

	GROUP Electrical	MODEL 2017-18MY Sportage (QL) 2017MY Niro (DE HEV)
	NUMBER PS528	DATE November 2017
 		
SUBJECT: BLUETOOTH® SOUND QUALITY CONCERNS ON UVO eSERVICES (UVO 3.0)		

This Pitstop provides information to diagnose and repair 2017-18MY Sportage (QL) and 2017MY Niro (DE HEV) vehicles, with UVO eServices (UVO 3.0) head units, produced after June 15, 2017, in which the following Bluetooth® sound quality customer concerns occur:

- While driving, on the other end of the call (not the vehicle side), the voice breaks up and can hear static
- A Bluetooth call is intermittently choppy on both ends
- Intermittent clipping (words are muted) especially when talking vehicle to vehicle through Bluetooth
- “I am in an area with strong carrier coverage and the call sound quality is fine when I switch from the vehicle’s Bluetooth system and talk directly from my phone. However, it cuts out when I talk through Bluetooth”
- “My phone works fine in my other vehicle, however, it cuts out in this Kia”

NOTE: This concern can be improved for some customers by encouraging the use of Apple CarPlay™ since the phone is connected through the cable and Bluetooth is disconnected when using Apple CarPlay.

This concern can occur when using Android Auto™ since the phone is connected through Bluetooth.

The cause of this concern is increased noise cancellation applied in both iOS and Android operating system software by the phone manufacturers that resulted in combined noise cancellation by the phone and the head unit (worst case condition is when on a call through Bluetooth to another cell phone connected through Bluetooth).

It is recommended to have the customer update their phone with the latest phone operating system software and to confirm if the issue is still present.

The head unit software version that contains the fix was released on May 26, 2017 (i.e., 170526) so any software with this date or later contains this improvement:

Model	Software Version
Sportage (QL)	QL17.USA.SOP.V085.170526
Niro (DE HEV)	DEHEV.USA.SOP.V085.170526

Improvement software was applied at the remanufacturing center as follows:

Model	Applied
Sportage (QL)	September 6, 2017
Niro (DE HEV)	July 6, 2017

If a customer complains about this exact concern and it can be duplicated, and the vehicle meets the above criteria, replace the head unit with a remanufactured head unit to obtain the updated software, if applicable. Report any reoccurrence of the issue after head unit replacement by opening a Techline case.