	GROUP Electrical	MODEL 2017-2018MY See List Below
	NUMBER PS564	DATE May 2018



TECHNICAL OPERATIONS

SUBJECT: CLOCK CONCERNS ON UVO eSERVICES (UVO 3.0)

This Pitstop contains information regarding possible concerns with the clock on UVO eServices (UVO 3.0) head units installed on 2017-2018MY vehicles.

Model Year	Model
2017-2018	Cadenza (YG)
2017-2018	Forte(YD/YDm)
2017-2018	Optima (JFa)
2017-2018	Optima Hybrid (JF HEV)
2018	Rio (SC)
2017-2018	Sedona (YP)
2017-2018	Sorento (UMa)
2017-2018	Soul (PS)
2017-2018	Sportage (QL)
2017-2018	Niro (DE)
2018	Niro Plug-in Hybrid (DE PHEV)
2018	Stinger (CK)

Concern examples:

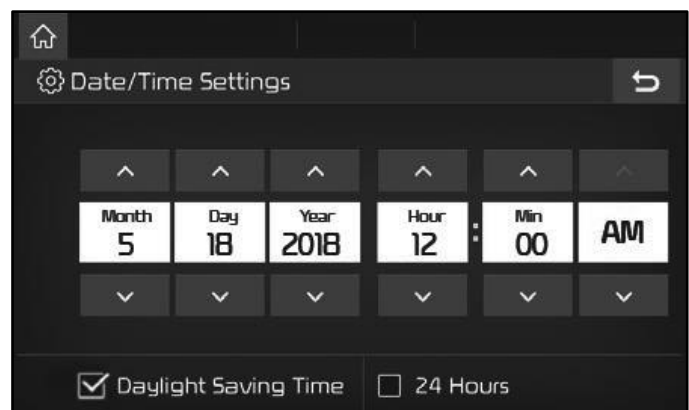
- “We can’t get the clock to work and are unable to see it.”
- “Clock is not keeping time.”
- “Clock time is incorrect on new vehicle during PDI.”

NOTE: The UVO 3.0 platform is the first non-navigation head unit that has a GPS module for date and time.

Specification:

“GPS date and time” on the UVO 3.0 will not get “picked up” automatically on a new vehicle or after a loss of power to the head unit. It is necessary to set the date and time in an area with strong GPS reception:

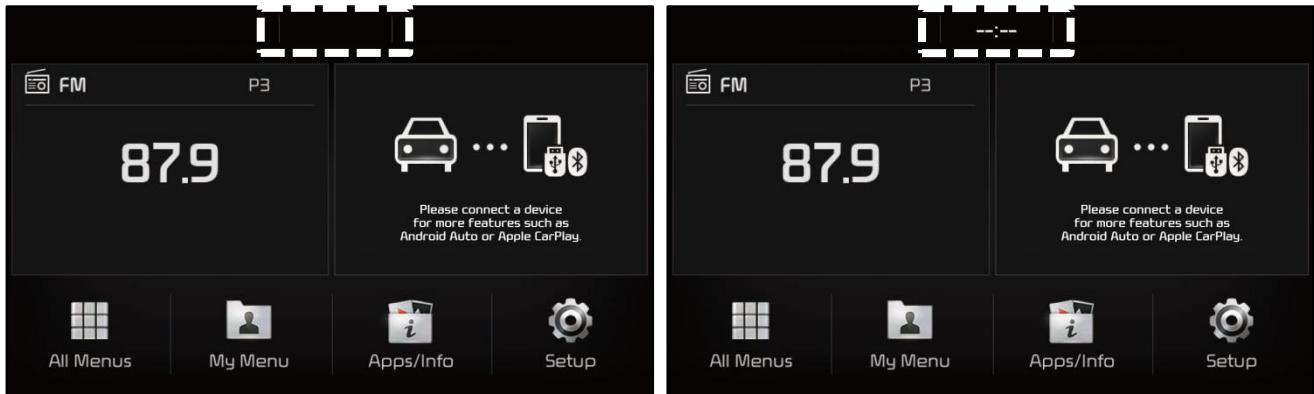
From the **Home** screen, select **Setup** → swipe the screen to the left → **Date/Time** → adjust date and time using the up or down arrows.



Diagnostics:

Always test the vehicle in an open space with strong GPS reception. Do not test this functionality in a garage or covered area.

If no time is shown (area is blank) or there are dashes where the time should be, check the following:



1. Confirm vehicle has been driven in an open area and time is still not shown.
2. Measure the voltage on the center terminal of the coaxial connection at the antenna base connector on the harness side with the radio and ignition on (spec: 5V to 6V).
3. If the voltage is not within specification, confirm the blue GPS connector is connected properly to the back of the head unit and that the pin is not bent or damaged, and continue to check circuit integrity from head unit to the antenna.
4. If voltage is within specification, consider a head unit replacement.

If the clock is confirmed to be losing time typically after sitting for a few hours or overnight, check the software version of the head unit. A software improvement was incorporated into production on July 18th, 2016 in software version V074 or later. Clock improvement software is also being applied at the Mobis Remanufacture Center so head units ordered and obtained through Direct Exchange will contain a countermeasure.