

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 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.

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



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.



i

Waiting for Log completing

Sets the level of display illumination for Night mode,

Display Off Menu

5

r Daylight

Mon, Aug. 10 11:56 AM

☆

Mode

Illumination

Blue Light Filter

Screen Saver

Home

🚯 Display Settings

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 <u>Collection through Dealer Mode AVN5W</u>" on page 3, or the "Log File Collection through Dealer Mode Display Audio 2 Value (DA2V) & AVN 5.0" on page 6.

ស	Mon, Aug. 10	11:55 м	Audia 17 God	
ලි Dis	splay Settings	Display	Off Menu 🕤	
Mode	Saved log file	?) :/log/daudio2.0v_20200810-	-115429.tar.gz	
Illumin	Exit	Copy 1 to usb	Copy all to usb	
Blue L Filter	-	-3		
Scree Saver	n	Night		
Home Scree	n Sets th	Sets the level of display illumination for Night mode.		

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 the time and date noted in</u> <u>step 1</u>.

🕌 audiodump
🎍 bt
📙 lost+found
🍌 modem
🌙 update
Verm_log
🔁 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 Wide:

- 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'.

< 0		2:	54 ™ Thu, Dec. 3	۹۵ 🚱
2400			229WU U	Verify
۱ 4	2 5	3 6	(3)	
7 *	8 0	9 #	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'.

< 0	2:54 PM	Thu, Dec. 3	۹۱ 🚱
Copy image to USB wituia	Dealer Mode (STD_65	W_AVN_M)	
System Info			
System S/W History			
Connected Car Service			
Serial Number			
Reset			

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

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

🕳 🛃 📙 🖛		Manage	STORE N GO (D:)			
File Home	Share View	Drive Tools				
Pin to Quick Copy access	Paste	n ntcut Move to ~	Copy to *	New ite New folder	m • cess • Properties	
CI	lipboard		Organize	New	0	
\leftarrow \rightarrow \checkmark \uparrow \blacksquare \rightarrow STORE N GO (D:)						
Name		~		Date	e modified	
P Gi audio2.0v_20200810-115627.tar.gz 8/10/2020 11:57 AM						
audio2.0v_20200810-115429.tar.gz 8/10/2020 11:57 A)/2020 11:57 AM	
I Dz daudio2.0v_20200810-115010.tar.gz 8/10/2020 11:57 AN)/2020 11:57 AM	
LO	ST.DIR			3/13	3/2020 2:43 PM	

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

Log File Collection through Dealer Mode Display Audio 2 Value (DA2V) & AVN 5.0:

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.



Mon, Dec. 7 12:21 PM

Model DL3N195.DVAMN.F1U5 SW Ver. DL3.USA.D2V.001.001.200408

Firmware Ver. DL3,USA,V129,200406

Update

General Settings

5W Info/ Jodate

Language

Keyboard

System Info

Α

< SEEK

TRACK>

Menu

Β

- Turn the 'Volume' knob (A) to change the volume level to '7' then press down the 'Tune' knob (B).
- Turn 'Volume' knob (A) to change the volume level to '3' then press down on the 'Tune' knob (B).
- 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'.



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



8. Select 'Copy image to USB'.



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"**.





 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</u> <u>step 1</u>.