



GROUP

Electrical

MODEL

2014~2016MY Soul (PS)  
2014~2016MY Sorento (XMa)  
2014~2016MY Optima (TF/QF)  
2014~2016MY Forte (YD)  
2014~2016MY Sportage (SL)

NUMBER

100 (REV 2, 04/21/2016)

DATE

March 2016

## TECHNICAL SERVICE BULLETIN

SUBJECT: COMBINATION TSB / SERVICE ACTION: UVO SYSTEM  
UPGRADE (SA 222)

### \* 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 UVO system on some 2014~2016MY Soul (PS), Sorento (XMa), Optima (TF/QF), Forte (YD) and Sportage (SL) vehicles to address "Incoming ring volume too loud" complaints when using certain smartphones (non-iPhone). Additionally, in 2014MY vehicles the upgrade will also improve Bluetooth connectivity and voice recognition.

For vehicles not on the Affected Vehicles list, but with a customer concern as described above, perform the following procedure outlined in this bulletin and submit a warranty claim per "customer concern" (Standard TSB) claim information on page 10.

### \* 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 SA 222.

File Under: <Electrical>

Circulate To:  General Manager  Service Manager  Parts Manager

Service Advisors  Technicians  Body Shop Manager  Fleet Repair

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**\* NOTICE**

- Delete all paired phones from the UVO system; delete UVO from all phones.
- If you do not delete phones, the phone(s) will still show and act as paired, but performance or functional issues may occur. Anytime a software update is performed to either a paired phone or the UVO system, the pairing should be deleted from both phone and UVO system and then pair 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.
- Updating UVO system may require 10-15 minutes.

**Service Procedure:**

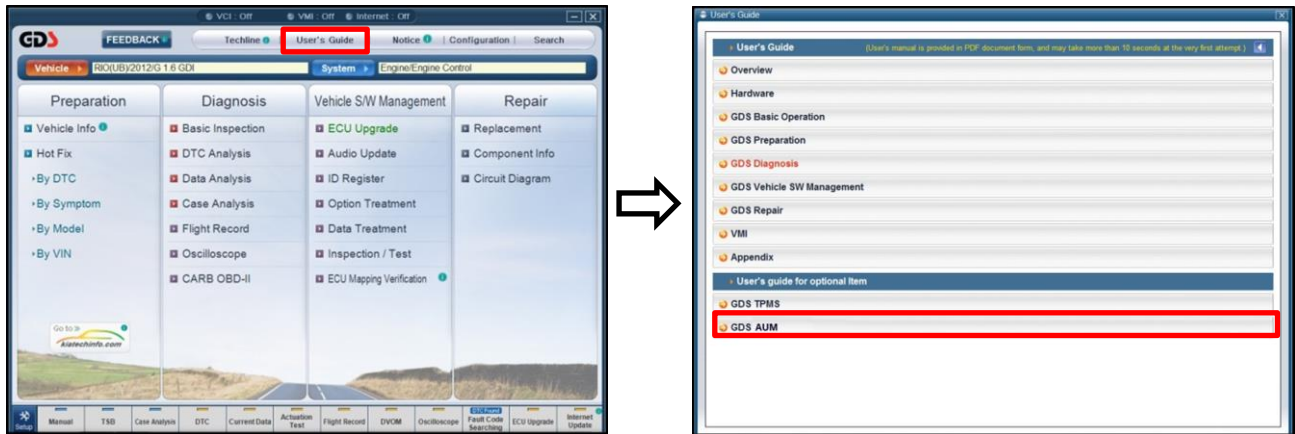
1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. Record the customer's radio presets before performing the upgrade.
3. Press **SETUP > System > System Information** and check to ensure the software version is at or above the level shown in the table below.

Original Software Version
1.MP.1.001 (or higher)



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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.



5. If performing the update using a USB stick, obtain the **14MY VDS AUD/UVO (3.3V or 8V)** upgrade USB stick (shown to the right) from your Service Manager and insert it in the vehicle's USB port.



### ★ NOTICE

Either USB stick can be used for this UVO upgrade regardless of the microphone voltage (3.3v or 8v).

6. Allow the music files to play and then press the **POWER** button to turn the head unit OFF.

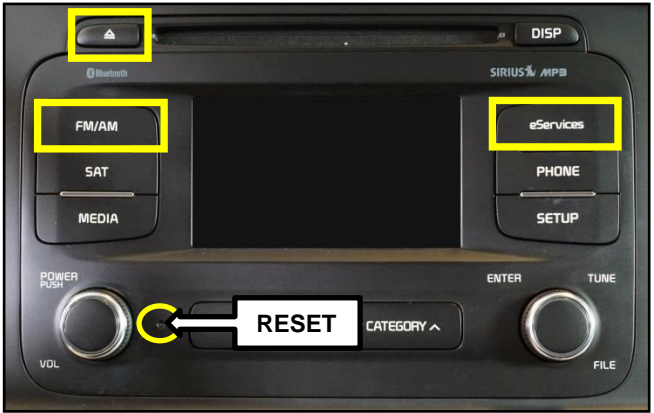
### ★ NOTICE

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



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- Once the AUM initialization process is complete, or after having inserted the USB upgrade stick, PRESS and HOLD the, **CD Eject**, **FM/AM** and the **eServices** buttons, then, insert a ball point pen in the **RESET** button.



**\* NOTICE**  
 Images shown are for reference purposes ONLY and may vary by model.

**\* NOTICE**  
 On Soul (PS) vehicles, PRESS and HOLD the, **FM/AM** and the **eServices** buttons, then, insert a ball point pen in the **RESET** button.



- The head unit will enter the UVO USB Downloader mode and begin downloading the upgrade from the USB stick or AUM.



**\* NOTICE**  
 If the **USB Downloader** fails to download the upgrade, press the **Reset** button and restart the procedure from step 3 or 4. If the upgrade download continues to fail, refer to the **Troubleshooting Matrix** on Page 8.

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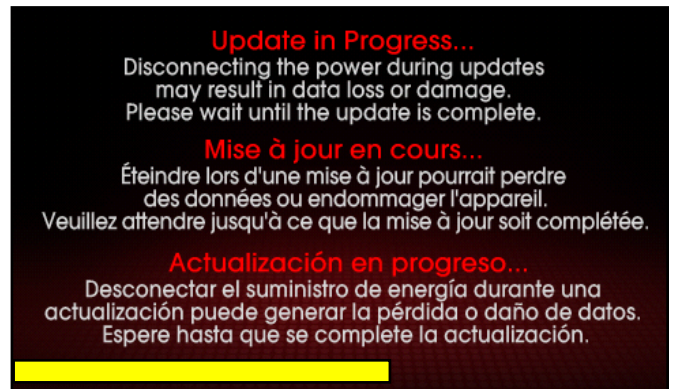
9. When the download shows 100% complete, press the **RESET** button, using a ball point pen to restart the system.



10. The UVO system will automatically restart and the update will proceed.

### \* NOTICE

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



11. After update is complete, the display shown on the right will appear for a few moments; then the UVO system will be restarted again.



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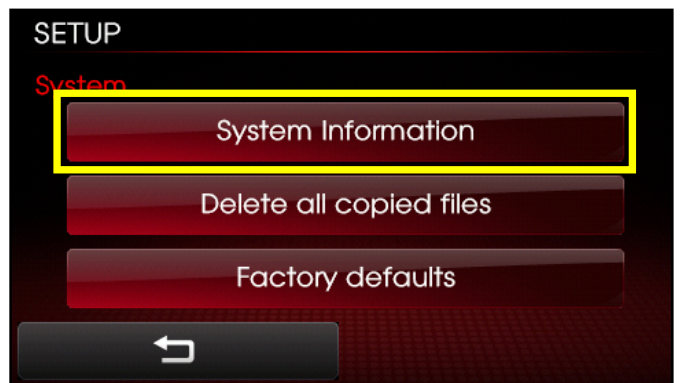
- 12. After the system has restarted, press the **SETUP** button on the head unit.



- 13. Touch **System icon** on the screen.



- 14. Touch **System Information** button on the screen.



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15. Check to ensure the new software version matches the information in the table below.


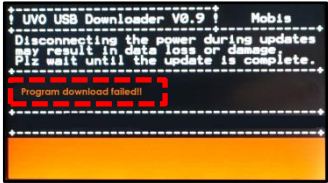
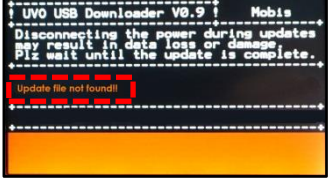
Original Software Version
1.MP.1.018




16. Restore the customer's radio presets as recorded in step 2.
17. 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.

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**Troubleshooting Matrix**

Action	Concern	Figure	Solution
Pressed reset while holding CD Eject + FM/AM + eServices buttons	System reboots but goes to UVO screen. (never shows UVO Update screen "UVO USB Downloader")		User may not have performed the Eject + FM/AM + eServices+ Reset button procedure correctly, resulting in normal system reboot. Restart the procedure from step 6.
	System displays the UVO USB Downloader screen but shows "Program download failed"		Perform the Eject + FM/AM + eServices + Reset procedure again.
	System displays the UVO USB Downloader screen but shows "USB update not found"		Verify that the USB drive contains files and is <u>NOT</u> blank. If the USB is blank, order a replacement through Snap on Business Solutions at 888-542-1011

**REQUIRED PARTS:**

Part Name	Desc.	Figure	Comments
USB Upgrade Drive	14MY VDS UVO Upgrade		Additional USB sticks can be ordered through Snap-on Equipment Solutions at (888) 542-1011

**AFFECTED VEHICLE PRODUCTION RANGE:**

Model	Production Date Range
Soul (PS)	2014~2016MY (w/minimum S/W level of 1.MP.1.001)
Sorento (XM)	
Optima (QF)	
Optima (TF)	
Sportage (SL)	
Forte (YD)	



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SERVICE ACTION 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	96150 2K200	0	N99	C99	(SA 222) UVO Upgrade (PS)	160011R0	0.3 M/H	N/A	0
	96140 1U200CA				(SA 222) UVO Upgrade (XMa)	160A07R0			
	96160 2TAA0				(SA 222) UVO Upgrade (QF)	160A08R0			
	96160 2TAA0				(SA 222) UVO Upgrade (TF)	160011R2			
	96160 3W160WK				(SA 222) UVO Upgrade (SL)	160011R1			
	96160 A7100WK				(SA 222) UVO Upgrade (YD)	160011R3			

STANDARD WARRANTY CLAIM INFORMATION:

Use this information only to file a warranty claim for vehicles for which:

1. A customer complains of the same concern, as described on Page 1.
2. The VIN does not appear on the Affected Vehicles list for Service Action 222.
3. The vehicle model year and production date range are as identified in this bulletin.

**SUBJECT: COMBINATION TSB / SERVICE ACTION: UVO SYSTEM UPGRADE (SA 222)**

**N Code: M73 C Code: ZZ3**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	96150 2K200	0	(ELE100) UVO Upgrade (PS)	28325F21	0.3 M/H	N/A	0
	96140 1U200CA		(ELE 100) UVO Upgrade (XMa)				
	96160 2TAA0		(ELE 100) UVO Upgrade (QF)				
	96160 2TAA0		(ELE100) UVO Upgrade (TF)				
	96160 3W160WK		(ELE 100) UVO Upgrade (SL)				
	96160 A7100WK		(ELE 100) UVO Upgrade (YD)				

**\* NOTICE**

**VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA 222 when accessing the WebDCS system.**