	GROUP ELE	MODEL 2015MY Soul (PS) Sportage (SL) Sedona (YP) Forte (YD)
	NUMBER 078	DATE February 2015

TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

This bulletin provides the procedure to replace the UVO head unit on some of 2015MY Soul (PS), Sportage (SL) Sedona (YP) and Forte (YD) vehicles, which may exhibit a condition in which the UVO audio head unit will intermittently not power up. To prevent and/or correct this condition, replace the audio head unit with a new one following the Service Procedure outlined in this TSB. Kia is requesting the completion of this Service Action on all affected vehicles in dealer stock, prior to delivery.



CAUTION

In order to prevent damaging any dashboard trim pieces, make sure to wear disposable gloves and be careful when using metal tipped tools to remove components. The use of plastic removers should always be considered, wherever possible.

★ 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 SA184.

File Under: <Electrical>

Circulate To: General Manager Service Manager Parts Manager

Service Advisor(s) Technician(s) Body Shop Manager Fleet Repair

SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

Service Procedure for Soul (PS):

(For Sportage (SL), proceed to Page 5 - For Sedona (YP), proceed to page 10 – For Forte (YD), proceed to Page 13.

1. Use a flat tipped 90° screwdriver to start removing the head unit bezel.



2. Use your fingers to gently pull the head unit bezel from the dash, as shown.



*** NOTICE**

Once the bezel is removed, inspect the back to make sure the all hooks remain attached.



SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

3. Disconnect the A/C Control panel connectors and remove the panel from the dash.

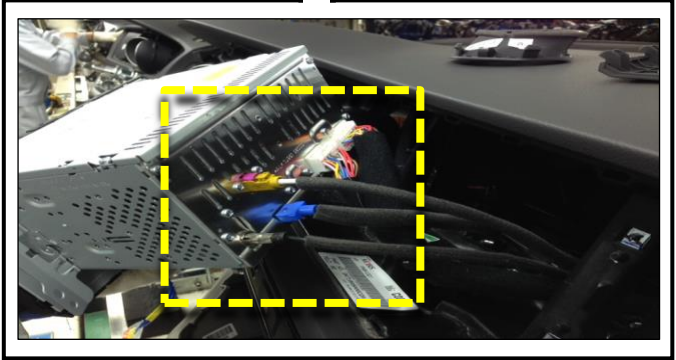
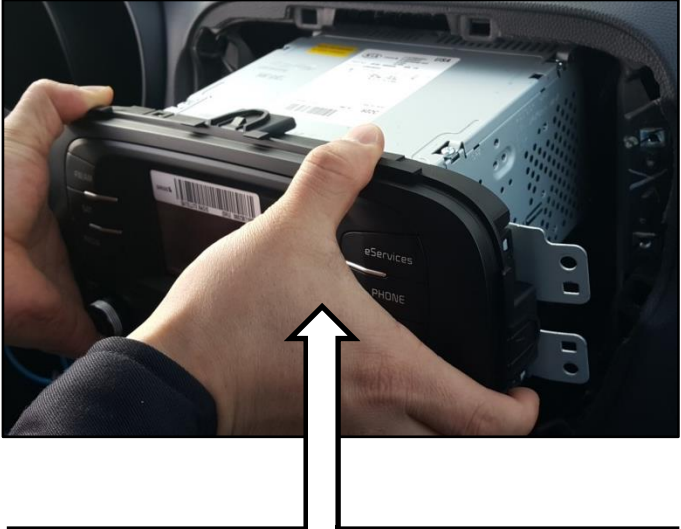


4. Remove four (4) screws securing the head unit to the dashboard bracket.



SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

- 5. Pull the head unit from the dash and disconnect all connectors.



- 6. Install the replacement head unit and test for proper operation. **NOTE: Make sure the replacement head unit has a green sticker attached to the screen.**



- 7. Reinstall all other removed components by reversing the order of removal.

*** NOTICE**

Inspect all removed dashboard trim pieces for possible damage. If visible damage is evident, order and replace the damaged components.

SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)**Service Procedure for Sportage (SL):**

1. Use a flathead screwdriver to remove the upper half of steering wheel trim cover.



2. Use a flathead screwdriver to remove two (2) blanking covers and two (2) screws from the center stack.



SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

3. Insert a prying tool into the screw hole on left side of the center stack and gently pull the trim panel away from the dash.



4. Remove the gauge cluster cover.

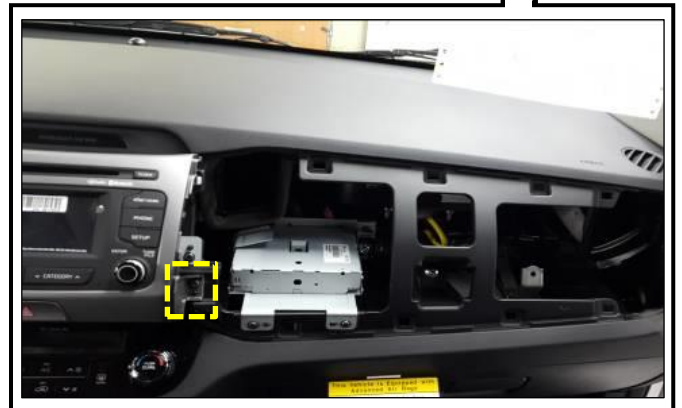


SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

5. Insert a prying tool into the screw hole on right side of the center stack and gently pull the trim panel away from the dash.

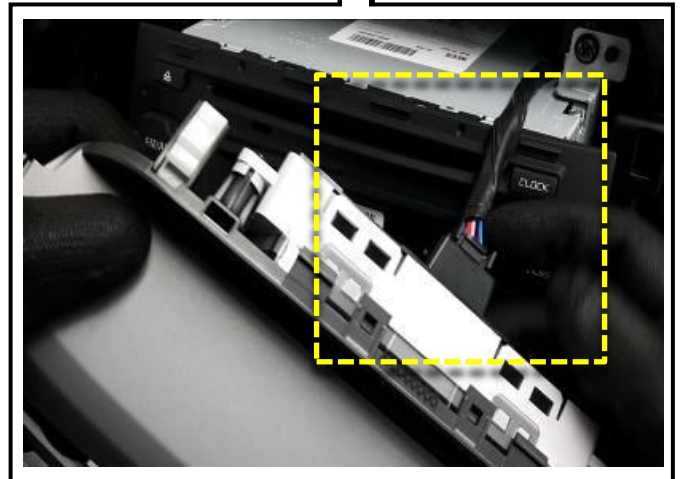


6. Remove two (2) screws securing the trim panel around the head unit.



SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

7. Gently remove the head unit trim panel. **NOTE: Prior to removing the trim panel, remove the connector from the Hazard switch, as shown.**

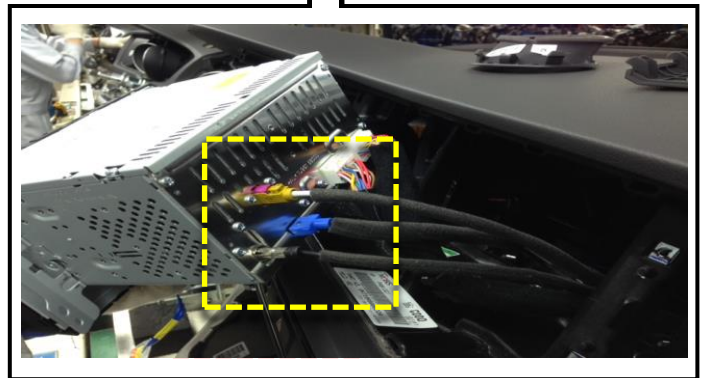
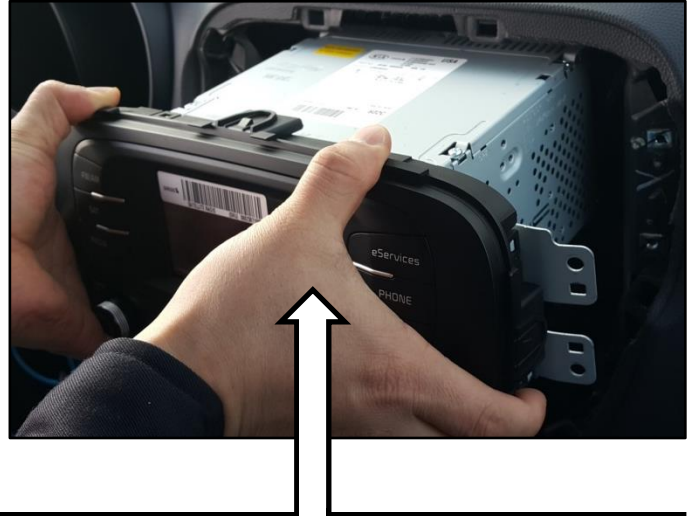


8. Remove four (4) securing screws securing the head unit to the dashboard bracket.



SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

9. Pull the head unit from the dash and disconnect all connectors.



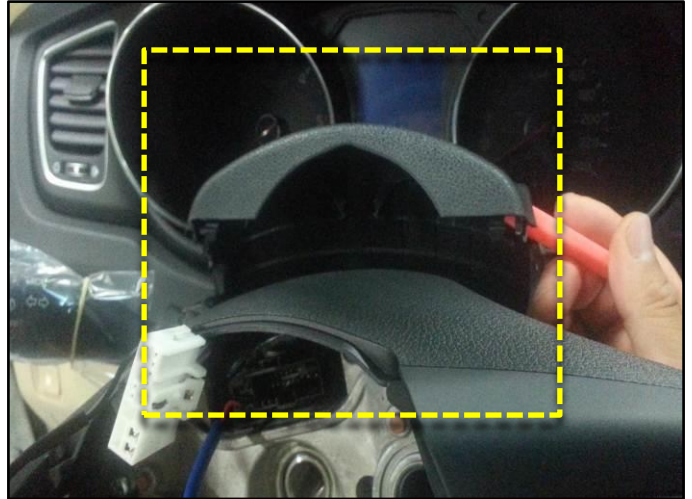
10. Install the replacement head unit and test for proper operation. **NOTE: Make sure the replacement head unit has a green sticker attached to the screen.**
11. Place the shift lever in Reverse (R) to confirm proper rear view camera operation.
12. Reinstall all other removed components by reversing the order of removal.


*** NOTICE**

Inspect all removed dashboard trim pieces for possible damage. If visible damage is evident, order and replace the damaged components.

Service Procedure for Sedona (YP):

1. Remove the upper trim cover from the steering wheel shroud.



2. Start pulling dashboard trim cover at the area immediately below the instrument cluster.



3. Continue removal of the dash trim cover around the left-most air vent.



SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

4. Continue removing the dash trim cover in the area adjacent the center stack



5. Prior to removing the dash trim cover, remove the connector from the Start Stop Button (SSB).

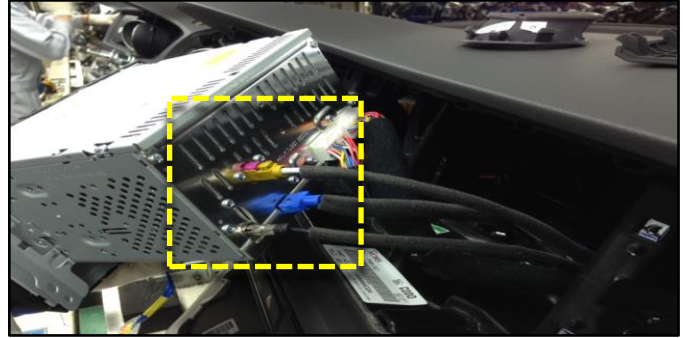


6. Remove four (4) screws securing the head unit to the dashboard bracket.



SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

- 7. Pull the head unit from the dash and disconnect all connectors.



- 8. Install the replacement head unit and test for proper operation. **NOTE: Make sure the replacement head unit has a green sticker attached to the screen.**



- 9. Place the shift lever in Reverse (R) to confirm proper rear view camera operation.
- 10. Reinstall all other removed components by reversing the order of removal.

*** NOTICE**

Inspect all removed dashboard trim pieces for possible damage. If visible damage is evident, order and replace the damaged components.

SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)
Service Procedure for Forte (YD):

1. Use a flathead screwdriver to remove the trim panel below the A/C control panel.

*** NOTICE**

Once the panel is removed, inspect the back to make sure the all hooks remain attached.



2. Remove one (1) screw from the securing the lower portion of the head unit bezel.



3. Use both hands to gently pull the head unit bezel away from the dash. **TIP: Insert a plastic prying tool around the perimeter of the head unit bezel to ease removal.**



SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

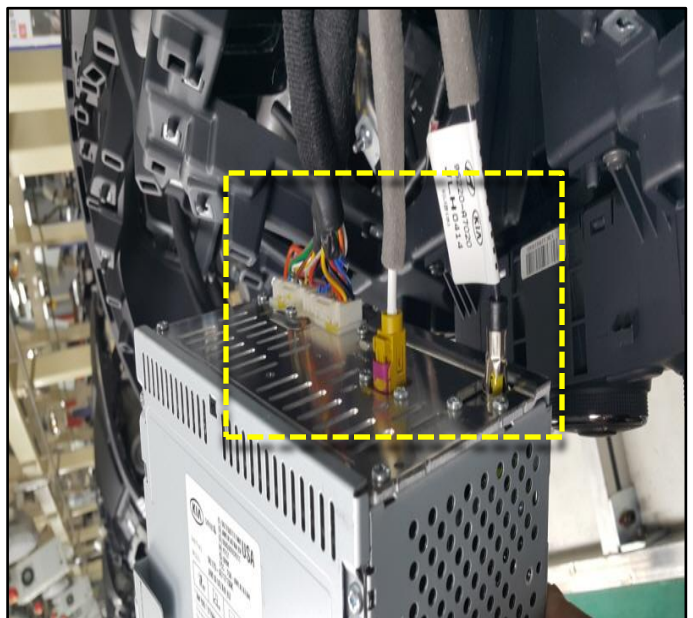
4. Remove all connectors from the back of the head unit bezel prior to removing it from the dash.



5. Remove four (4) screws securing the head unit to the dashboard bracket.



6. Pull the head unit from the dash and disconnect all connectors.



SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

7. Install the replacement head unit and test for proper operation. **NOTE: Make sure the replacement head unit has a green sticker attached to the screen.**



8. Reinstall all other removed components by reversing the order of removal.

*** NOTICE**

Inspect all removed dashboard trim pieces for possible damage. If visible damage is evident, order and replace the damaged components.

AFFECTED VINS:

KNDJN2A20F7182932	KNDMB5C13F6054119	KNDJP3A57F7789419
KNDJN2A22F7183631	KNDMB5C13F6054122	
KNDJN2A24F7179659	KNDMB5C16F6054129	
KNDPBCAC5F7756202	KNDMB5C17F6054124	
KNAFX4A60F5385472	KNDMB5C17F6055337	
KNAFX4A65F5386360	KNDMB5C1XF6054120	
KNAFX4A69F5386359	KNDMC5C12F6053802	
KNAFX4A85F5386327	KNDMC5C12F6053928	
KNAFX4A85F5386330	KNDMC5C14F6053767	
KNAFX4A86F5385994	KNDMC5C15F6053776	
KNDMB5C10F6054126	KNDMC5C15F6053924	
KNDMB5C11F6054118	KNDMC5C16F6053799	
KNDMB5C12F6054130	KNDMB5C12F6055150	
KNDMB5C12F6054273	KNDJN2A25F7791059	

*** NOTICE**





It is **NOT** necessary to contact SiriusXM® to report new ESN numbers for the limited list of VINs shown above. This step has been performed prior to the shipment of new head units to the dealer.

SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Soul (PS)	From December 19, 2014 through January 27, 2015
Sportage (SL)	From December 19, 2014 through January 30, 2015
Sedona (YP)	From December 19, 2014 through January 26, 2015
Forte (YD)	From December 19, 2014 through January 27, 2015

PARTS REQUIRED:

Model	Part Name	Part Number	Qty.	Figure	Comments
Soul (PS)	UVO eServices Head Unit	96160-B2020CA	1		<ul style="list-style-type: none"> The part will be shipped directly from Mobis to each the dealer. The replacement part has a green sticker on the screen.
Sportage (SL)		96190-3W910WK	1		
Forte (YD)		96160-A7101WK	1		
Sedona (YP)		96160-A9000WK	1		

*** NOTICE****DO NOT CREATE CORE ENTRY FOR THESE AUDIO UNITS!**

Return the original head unit to the Warranty Parts Return Center (WPRC) at the address shown below.

**Warranty Parts Return Center
111 Peters Canyon Rd.
Irvine, CA 92606-1790**

SUBJECT: SERVICE ACTION: UVO HEAD UNIT REPLACEMENT (SA184)

WARRANTY INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	96160 B2020CA	1	N99	C99	(SA 184) Audio ASSY (UVO) Replacement (PS)	150013R0	0.5 M/H	N/A	0
	96190 3W910WK				(SA 184) Audio ASSY (UVO) Replacement (SL)	150013R1			
	96160 A9000WK				(SA 184) Audio ASSY (UVO) Replacement (YP)	150013R6			
	96160 A7101WK				(SA 184) Audio ASSY (UVO) Replacement (YD)	150013R5	0.7 M/H		

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA184 when accessing the WebDCS system