bulletin provides the procedure for upgrading the navigation system software of some Sedona (YP), Soul (PS) and Optima (QF) vehicles to resolve concerns related to no sound coming from the head unit after ending a Bluetooth call. Kia is requesting the completion of this Service Action on all affected vehicles. Before conducting the procedure, verify that the vehicle is included in the list of the affected VINs.

Model	Production Range
Sedona (YP)	July 21, 2014 through August 26, 2014
Soul (PS)	July 29, 2014 through August 27, 2014
Optima (QF)	August 20, 2014 through October 2, 2014

### \* NOTICE

This is a software upgrade for the navigation operating system and **NOT** a map upgrade.

### \* 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 **SA172**.

File Under: <Electrical>

Circulate To:  General Manager  Service Manager  Parts Manager

Service Advisors  Technicians  Body Shop Manager  Fleet Repair

**SUBJECT: SERVICE ACTION: NAVIGATION UNIT SOFTWARE UPGRADE (SA 172)**

**AVN Operating System Upgrade Procedure:**

**\* NOTICE**

- A fully charged battery is necessary before Navigation System upgrade can take place. It is recommended that the Midtronics GR8-1299 system be used, in ECM mode, during charging. **DO NOT** connect any other battery charger to the vehicle during audio head unit upgrade.
- This update is **NOT** compatible with the GDS Audio Update Module (AUM) and will require the use of an SD Card.
- An SD Card (Qty. 2) containing the AVN Operating System upgrade was shipped directly to all Kia dealers and is addressed to the Service Manager.



1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. Remove the map SD Card from the slot and insert the upgrade SD Card.

**\* NOTICE**

Screens shown in this bulletin are for demonstration purposes ONLY and will vary depending on the vehicle.



3. Touch the **Agree** icon on the screen.

**\* NOTICE**

This AVN software update will take approximately twenty (20) minutes to complete.



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4. Press the **SETUP** button.



5. Scroll to the bottom of the screen and touch **System Info**.



6. Compare the original software version to the versions shown in the table below and press **Update**.

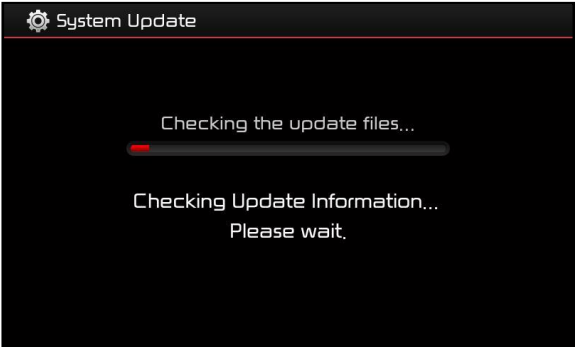
Model	Original Software Version
Sedona (YP)	ST.YP.USA.E445.140708
Soul (PS)	ST.PSRC.USA.E443.140630
Optima (QF)	ST.TF.USA.E443.140630



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- 7. The upgrade screen will be displayed and the system will install multiple updates.

**\* NOTICE**  
**Do NOT turn the vehicle OFF while the update is in progress.**



- 8. If the updates are completed successfully, the display will turn off. Once the Kia logo is displayed on the screen, cycle power to the navigation system by pressing the ON/OFF button.

**\* NOTICE**  
**If the AVN update fails, turn the ignition OFF and restart the procedure from step 1.**



- 9. Remove the upgrade SD Card and reinstall the original map SD Card. Allow the system to reboot and press the **Agree** button on the screen. Then, touch the **Setup** button.



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10. Touch the **System Info** button on the screen and verify the software version by referring to the information on the table below.

Model	New Software Version
Sedona (YP)	ST.YP.USA.E445.140904
Soul (PS)	ST.PSRC.USA.E443.140911
Optima (QF)	ST.TF.USA.E443.140911




11. Test the navigation system to ensure proper operation.

SUBJECT:

## SERVICE ACTION: NAVIGATION UNIT SOFTWARE UPGRADE (SA 172)

## REQUIRED TOOLS:

Part Name	Part Number	Qty.	Figure
AVN4G SW UPDATE	96560-AVN4G	2	

## N AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Sedona (YP)	July 21, 2014 through August 26, 2014
Soul (PS)	July 29, 2014 through August 27, 2014
Optima (QF)	August 20, 2014 through October 2, 2014

## WARRANTY CLAIM INFORMATION:

N CODE: N99 C CODE: C99

Claim Type	Causal P/N	Qty.	Repair Description	Model	Labor Op Code	Op Time	Replacement P/N	Qty.
V	96160 A9050WK	0	(SA 172 ) AVN Software Upgrade	Sedona (YP)	140064R0	0.3 M/H	N/A	0
	96160 B2020CA			Soul (PS)	140064R1			
	96160 2TAA1CA			Optima (QF)	140064R3			

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA172 when accessing the WebDCS system.