**Q.** If you are getting messages with 4001.
**A.** Please carry out following steps.

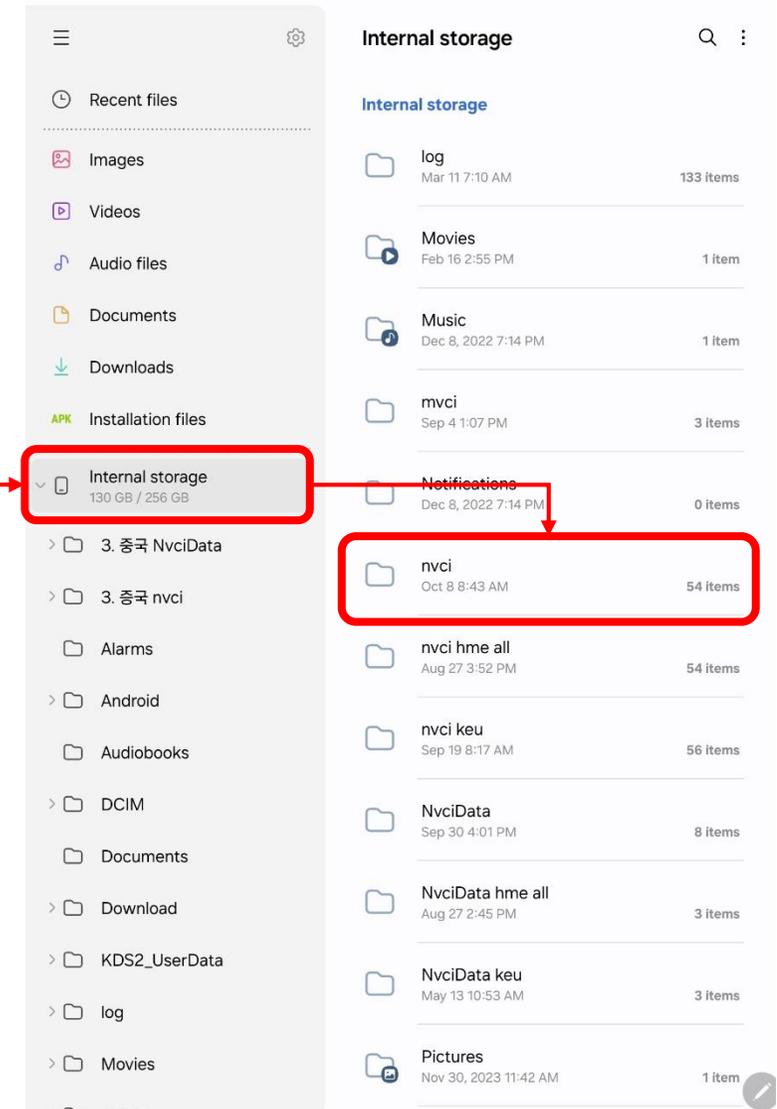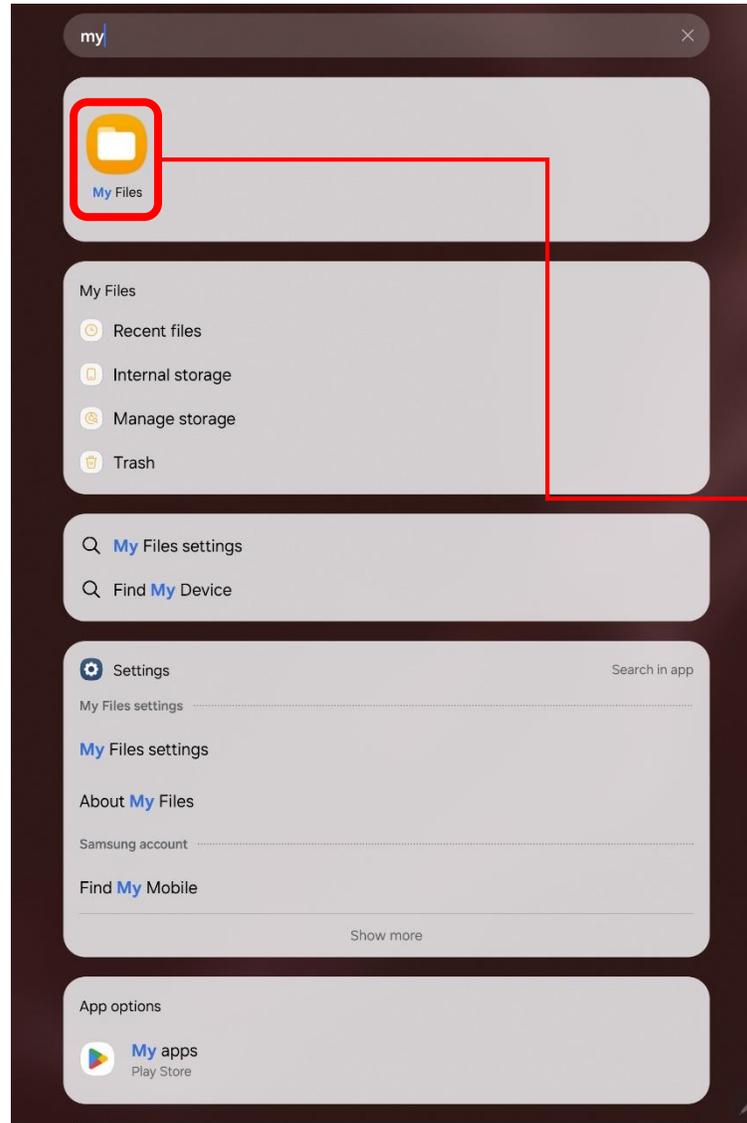Path : My files 〉 Internal storage 〉 nvci 〉 HY or KM 〉 xml 〉 **remove four hidden files**

〈Symptom〉

**Notice**

The user authentication has failed while executing the relevant function. (Code : 4001)
Check your local network conditions and change the connection. e.g. tethering with cellular phone
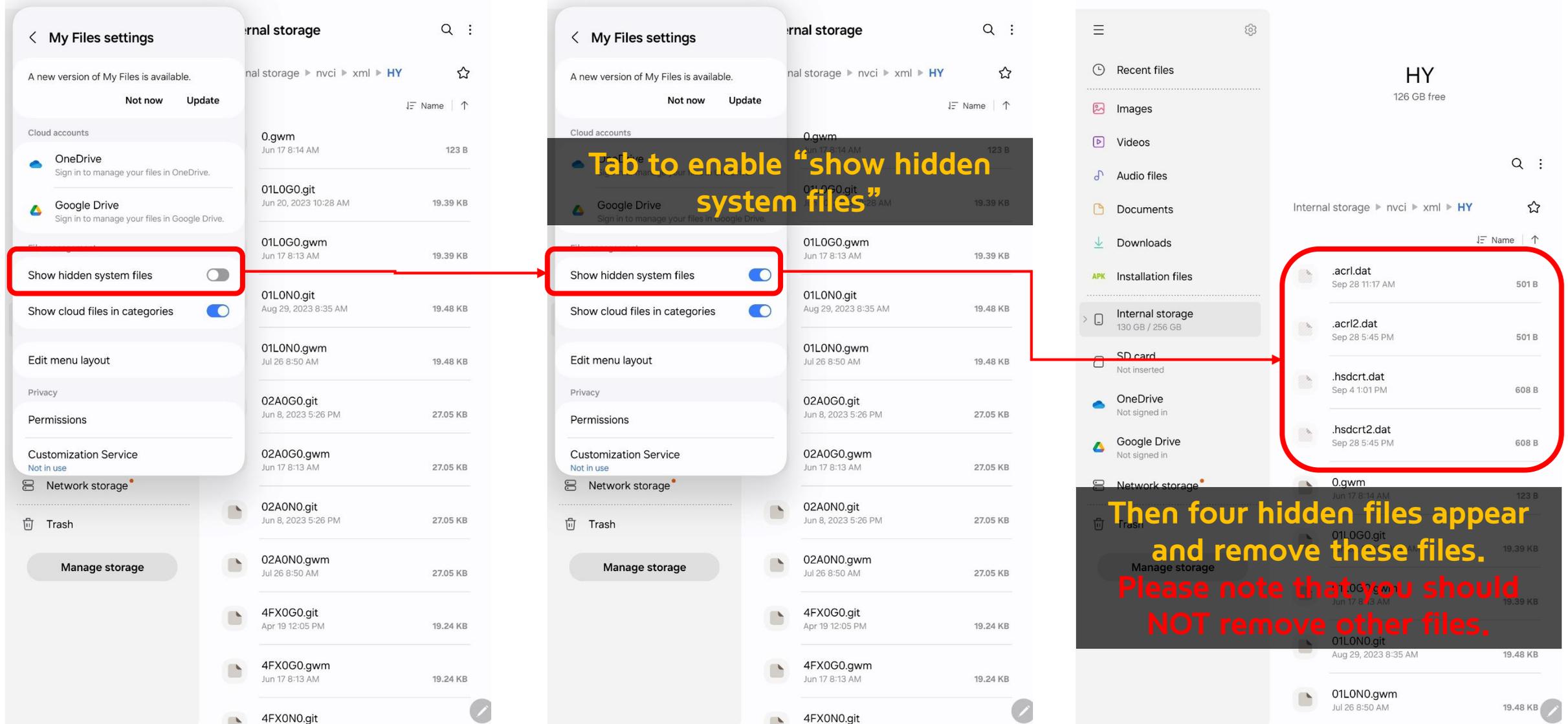If the problem persists, contact your local distributor for further assistance.

Cancel | Login

# Q. If you are getting messages with 4001.
# A. Please carry out following steps.

Path : My files › Internal storage › nvci › HY or KM › xml › remove four hidden files

**Internal storage**

Internal storage › **nvci**

| | |
|---|---|
| vininfo — Sep 28 2:20 PM | 0 items |
| VMI — Jun 8, 2023 5:16 PM | 1 item |
| **xml** — Oct 8 8:43 AM | **87 items** |
| default_HKMA.xslt — Jun 8, 2023 5:16 PM | 33.36 KB |
| default_new.xslt — Jun 8, 2023 5:16 PM | 32.36 KB |
| default_vsm.css — Jun 8, 2023 5:16 PM | 311 B |
| default-guide.xslt — Jun 8, 2023 5:16 PM | 27.28 KB |
| default.css — Jun 8, 2023 5:16 PM | 244 B |
| default.xslt — Jun 8, 2023 5:16 PM | 28.49 KB |
| DTC.js — Jun 8, 2023 5:16 PM | 5.97 KB |
| ecuperiod.ini — Oct 8 8:43 AM | 76 B |
| GDSMLog.xml — Jul 5, 2023 9:18 AM | 759 B |

Left navigation:
Recent files · Images · Videos · Audio files · Documents · Downloads · Installation files · Internal storage 130 GB / 256 GB · 3. 중국 NvciData · 3. 중국 nvci · Alarms · Android · Audiobooks · DCIM · Documents · Download · KDS2_UserData · log · Movies · Music

**Internal storage**

Internal storage › nvci › **xml**    ↓≡ Name ↑

| | |
|---|---|
| CARB — Jan 22 1:00 PM | 20 items |
| ecuup_HY — Oct 4 2:59 PM | 1406 items |
| etc — Sep 28 5:43 PM | 10 items |
| **HY** — Sep 30 2:25 PM | **11488 items** |
| informDB — Jun 8, 2023 5:18 PM | 15 items |
| **KM** — Sep 1, 2023 1:27 PM | **10 items** |
| Master — Sep 28 5:43 PM | 2273 items |
| OtaSwPkg | 2 items |
| informDB — Jun 8, 2023 5:18 PM | |
| 101.tab — Jun 8, 2023 5:17 PM | 112 B |
| 102.tab — Jun 8, 2023 5:17 PM | 106 B |
| 103.tab | |

**Based on diagnostic app you are using, please get HY, or KM**
**HY : HYUNDAI**
**KM : KIA**

**Internal storage**

Internal storage › nvci › xml › **HY**    ↓≡ Name ↑

| | |
|---|---|
| 0.gwm — Jun 17 8:14 AM | 123 B |
| 01L0G0.git — Jun 20, 2023 10:28 AM | 19.39 KB |
| 01L0G0.gwm — Jun 17 8:13 AM | 19.39 KB |
| 01L0N0.git — Aug 29, 2023 8:35 AM | 19.48 KB |
| 01L0N0.gwm — Jul 26 8:50 AM | 19.48 KB |
| 02A0G0.git — Jun 8, 2023 5:26 PM | 27.05 KB |
| 02A0G0.gwm — Jun 17 8:13 AM | 27.05 KB |
| 02A0N0.git — Jun 8, 2023 5:26 PM | 27.05 KB |
| 02A0N0.gwm — Jul 26 8:50 AM | 27.05 KB |
| 4FX0G0.git — Apr 19 12:05 PM | 19.24 KB |
| 4FX0G0.gwm — Jun 17 8:13 AM | 19.24 KB |
| 4FX0N0.git | |

# Q. If you are getting messages with 4001.
# A. Please carry out following steps.

**Path : My files > Internal storage > nvci > HY or KM > xml > remove four hidden files**



**Tab to enable "show hidden system files"**

**Then four hidden files appear and remove these files.**
**Please note that you should NOT remove other files.**

# Q. If you are getting messages with 4001.

# A. Please carry out following steps.

a. Re-log in the app and check if the symptom is gone. If not, take 'b'.

b. Remove data and cash of GDS Smart and KDS 2.0 referring to instructions below.

⟨Symptom⟩

Path : Setting → Apps → GDS/GDS Smart/KDS 2.0 → Storage → Force stop → Clear data and cache



**Notice**

The user authentication has failed while executing the relevant function. (Code : 4001)
Check your local network conditions and change the connection. e.g. tethering with cellular phone
If the problem persists, contact your local distributor for further assistance.

Perform both "Clear data" and "Clear chache"