TECHNICAL SERVICE BULLETIN

SUBJECT:	SERVICE ACTION: UVO SOFTWARE UPGRADE (SA277)

★ 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 to upgrade the UVO software on some 2015MY Soul (PS), Sportage (SL), Optima (TF, QF), Forte (YD), and Sorento (XMa) vehicles to incorporate Bluetooth and Voice Recognition improvements. Follow the procedure outlined in this bulletin to perform a UVO logic improvement. 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 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 <u>SA277</u>.

File Under: <Electrical>

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

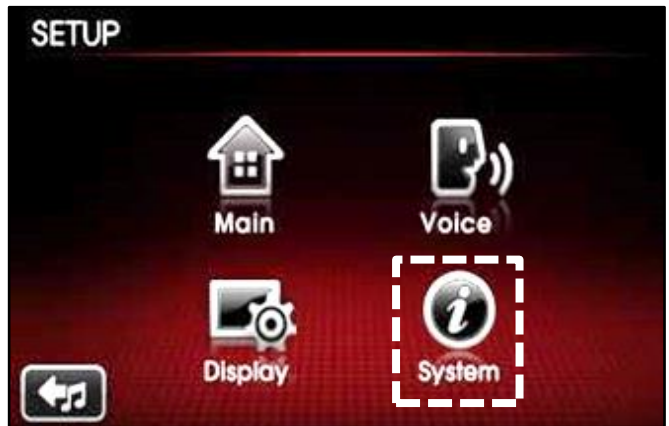| SUBJECT:	UVO SOFTWARE UPGRADE (SA277)

Software Inspection Procedure:

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

2. Record the customer's radio presets before performing the upgrade.

3. With the head unit ON, press **SETUP**.

    ┌─────────────────────────┐
    │ ★ **NOTICE**   │
    ├─────────────────────────┤
    │ **Button layouts may differ by model.** │
    └─────────────────────────┘

4. Touch "System".

5. Touch "System Information".

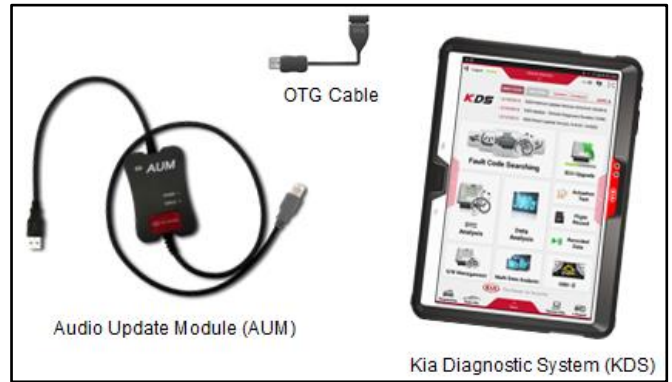6. Check the software version and verify that it matches the versions below:

Model	Current Version
Soul (PS)	
Sportage (SL)	1.MP.1.007, 008, 009, 010, 011, 012, or 013.
Optima (TF, QF)	
Forte (YD)	
Sorento (XMa)	

    If it matches, continue to the next step.
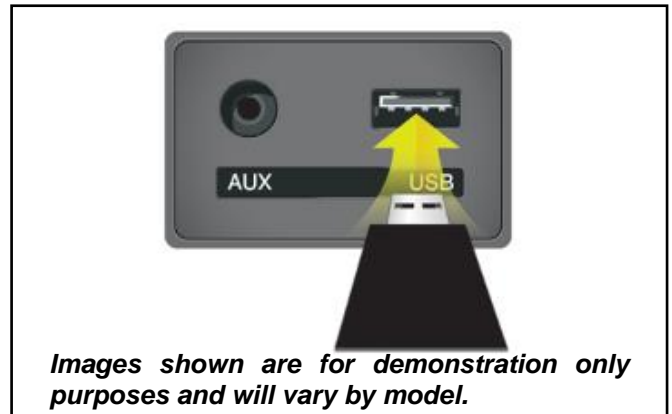   If it does not match, contact Techline.

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7. If performing the upgrade using the KDS AUM, refer to TSB SST041.

OTG Cable

Audio Update Module (AUM)

Kia Diagnostic System (KDS)

8. With the S/W version screen displayed, obtain the USB stick labeled **15MY SA (AUDIO/UVO)** (white) from your Service Manager and insert it in the vehicle's USB port.

AUX   USB

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

9. For <u>Sportage (SL), Optima (TF, QF), Forte (YD), and Sorento (XMa),</u> press and hold the **CD EJECT** button, "**FM/AM**" button, and "**eServices**" button. While holding the three (3) buttons, use a ballpoint pen or a similar tool and press the **RESET** button (A).

   For <u>Soul (PS)</u> vehicles, press and hold the "**FM/AM**" button and "**eServices**" button. While holding the two (2) buttons, use a ballpoint pen or a similar tool and press the **RESET** button (A).

10. The head unit will automatically reset and begin the program download.
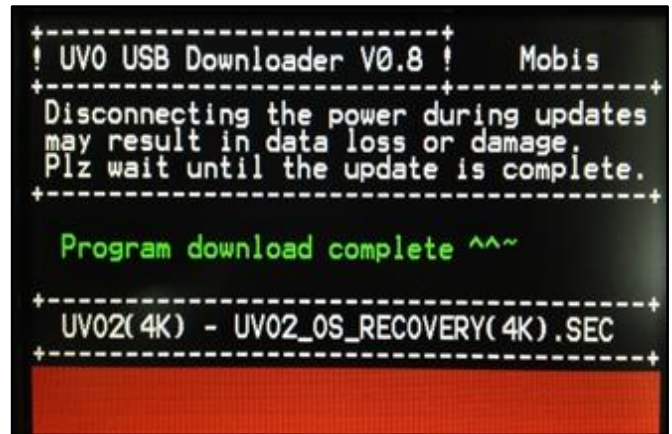
    ⭑ **NOTICE**

    The download will take approximately three (3) minutes to complete and should be monitored to confirm completion. Do NOT remove the USB or the turn the radio or vehicle OFF while the download is in progress.

```
+------------------------------+
! UVO USB Downloader V0.8 !   Mobis
+------------------------------+
Disconnecting the power during updates
may result in data loss or damage.
Plz wait until the update is complete.
+------------------------------+
>>>>>>>>>>>>                     039%
+------------------------------+
UVO2(4K) - UVO2_OS_RECOVERY(4K).SEC
```

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11. Once the download is complete, the screen as shown to the right should be displayed.

> ★ **NOTICE**
>
> **If the screen displays "Program download failed!!", restart the procedure from step 3.**

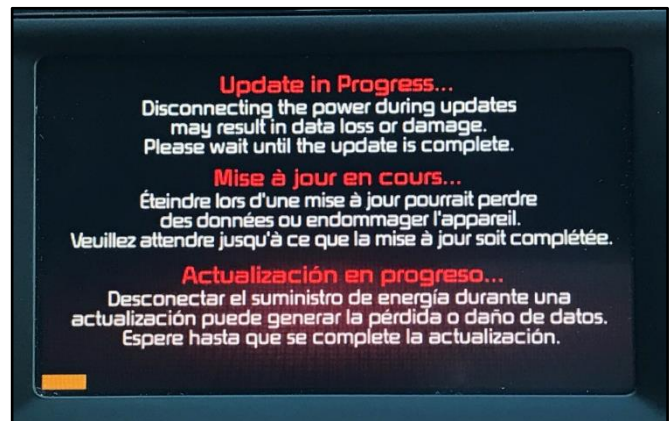12. Press the **RESET** button (A) using a ballpoint pen or a similar tool.

> ★ **NOTICE**
>
> **Do NOT remove the USB or turn the radio or vehicle OFF while the update is in progress.**

13. The software upgrade should begin and the screen as shown to the right should be displayed.

> ★ **NOTICE**
>
> **The head unit may restart several times. The update will take approximately three (3) to five (5) minutes to complete. Do NOT remove the USB or turn the radio or vehicle OFF while the update is in progress.**

14. The head unit will automatically restart once the upgrade is complete.

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15. Verify that the software upgrade is sucessful by checking the software version by following software inspection procedure steps 3 to 6 on page 2 of this bulletin. If update is not successful, restart the procedure from step 3.

Model	New Version
Soul (PS)	
Sportage (SL)	
Optima (TF, QF)	**1.MP.1.021**
Forte (YD)	
Sorento (XMa)	

16. Reprogram the customer's radio presets if necessary.

17. Pair a phone and make a call confirming Bluetooth is operational. Delete phone from system after testing.

18. Use voice recognition to pull up a radio station and confirm voice recognition is operational.

19. Assist or advise customer that they should delete phone pairings and re-pair all phones.

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Soul (PS)	June 16, 2014 to January 15, 2015
Sportage (SL)	June 2, 2014 to January 9, 2015
Optima (TF)	April 23, 2014 to December 12, 2014
Forte (YD)	April 15, 2014 to December 31, 2014
Optima (QF)	May 2, 2014 to February 18, 2015
Sorento (XMa)	December 18, 2013 to December 5, 2014

REQUIRED PART:

Part Name	Description	Figure	Comments
Software Upgrade USB Drive	15MY SA (AUDIO/UVO)	15MY SA (AUDIO/UVO)	This software upgrade can also be performed using KDS and AUM.

WARRANTY INFORMATION:
N CODE: N99   C CODE: C99

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
Soul (PS)	V	96565 0W020	0	(SA277) UVO Software Upgrade	160128R0	0.3 M/H	N/A	0
Sportage (SL)		96174 3W000			160128R1			
Optima (TF)		96174 2T100			160128R2			
Forte (YD)		96174 A7AA0			160128R3			
Optima (QF)		96160 2T000			170A12R0			
Sorento (XMa)		96160 1U300			170A11R0			

★ NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference <u>SA277</u> when accessing the WebDCS system.