



GROUP  
ELE

MODEL  
2017MY  
Forte (YDm)

NUMBER  
112 (Rev 1, 11/08/2016)

DATE  
October 2016

## TECHNICAL SERVICE BULLETIN

**SUBJECT:** SERVICE ACTION: BASE AUDIO SYSTEM UPGRADE  
BLUETOOTH PAIRING ISSUE (SA239)

### \* 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 bulletin provides the procedure for upgrading the base audio system software of some 2017MY Forte (YDm) vehicles, produced from May 15, 2016 to August 12, 2016, to improve Bluetooth® pairing.



GDS - Audio Update Module (AUM)



YDm AUDIO(A) Pairing SW USB 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 SA239.

### \* NOTICE

A fully charged battery is necessary before audio head unit upgrade can take place. It is recommended that the Midtronics GR8-1299 system be used, in ECU mode, during charging. Do **NOT** connect any other battery charger to the vehicle during audio head unit upgrade.

File Under: <Electrical>

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

**SUBJECT: SERVICE ACTION: BASE AUDIO SYSTEM UPGRADE (SA239)**

**Service Procedure:**

**\* NOTICE**

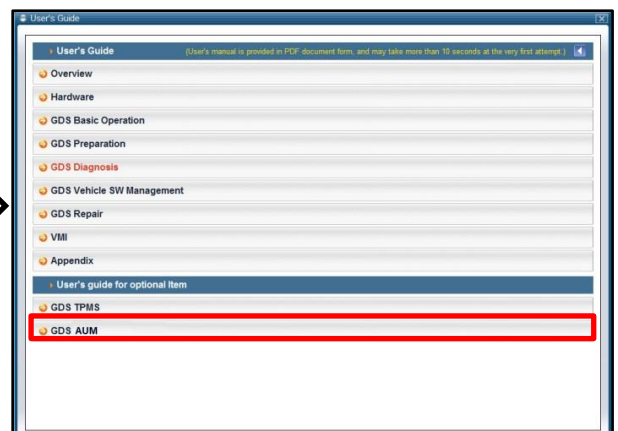
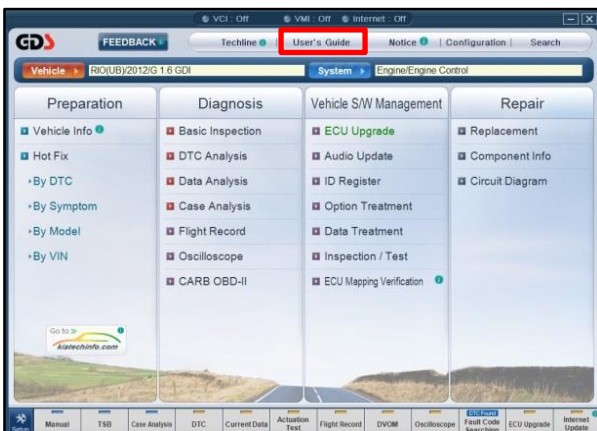
- **Delete all paired phones from the system and delete the head unit from all phones. If you do not delete phones, the phone(s) will still show and act as paired, but performance or functionality issues may occur. Anytime a software update is performed to either a paired phone or the system, the pairing should be deleted from both phone and system and then paired again after update.**
- **An AUM upgrade may NOT be available for this TSB at the time of launch. In the meantime, perform the upgrade using the USB upgrade sticks.**

1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. Record the customer's radio presets before performing the upgrade.
3. Prior to performing the procedure, check to ensure that the current software version matches the version shown in the table below. **NOTE: to check S/W version, follow steps 7~10 on Pages 3~4.**

Model	Current Version
Forte (YDm)	V1.00 USA



4. 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: SERVICE ACTION: BASE AUDIO SYSTEM UPGRADE (SA239)**

5. Turn the head unit ON and wait until booting is finished (approx. 10 seconds) before proceeding to the next step.
6. If performing the update using a USB stick, obtain the correct **YDm Audio (A) Pairing SW USB Drive (yellow)** from your Service Manager and insert it in the vehicle's USB port. **NOTE: Make sure to allow for the sound file to play for one second before proceeding to the next step.**



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

7. Turn the head unit OFF.

**\* NOTICE**

**Do NOT turn the vehicle ignition OFF while the update is in progress.**



8. Press and hold preset button "1" and then preset button "4" and continue to hold both for five (5) seconds.



**\* NOTICE**

If the software version screen is displayed when pressing and holding the preset buttons “1” and “4”, restart the procedure from step 7.



- 9. Immediately after releasing preset buttons “1” and “4”, press preset button “1” four (4) times in a row quickly within half a second each.

**\* NOTICE**

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



- 10. If the S/W version screen displays correctly, press the **SETUP (A)** button.



**SUBJECT: SERVICE ACTION: BASE AUDIO SYSTEM UPGRADE (SA239)**

11. Press preset button “1” to display the firmware upgrade menu.



12. Once the Firmware upgrade menu is displayed, press preset button “4” to update **MICOM** (B).



13. The upgrade will begin and system will display the progress on the screen. Once the upgrade is complete, the head unit will automatically reset and then turn off.

**\* NOTICE**

The update will take approximately three (3) minutes to complete.



**SUBJECT: SERVICE ACTION: BASE AUDIO SYSTEM UPGRADE (SA239)**

- With the head unit off, press preset buttons “1” and “6” at the same time for two seconds or more and verify that the software update is successful. If update is not successful, restart the procedure from step 5.



Model	Updated Version
Forte (YDm)	V1.01 USA


- Reprogram the customer’s radio presets if necessary.
- Verify proper system operation by obtaining the customer’s phone(s) and pairing it (them) with the system. If the customer’s phone is not available for pairing, inform the customer that the phone must be paired to the head unit.

AFFECTED VIN LIST:

3KPFK4A70HE012501	3KPFK4A74HE011691	3KPFK4A78HE012116
3KPFK4A70HE014104	3KPFK4A74HE012002	3KPFK4A78HE013847
3KPFK4A70HE015205	3KPFK4A74HE012470	3KPFK4A78HE014724
3KPFK4A70HE015219	3KPFK4A74HE014591	3KPFK4A78HE015176
3KPFK4A71HE012152	3KPFK4A74HE015711	3KPFK4A79HE011749
3KPFK4A71HE012300	3KPFK4A75HE011747	3KPFK4A79HE011752
3KPFK4A71HE012328	3KPFK4A75HE012459	3KPFK4A79HE013386
3KPFK4A71HE012510	3KPFK4A75HE014633	3KPFK4A79HE013422
3KPFK4A71HE014659	3KPFK4A75HE014857	3KPFK4A79HE014635
3KPFK4A71HE014998	3KPFK4A75HE015040	3KPFK4A79HE014862
3KPFK4A72HE012063	3KPFK4A76HE012695	3KPFK4A7XHE012294
3KPFK4A73HE012007	3KPFK4A76HE014589	3KPFK4A7XHE012697
3KPFK4A73HE012010	3KPFK4A77HE006100	3KPFK4A7XHE012943
3KPFK4A73HE012119	3KPFK4A77HE012253	3KPFK4A7XHE014434
3KPFK4A73HE012153	3KPFK4A77HE012298	3KPFK4A7XHE014627
3KPFK4A73HE012296	3KPFK4A77HE012463	3KPFK4A71HE009560
3KPFK4A73HE012704	3KPFK4A77HE014939	3KPFK4A75HE014910
3KPFK4A73HE014873	3KPFK4A77HE015153	3KPFK4A78HE014013
3KPFK4A73HE015182	3KPFK4A78HE011869	3KPFK4A77HE012768
3KPFK4A74HE011660	3KPFK4A78HE012035	

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## REQUIRED TOOL:

Part Name	Description	Figure	Comments
GDS AUM / AUDIO(A) Pairing SW USB Drive	17MY YDm SW Upgrade		Additional USB upgrade sticks can be ordered through Snap-on Equipment Solutions at (888) 542-1011

## AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Forte (YDm)	May 15, 2016 to August 12, 2016

## WARRANTY CLAIM INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	96170 B0010WK	0	N99	C99	(SA239) Base Audio Upgrade Forte (YDm)	160M01A1	0.3 M/H	N/A	0

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA239 when accessing the WebDCS system.