	GROUP	MODEL
KIA	**Electrical**	**2014MY Cadenza (VG) Optima (QF/TF) Sorento (XMa)**
	NUMBER	DATE
	062 (REV 2, 11/3/2014)	**February 2014**

TECHNICAL SERVICE BULLETIN

SUBJECT: NAVIGATION UNIT SOFTWARE UPGRADE

★ 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

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This bulletin provides the procedure for upgrading the navigation system software on some 2014MY Cadenza (VG) Sorento (XMa) and Optima (TF/QF) vehicles, produced from March 11, 2013 through January 24, 2014. The software upgrade addresses the following concerns:

For Cadenza (VG):
- Error Messages displayed in Korean (Navi.exe and mmMedia.exe) which are sometimes followed by system lock-ups.
- Speed Dependent Volume staying active.
- Sirius Traffic being inoperative or intermittently inoperative.

For Optima (QF/TF) and Sorento (XMa)
- Sirius Traffic being inoperative or intermittently inoperative.

Follow the procedure outlined in this TSB to update the operating system for the navigation unit and resolve the concerns.

★ NOTICE

This is a software upgrade for the navigation operating system and <u>NOT</u> a map upgrade.

File Under: <Electrical>

Circulate To:	☒ General Manager	☒ Service Manager	☒ Parts Manager
☒ Service Advisors	☒ Technicians	☒ Body Shop Manager	☐ Fleet Repair

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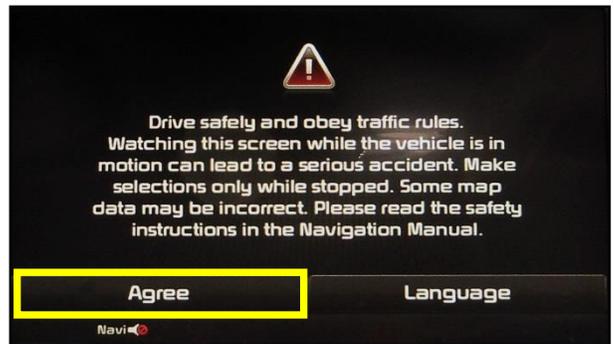**AVN Operating System Upgrade Procedure:**

> ✱ **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.**
>
> - **Three (3) different SD Cards containing the AVN Operating System upgrade were shipped directly to all Kia dealers and are addressed to the Service Manager (SD Card selection is detailed on Page 3, step 5).**

1. Start the vehicle or connect the Midtronics GR8-1299 charger.

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

> ✱ **NOTICE**
>
> **Screens shown in this bulletin are for demonstration purposes only and will vary depending on the vehicle.**

3. Press the ⬛ i ⚙ ⬛ button and then touch the **Setup** icon on the screen.

> ✱ **NOTICE**
>
> **This AVN software update will take approximately twenty (20) minutes to complete.**

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4. Touch the **System Update** icon.

> ⚠️ **CAUTION**
>
> **Make sure to select the correct SD Card! Selection of the incorrect SD Card may result in the system not recognizing the map SD Card or an inoperative head unit.**

5. Compare the original software version to the versions shown in the table below and select the appropriate upgrade SD Card.

Model	For S/W Version	Use SD Card P/N
Cadenza (VG)	VG.MTS.USA.SOP.14.004 VG.MTS.USA.SOP.14.005	VG#1_005N
Cadenza (VG)	VG.MTS.USA.SOP.14.008 VG.MTS.USA.SOP.14.015 VG.MTS.USA.SOP.14.019 VG.MTS.USA.SOP.14.020	VG#2_020N
Optima (QF/TF)	TFFL.MTS.USA.SOP.14.008	
Sorento (XMa)	XM.MTS.USA.SOP.14.009~018 XM.MTS.USA.SOP.14.021~036	(XM #1_018P)

6. Remove the map SD Card from the slot and insert the upgrade SD Card. The AVN system will be restarted automatically after five (5) seconds.
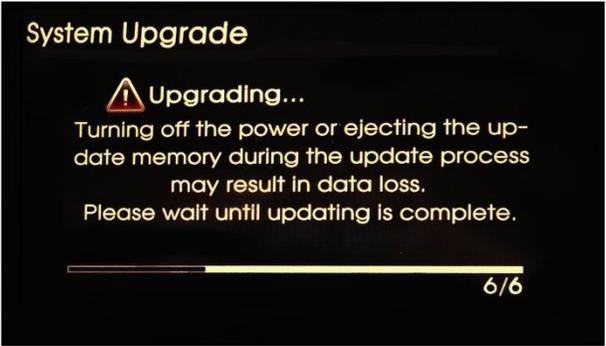
> ⭐ **NOTICE**
>
> - **If the upgrade screen does not display automatically, press**
>   **i ⚙ > Setup > System Update > Update.**
>
> - **Do NOT turn the vehicle OFF while the update is in progress.**

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7. The upgrade screen will be displayed and the system will install 6 updates.

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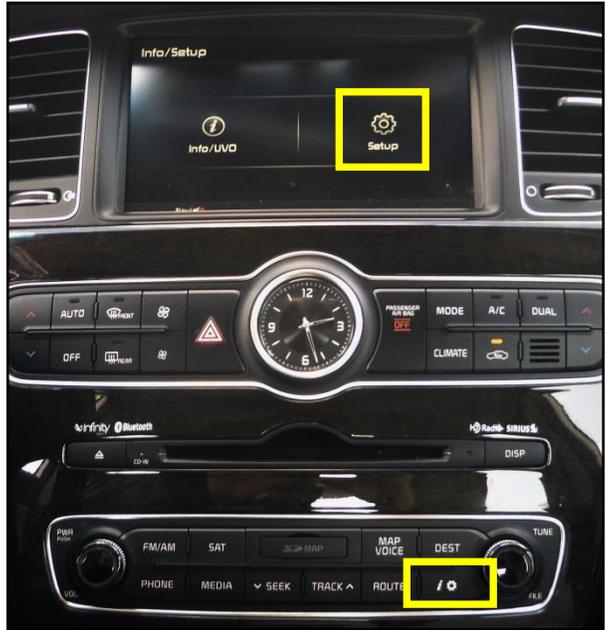> **Do NOT turn the vehicle OFF while the update is in progress.**

8. If the update is 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 map SD Card. Allow the system to reboot and press the ⓘ☼ Button. Then, touch the **Setup** button on the screen.

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10. Touch the **System Update** button on the screen.

11. Confirm the upgraded software version matches the applicable information shown in the table below:

Model	S/W VERSION	
	BEFORE	**AFTER**
Cadenza (VG)	VG.MTS.USA.SOP.14.004 VG.MTS.USA.SOP.14.005	**VG.MTS.USA.SOP.14.005N**
	VG.MTS.USA.SOP.14.008 VG.MTS.USA.SOP.14.015 VG.MTS.USA.SOP.14.019 VG.MTS.USA.SOP.14.020	**VG.MTS.USA.SOP.14.020N**
Optima (QF/TF)	TFFL.MTS.USA.SOP.14.008	**TFFL.MTS.USA.SOP.14.008N**
Sorento (XMa)	XM.MTS.USA.SOP.14.009~018 XM.MTS.USA.SOP.14.021~036	**XM.MTS.USA.SOP.14.018P** **XM.MTS.USA.SOP.14.036P**

12. Test the navigation system to ensure proper operation.

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REQUIRED TOOLS:

Part Name	Desc.	Image
Upgrade SD Card #1 (VG#1_005N)		
Upgrade SD Card #2 (VG#2_020N)	14MY VG AVN UPDATE	
Upgrade SD Card #3 (XM #1_018P)		

AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Cadenza (VG)	
Optima (QF/TF)	From March 11, 2013 through January 24, 2014
Sorento (XMa)	

WARRANTY CLAIM INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	96510 3R100	0	N50	C98	(ELE 062) AVN Software Upgrade	28325F06	0.3 M/H	N/A	0

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