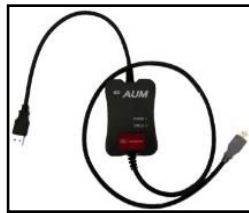
	GROUP <b>Electrical</b>	MODEL <b>2013MY Optima (QF/TF) 2013MY Soul (AM)</b>
	NUMBER <b>080</b>	DATE <b>April 2015</b>

## TECHNICAL SERVICE BULLETIN

**SUBJECT: COMBINED TSB/ SERVICE ACTION: AVN SYSTEM  
UPGRADE (SA189)**

This bulletin provides the procedure for upgrading the navigation system software of some 2013MY Optima (TF/QF) and some 2013MY Soul (AM) vehicles, to improve Bluetooth® connectivity. 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.

For vehicles not on the Affected Vehicles list, but with a customer concern as described above, perform the following procedure outlined in this bulletin and submit a warranty claim per "customer concern" (Standard TSB) claim information on page 9.



GDS - Audio Update Module (AUM)      13MY USB Upgrade Drive

### ★ 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 SA189.**

**File Under: <Electrical>**

- Circulate To:**       General Manager       Service Manager       Parts Manager
- Service Advisors       Technicians       Body Shop Manager       Fleet Repair

## Step 1: AVN System Update

## ★ NOTICE

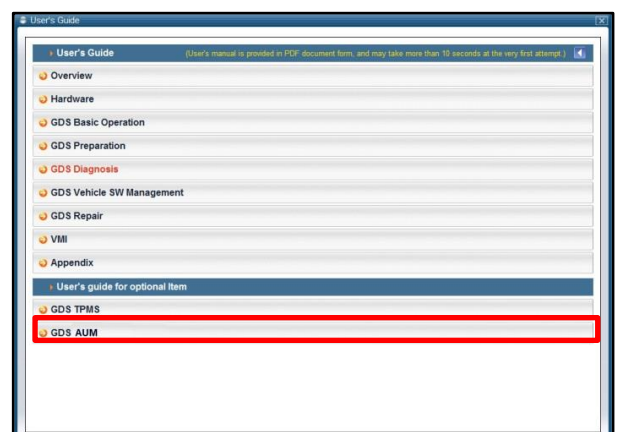
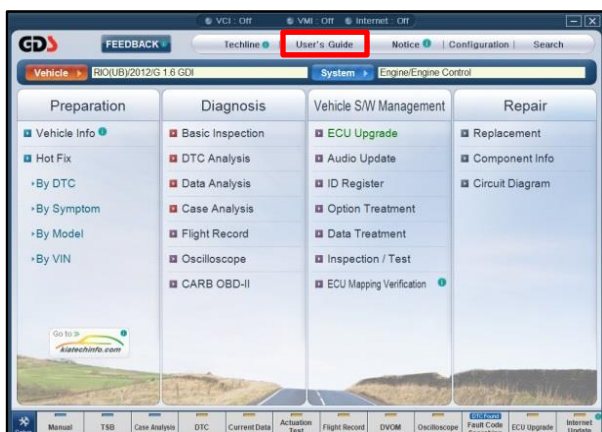
- This is a software upgrade for the navigation operating system and NOT a map upgrade.
- Delete all paired phones from the system and delete the head unit from all phones. If you do not delete phones, the phone(s) will still show and act as paired, but performance or functionality issues may occur. Anytime a software update is performed to either a paired phone or the system, the pairing should be deleted from both phone and system and then paired again after update.
- A fully charged battery is necessary before AVN head unit 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.

## ★ NOTICE

- USB drives containing the 13MY VDS upgrade were shipped directly to all Kia dealers and are addressed to the Service Manager.
- An AUM update for this TSB may not be available at the time of launch.



1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. If performing the update using the GDS AUM, refer to TSB SST 032 or click on **User's Guide** > **GDS AUM** on the GDS main screen, as shown below, and follow the on-screen instructions.



SUBJECT:

# COMBINED TSB/SERVICE ACTION: AVN SYSTEM UPGRADE (SA189)

- If performing the update using a USB stick, obtain the 13MY upgrade USB drive from your Service Manager and insert it in the vehicle's USB port. Make sure to allow for the sound file to play for one second before proceeding to the next step.

## ★ NOTICE

This AVN System Update consists of two steps:

1. AVN System Update
2. Bluetooth System Update (see page 6)

The combined update will take approximately 10 to 15 minutes to complete.



*Images shown are for demonstration only purposes and will vary by model.*

- Press the **SETUP** button.

## ★ NOTICE

Do not remove the USB thumb drive, AUM connector or turn the radio OFF while the update is in progress.

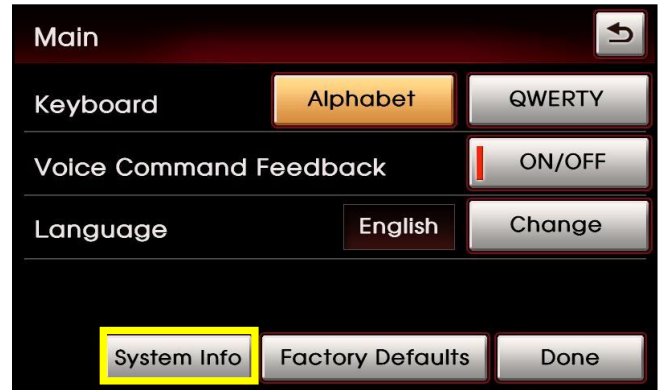


- Touch **Main** on the screen.



**SUBJECT: COMBINED TSB/SERVICE ACTION: AVN SYSTEM UPGRADE (SA189)**

6. Touch **System Info** on the screen.



7. Touch **Map Upgrade** on the screen.



8. The system will verify the update on the USB thumb drive.



9. If update verification is not successful, the system will display an error message. Make sure the correct USB thumb drive is being used for the update.



**SUBJECT: COMBINED TSB/SERVICE ACTION: AVN SYSTEM UPGRADE (SA189)**

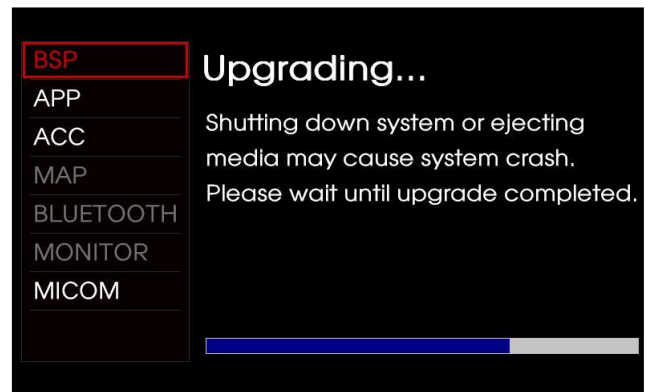
- If update verification is successful, touch **YES** on the screen to begin installation.

**\* NOTICE**

Do not remove the USB thumb drive, AUM connector or turn the radio OFF while the update is in progress.



- The system will begin the upgrade and the progress will be displayed on the bar graph. Once the update is complete, the system will restart.



- Once the system restarts, access the System Information screen (**SETUP > Main > System Info**) to confirm the upgrade software version matches the information shown in the table below:

Model	New Software Version
Optima (TF/QF)	TF_nd.USA_SOP.01.040
Soul (AM)	AM.USA.SOP.00.025



**SUBJECT: COMBINED TSB/SERVICE ACTION: AVN SYSTEM UPGRADE (SA189)**

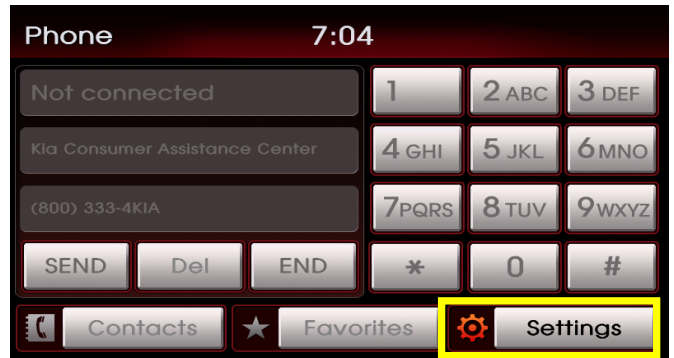
**Step 2: Bluetooth® System Upgrade:**

- 1. Press the **PHONE** button to display the dialing screen.

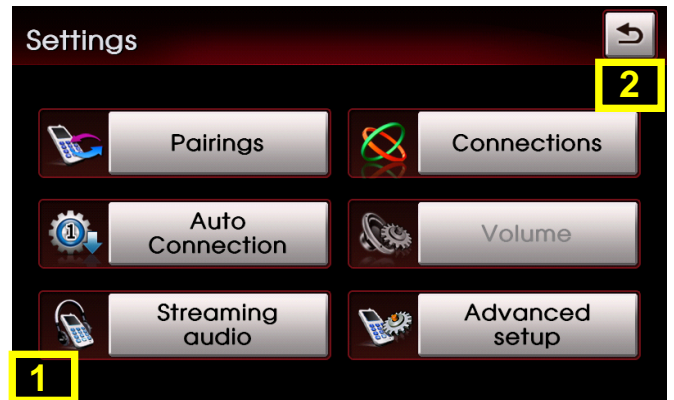
**\* NOTICE**  
Do not remove the **USB** thumb drive, **AUM** connector or turn the **radio OFF** while the update is in progress.



- 2. Press **Settings** on the screen.



- 3. To access the Bluetooth Engineering Mode, use a finger to touch the bottom left corner of the screen (1), then, immediately touch area above the **Connections** button (2), as shown.



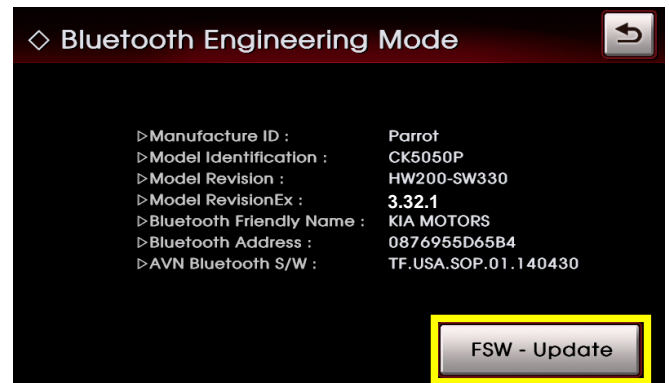
SUBJECT:

# COMBINED TSB/SERVICE ACTION: AVN SYSTEM UPGRADE (SA189)

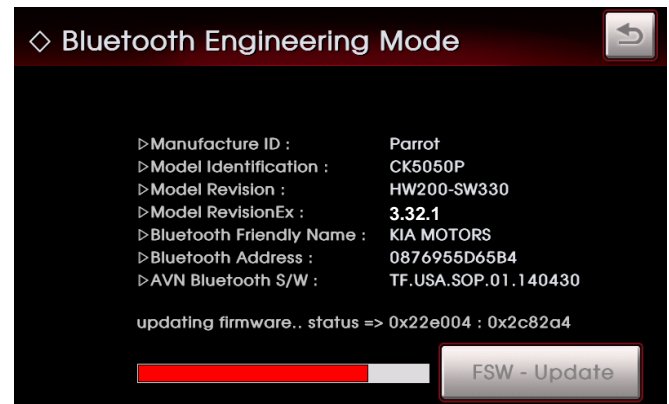
- Once in the Bluetooth Engineering Mode screen, press **FSW – Update** to begin the installation.

## \* NOTICE

The update will take approximately two (2) minutes to complete.

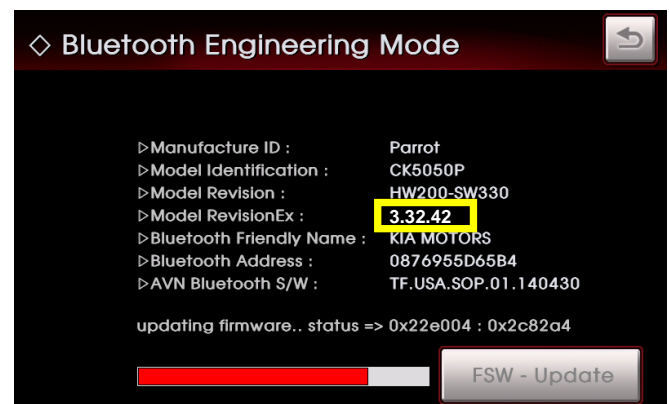


- The system will begin the upgrade and the progress will be displayed on the bar graph. Once the update is complete, cycle the ignition and power up the head unit.




- Perform step 3 again to access the Bluetooth Engineering Mode screen and confirm the upgrade software version matches the information shown in the table below:

Bluetooth Software Version
3.32.42



**SUBJECT: COMBINED TSB/SERVICE ACTION: AVN SYSTEM UPGRADE (SA189)**

REQUIRED PARTS:

Part Name	Desc.	Figure
13MY AVN Upgrade	USB Drive	

AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Optima (TF/QF)	From May 29, 2012 through February 19, 2013
Soul (AM)	From May 17, 2012 through January 28, 2013

SERVICE ACTION CLAIM INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	96164 2T000	0	N99	C99	(SA189) AVN Software Upgrade (QF)	150A06R2	0.3 M/H	N/A	0
	96164 2T000				(SA189) AVN Software Upgrade (TF)	150024R1			
	96120 2K000				(SA189) AVN Software Upgrade (AM)	150024R0			

STANDARD WARRANTY CLAIM INFORMATION:

Use this information only to file a warranty claim for vehicles for which:

1. A customer complains of the same concern, as described on Page 1.
2. The VIN does not appear on the Affected Vehicles list for Service Action 189.
3. The vehicle model year and production date range are as identified in this bulletin.



**SUBJECT: COMBINED TSB/SERVICE ACTION: AVN SYSTEM  
UPGRADE (SA189)**

N Code: N50 C Code:C98

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	96164 2T000	0	(ELE 080) AVN Software Update (QF)	28325F12	0.3 M/H	N/A	0
	96164 2T000		(ELE 080) AVN Software Upgrade (TF)				
	96120 2K000		(ELE 080) AVN Software Upgrade (AM)				

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA189 when accessing the WebDCS system.