GROUP	MODEL
Electrical	2020MY~ Models w/AVN 5.0 or Display Audio 2.0
NUMBER	**DATE**
PS677 (Rev 1, 06/09/2021)	May 2021

PITSTOP | **TECHNICAL OPERATIONS**

SUBJECT:
LOG FILE COLLECTION FOR AVN 5.0/W AND DISPLAY AUDIO 2.0
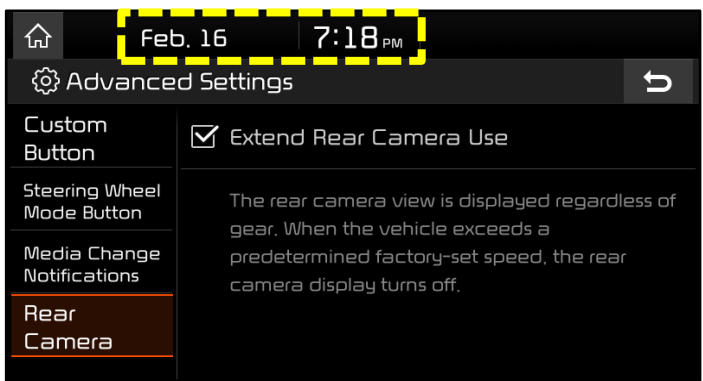
> 📄 **NOTICE**
>
> **This bulletin has been revised to include additional information.** New/revised sections of this bulletin are indicated by a black bar in the margin area.

This Pitstop contains information regarding the log file collection procedure for 2020MY~ models equipped with 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.

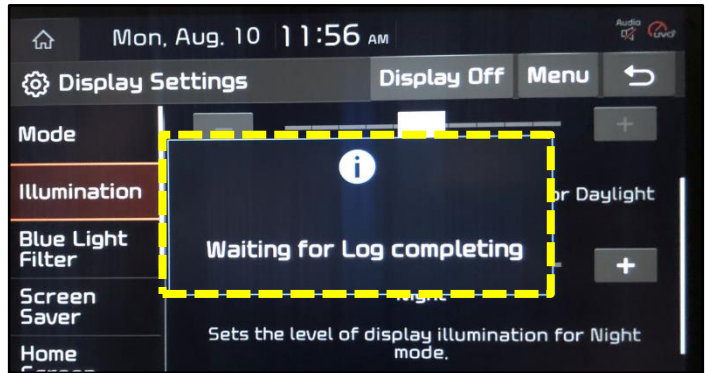   Note the time and date shown on the head unit screen.

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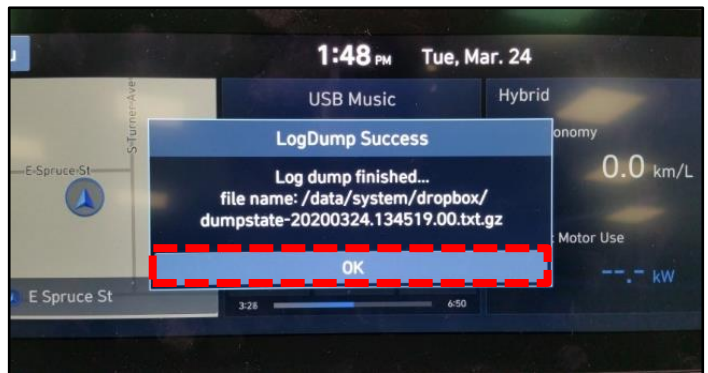
3. Press and hold the **'Radio'** hard key on the front of the head unit for more than 10 seconds.

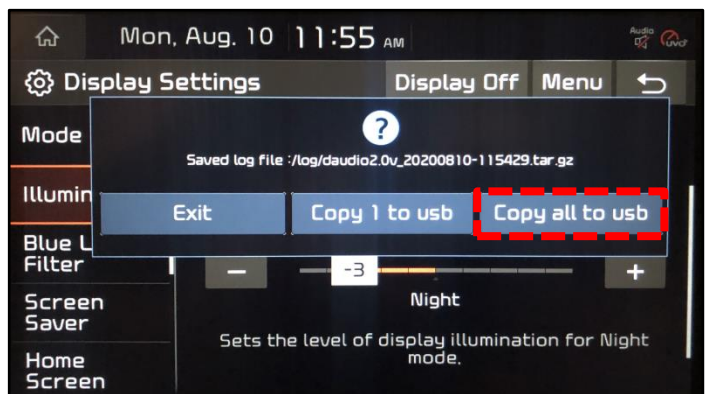4. Keep holding the **'Radio'** hard key until the "Pop-Up" message shown is displayed.

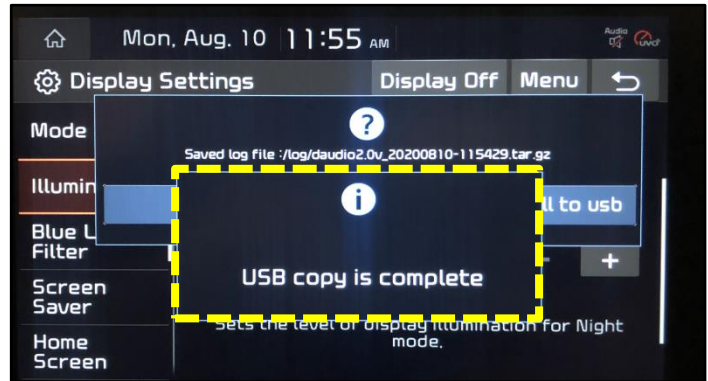5. When the "LogDump Success" message appears, select **'OK'**.
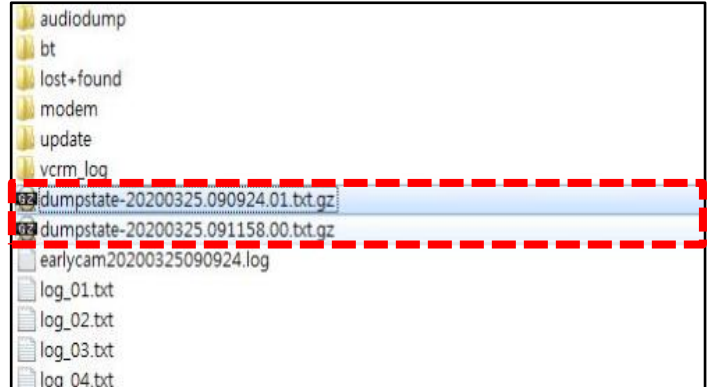

6. Select **'Copy all to usb'**.

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

9. 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>.
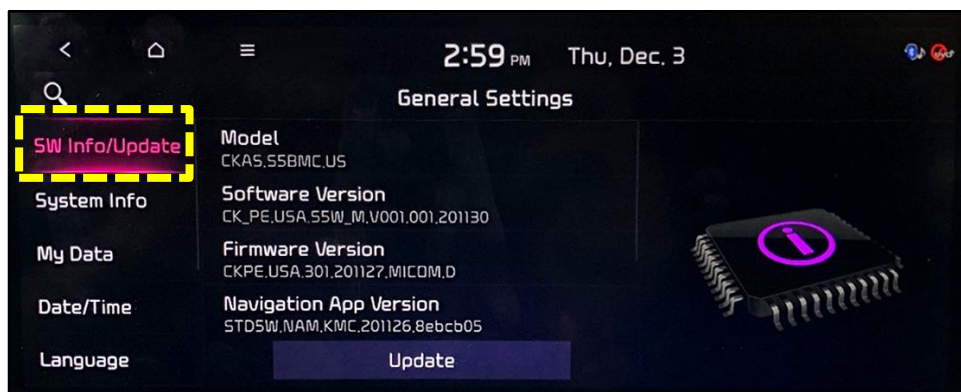

Log File Collection through Dealer Mode AVN 5.0 Wide:

1. Verify music is playing through the radio.

2. Press and hold the **'SETUP'** hard key.
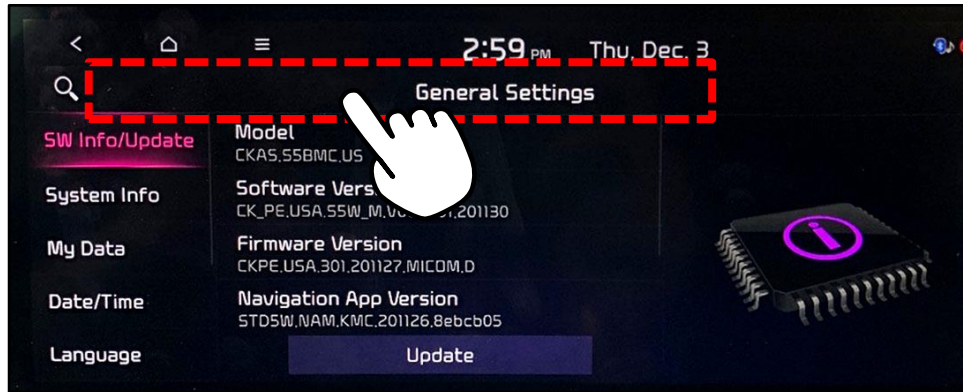

3. Verify the **'SW Info/Update'** menu is displayed.

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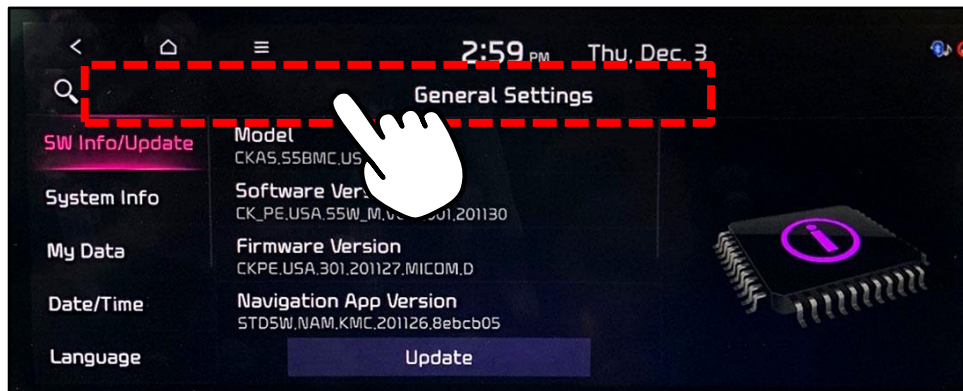4.   Turn the 'Volume' knob to level '7'.

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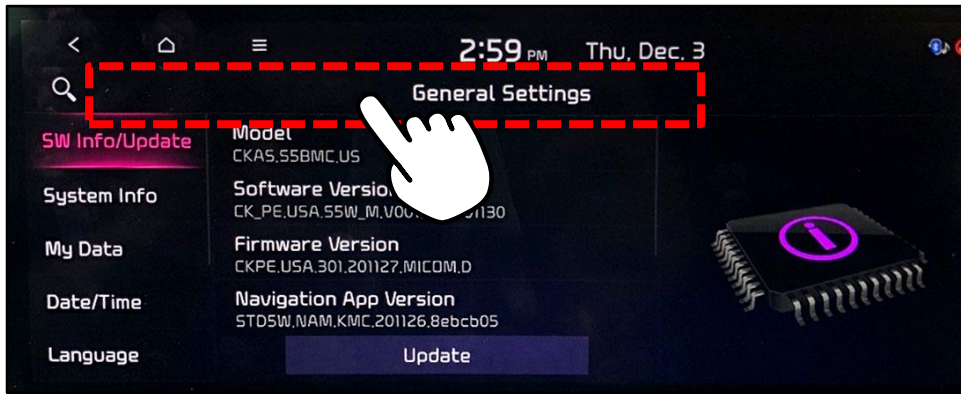

6.   Turn the 'Volume' knob to level '3'.

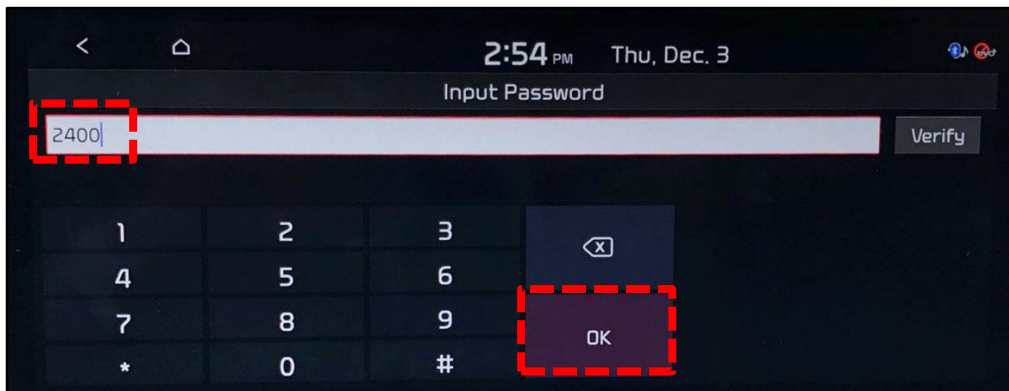7.   Select the banner indicated by the 'red' outlined area below.

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

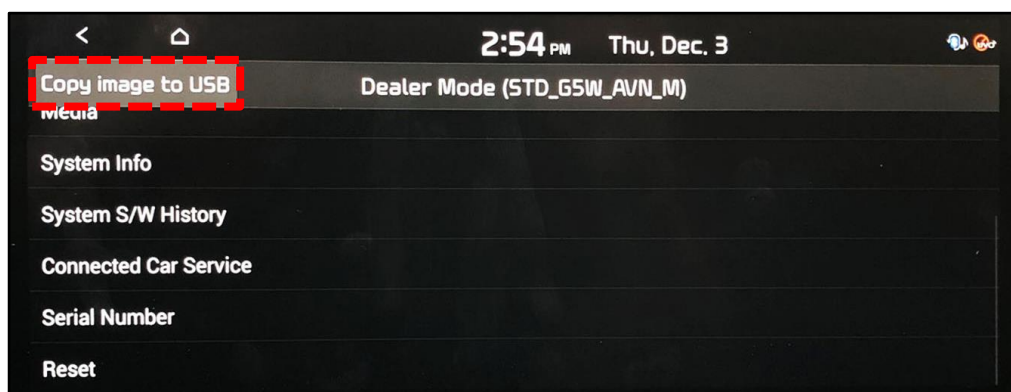9. Select the banner indicated by the 'red' outlined area below.
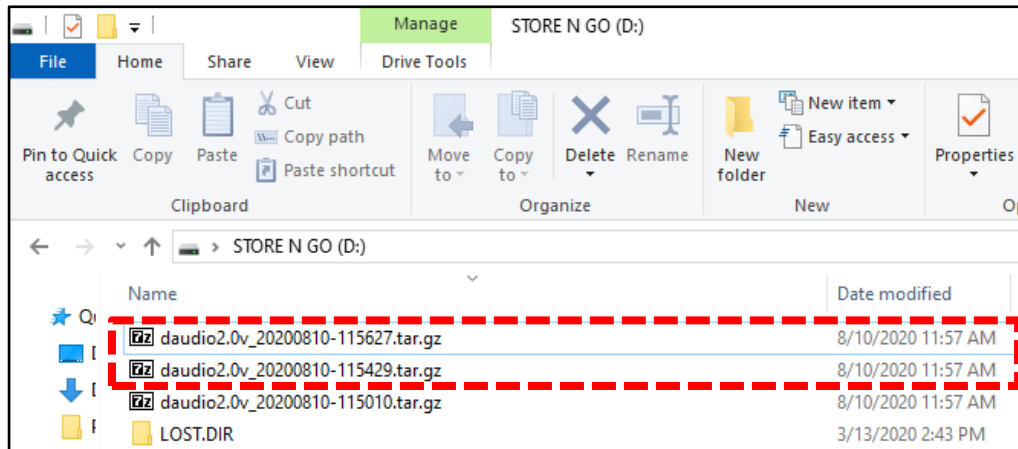

10. Enter password **'2400'**. Select **'OK'**.

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'**.

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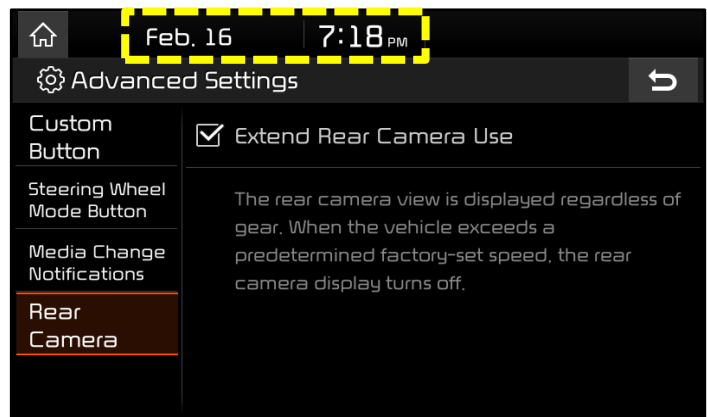

14. Send the log files to the Techline Department at Kia Motors of America, attaching them to the specific Techline case, <u>along with the time and date noted in step 1</u>.
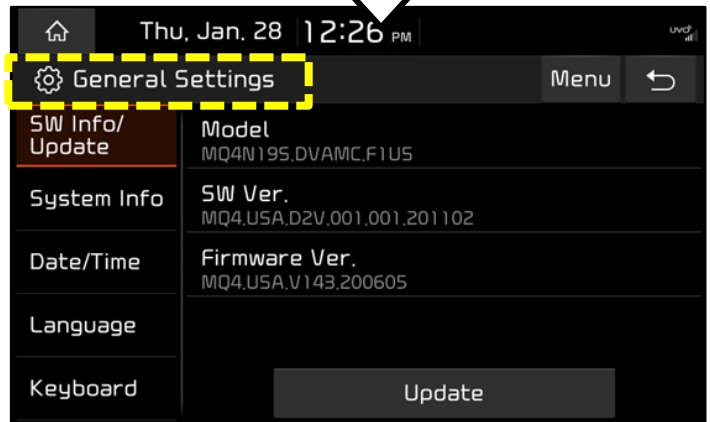
Log File Collection through Dealer Mode <u>Display Audio 2 Value (DA2V) & AVN 5.0</u>:
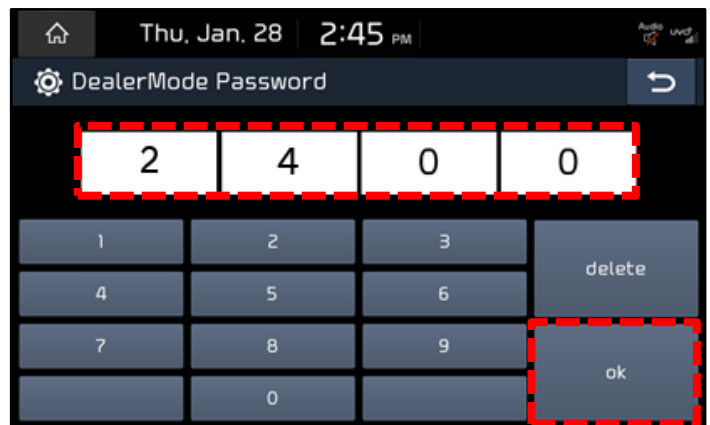
1. Duplicate the concern.

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

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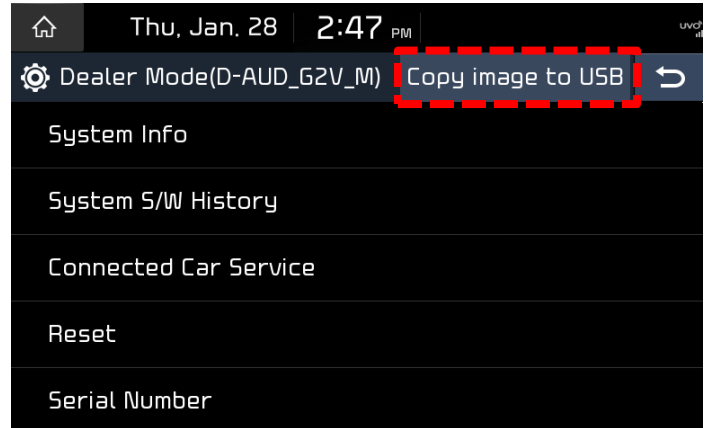

3. Turn the **'Volume'** knob (A) to change the volume level to **'7'** then press down the **'Tune'** knob (B).

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'**.

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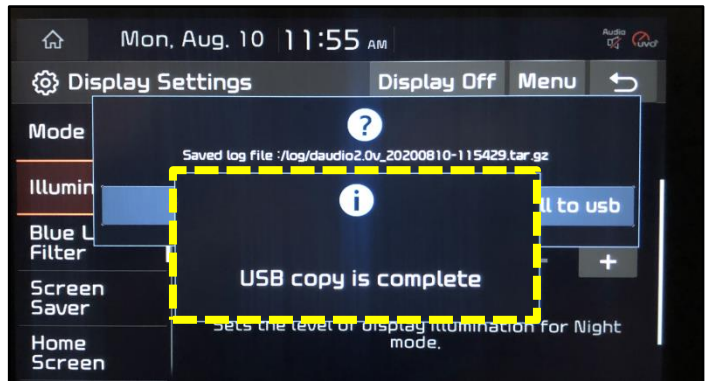
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7. Insert USB drive into the vehicle's built in USB Port. (Included in all 20MY models and later.)
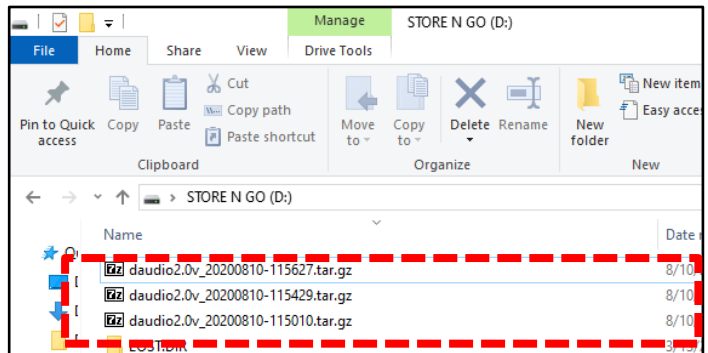

8. Select 'Copy image to USB'.

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".

11. 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.

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