



GROUP	MODEL
ELE	2023MY Forte (BDm) w/ AVN5W
NUMBER	DATE
312	October 2023

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: VOICE RECOGNITION DATABASE UNMATCHED SOFTWARE UPDATE (SA545)

This bulletin provides information to update the navigation and map software on certain 2023MY Forte (BDm) vehicles equipped with 5th Generation AVN wide head units, produced from August 21, 2023 through August 26, 2023. When pressing the Voice Recognition 'VR' button on the steering wheel, a pop-up message 'VR DB Unmatched Please check.' may be displayed on the AVN screen. Follow the procedure outlined in this publication to update the navigation and map software on 5th Generation AVN wide units using the applicable USB Flash Drive B. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



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 KDealer+ (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected vehicles.

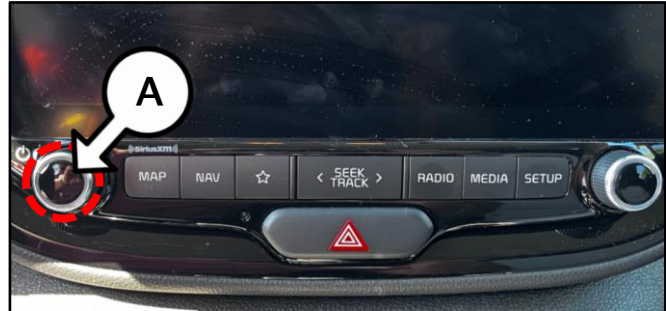
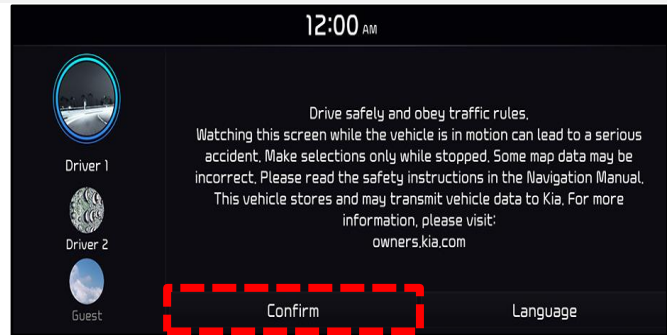
This issue number is SA545.

Update Procedure:

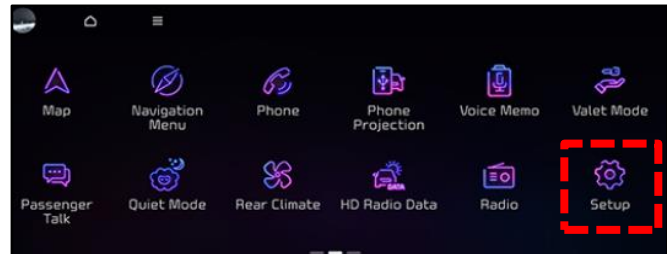
1. Turn the ignition switch to the 'ON' position.
2. Select 'Confirm' on the AVN screen.

Note: The software update is possible with the AVN 'OFF'.

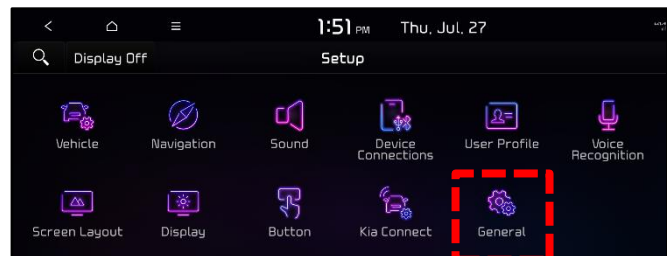
3. Press the 'Power' button (A) to turn the Radio/Media 'OFF'.



4. Select 'Setup'.

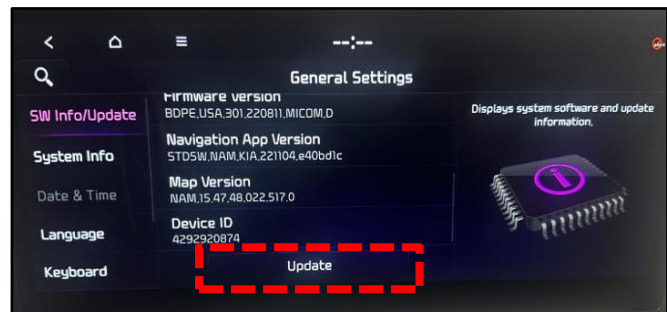


5. Select 'General'.



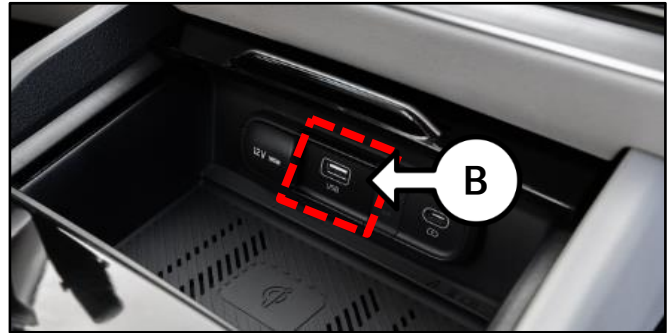
6. Inspect the 'Navigation App Version' and 'Map Version' in 'General Settings'.

- If the current software version shown in 'General Settings' is included in the software version listed on page 3, **this TSB does not apply.**
- If the current software version shown in 'General Settings' is not included in the software version on page 3, then proceed to step 7.



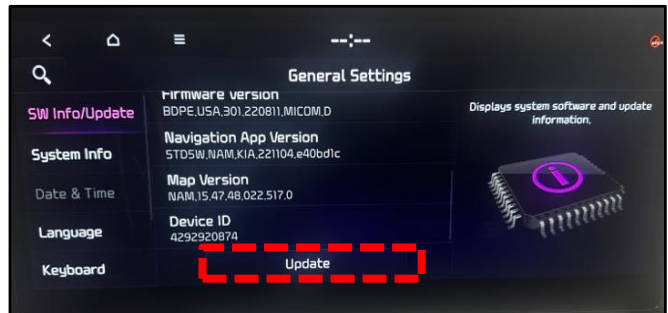
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- Insert the USB Flash Drive (refer to the table below) into the USB slot (B) located underneath the AVN unit.

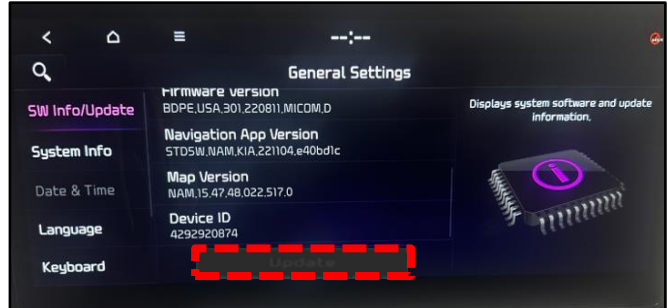


Model	Software Version (SW Ver.)	
USB Flash Drive 'B'	Navigation Version	Map Version
Forte (BDm)	STD5W.NAM.KIA.221014.e40db1c	15.47.48.022.517.0

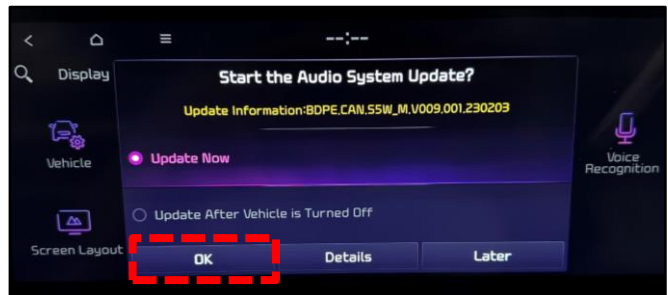
- On the 'General Settings' screen, select 'SW Info/Update', then select 'Update'.



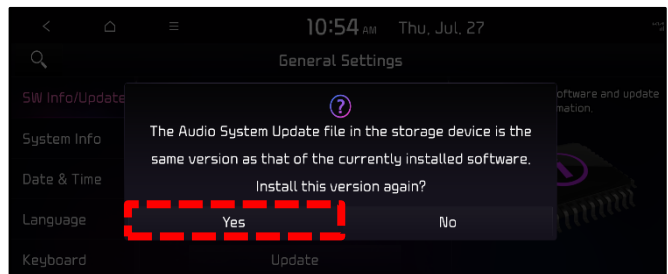
Note: If the USB Flash Drive is not recognized, the 'Update' button will not be activated, as shown. If this occurs, remove the USB Flash Drive, and repeat steps 3-7.



- Select 'OK' on the pop-up screen.



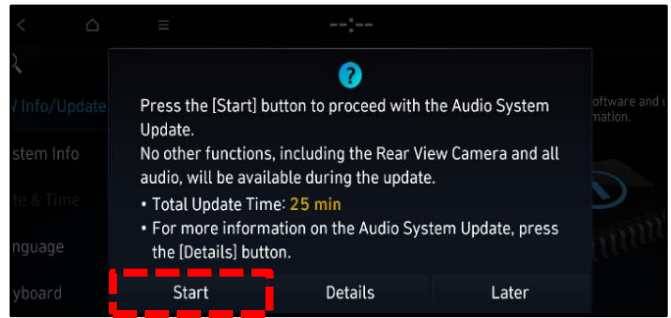
Note: After selecting 'OK', there may be some instances where the pop-up shown may be displayed. Select 'Yes' and proceed to step 10.



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10. Select 'Start' on the pop-up screen.

Note: In some cases, the software update may take up to sixty (60) minutes to complete. During this dwell time, it is acceptable to work on other vehicles.



IMPORTANT

There will be multiple occurrences where the Kia logo will appear, the display will be black during the update process and/or display "Preparing System Update" for an extended period of time. This is normal.



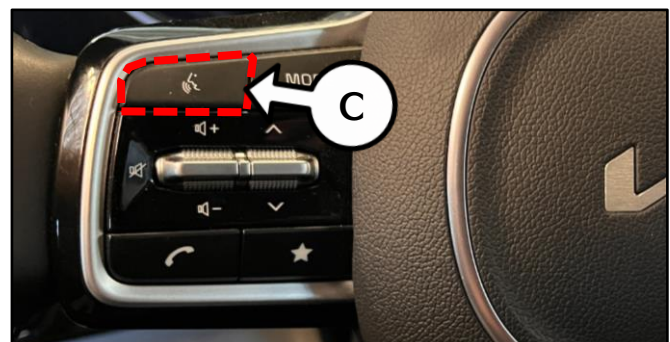
NOTICE

- Confirm a fully charged battery is used (12.3 volts or higher is necessary)
- DO NOT remove the USB drive or turn the ignition 'OFF' or interrupt the power supply during the update.
- Before conducting the update, verify that the software is not the latest version.

11. Once the update has completed, repeat steps 4-6 to confirm the Navigation and Map Software Versions have been correctly updated.



12. Select the 'VR' button (C) on the steering wheel to confirm proper operation of the 'VR' system.




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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Forte (BDm)	August 21st 2023 to August 26th 2023

REQUIRED TOOL:

Tool Name	Part Number	Figure
USB Flash Drive B	N/A	

Note: USB Flash Drive was auto-shipped to dealers with the release of [ELE303](#). If USB Flash Drive is broken or lost, dealers can purchase replacement USB drives from Snap-On by calling: 1-888-542-1011 (When ordering, it is required to provide the Dealer Code and Service Action number).

Software update files are also available to download from. <https://update.kia.com/US/EN/Main>. A 64GB USB Flash Drive will be required to download the update files. (Refer to TSB [ELE208](#) for instructions on how to download software update files using Navigation Updater)

WARRANTY INFORMATION:

N Code: N99 C Code: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	96560 M7220WK	0	(SA545) Navigation App & Map Database Software Update	230M04RO	0.3 M/H	N/A	0

 NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference [SA545](#) when accessing the KDealer+ system.