



GROUP
ELE

MODEL
2014MY Soul (PS)
2014MY Sorento (XMa)
2014MY Optima (TF/QF)
2014MY Forte (YD)
2014MY Sportage (SL)
2014MY Rio (UB)

NUMBER
101 (Rev 3,
04/17/2017)

DATE
March 2016

TECHNICAL SERVICE BULLETIN

SUBJECT: BASE AUDIO SYSTEM 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 area.

This bulletin provides the procedure for upgrading the base audio system software of some 2014MY Soul (PS), Sorento (XMa), Optima (TF, QF), Forte (YD), Sportage (SL), and Rio (UB) vehicles, to improve Bluetooth® connectivity, Phonebook Download, Audio Streaming and Call History Download.



KDS - Audio Update
Module (AUM)



14MY VDS Audio Upgrade USB Drive



* 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.
- 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 ECM 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

Service Procedure:

*** NOTICE**

USB drives containing the 14MY Base Audio upgrade were shipped directly to all Kia dealers and addressed to the Service Manager. See the table below to determine which USB upgrade stick to use based on the microphone type installed in the vehicle.

USB Upgrade Stick	Microphone (3.3V)	USB Upgrade Stick	Microphone (8V)
			

! CAUTION

If the wrong USB stick is used to perform the upgrade (mismatch with microphone type), Bluetooth may be inoperative (no sound during Bluetooth call).

1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. Record the customer's radio presets before performing the upgrade.
3. Turn the head unit OFF.



SUBJECT:

BASE AUDIO SYSTEM UPGRADE

- Press and hold preset button “1” and then preset button “4” and continue to hold both for five (5) seconds.
For the **Rio (UB)**, press and hold preset button “1” and then preset button “5” and hold both for five (5) seconds.

*** NOTICE**

If the software version screen is displayed when pressing and holding the preset buttons “1” and “4” only, restart the procedure from step 3.



- Immediately after releasing preset buttons “1” and “4”, press preset button “1” four (4) times in a row quickly within half a second.
For the **Rio (UB)**, immediately after releasing preset buttons “1” and “5”, press preset button “1” four (4) times in a row quickly within half a second.



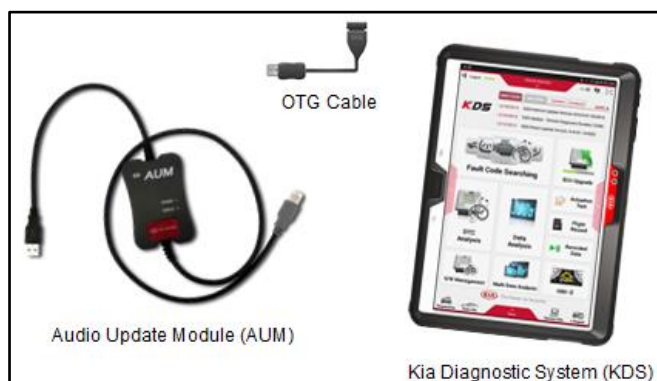
- Check the software version and verify that it matches the versions below:

Model	Current Version
Sorento (XMa) 3.3V	V1.01 or higher
Sorento (XMa) 8V	V1.04 or higher
Forte (YD) 8V	V1.05 or higher
Optima (TF/QF) 8V	V1.00 or higher
Soul (PS) 8V	V1.00 or higher
Sportage (SL) 3.3V	V1.03 or higher
Rio (UB) 3.3V	V1.07 or higher



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

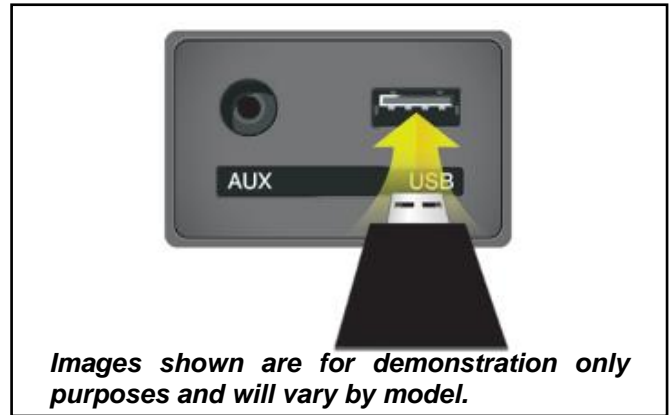
- If performing the upgrade using the KDS and AUM, refer to TSB SST041.



8. If performing the upgrade using a USB stick, with the S/W version screen displayed, obtain the USB stick labeled **14MY Audio Upgrade USB Drive** (red or blue) from your Service Manager and insert it in the vehicle's USB port.

**CAUTION**

If the wrong USB stick is used to perform the upgrade (mismatch with microphone type), Bluetooth may be inoperative (no sound during Bluetooth call).



9. Press the **SETUP** button.



10. Press preset button "1" to display the firmware upgrade menu.



11. Once the Firmware upgrade menu is displayed, press preset button "4" to update **MICOM**.



SUBJECT:

BASE AUDIO SYSTEM UPGRADE

12. In some cases, the firmware upgrade (1/2) 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. Monitor this part of the upgrade to ensure the second upgrade begins (see step 13 below).

* NOTICE

The firmware update will take approximately three (3) minutes to complete. Do NOT remove the USB or turn the radio or vehicle OFF while the update is in progress.



13. In some cases, the upgrade (2/2) will automatically 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.

On other vehicles, the upgrade (2/2) will not automatically begin. Turn off the head unit, press and hold **SEEK DOWN V** and then press **SETUP** and continue to hold both for two (2) seconds or more and then release.

The upgrade will proceed to "Format → Font → BT → DSP → VG → VR".

* NOTICE

The update will take approximately twenty (20) minutes to complete. Other services can be performed while the system upgrade is in progress. Do NOT remove the USB or turn the radio or vehicle OFF while the update is in progress.



- 14. Once the upgrade is complete, an “Update Complete” message will display. Press the power button to restart the unit.

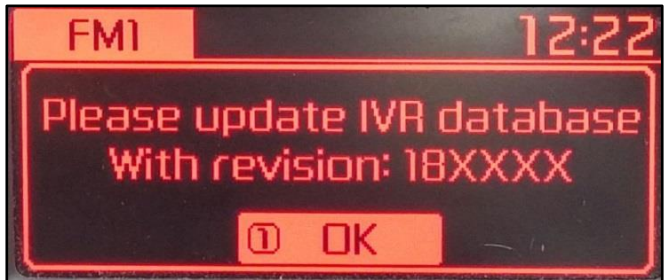


- 15. Verify that the software upgrade is successful by checking the software version by following software inspection procedure steps 3 to 6 starting on page 2 of this bulletin and confirming the “After” software version matches the table below. If update is not successful, restart the procedure from step 3.



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

- 17. Use voice recognition to pull up a radio station and confirm voice recognition is operational. If during voice recognition functionality check, “IVR database” message is displayed, restart the procedure from step 13.



- 18. Reprogram the customer’s radio presets if necessary.
- 19. Assist or advise customer that they should delete phone pairings and re-pair all phones.

Model	Mic Type	Before	After
UB	3.3V	V1.07 or higher	V1.10
YD (4DR)	3.3V	V1.02 or higher	V1.07
YD (4DR)	8V	V1.05 or higher	V1.07
YD (2DR)	8V	V1.05 or higher	V1.07
YD (5DR)	8V	V1.05 or higher	V1.07
QF/TF	8V	V1.00 or higher	V1.06
PS	8V	V1.00 or higher	V1.04
XMa	3.3V	V1.01 or higher	V1.06
XMa	8V	V1.04 or higher	V1.06
SL	3.3V	V1.03 or higher	V1.07


SUBJECT:

BASE AUDIO SYSTEM UPGRADE

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Soul (PS)	August 26, 2013 to January 24, 2014
Sorento (XMa)	January 08, 2013 to February 02, 2014
Optima (TF)	August 29, 2013 to January 27, 2014
Optima (QF)	September 03, 2013 to February 22, 2014
Forte (YD)	February 22, 2013 to January 20, 2014
Sportage (SL)	October 03, 2013 to January 21, 2014
Rio (UB)	October 07, 2013 to January 22, 2014

REQUIRED PART:

Part Name	Description	Figure	Comments
Upgrade USB Drive	14MY VDS Audio Upgrade		<p>Additional USB sticks can be ordered through Snap-on Equipment Solutions At (888) 542-1011</p> <p>This software upgrade can also be performed using KDS and AUM.</p>

WARRANTY INFORMATION:

N Code: N50 C Code: C98

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	96150 2K200	0	(ELE101) Base Audio Software Upgrade Soul (PS)	28325F22	0.3 M/H	N/A	0
	96140 1U200CA		(ELE101) Base Audio Software Upgrade Sorento (XMa)				
	96160 2TAA0		(ELE101) Base Audio Software Upgrade Optima (QF/TF)				
	96160 A7100WK		(ELE101) Base Audio Software Upgrade Forte (YD)				
	96160 1W005		(ELE101) Base Audio Software Upgrade Rio (UB)				
	96160 3W160WK		(ELE101) Base Audio Software Upgrade Sportage (SL)				