

	GROUP Body Electrical	MODEL All Models w/ AVN 4.0 (See list below)
	NUMBER PS402	DATE May 2015
 		
SUBJECT: UVO ESERVICES W/PREMIUM NAVIGATION (AVN 4.0) FUNCTIONALITY AND REQUIRED USE OF USB CABLE		

For customer complaints on AVN 4.0 (UVO eServices w/Premium Navigation Head Unit) equipped vehicles regarding the following concerns:

- Unable to Activate eServices or unable to send data from head unit
- Message “The connected device does not support UVO eServices features” displaying on the head unit screen.
- Or ,in some cases, after recently applying TSB ELE 066 to the 2014MY Soul (PS) to add eServices functionality.



First, confirm that the customer has already performed the steps outlined below:

1. Download and installation of the appropriate UVO from the Apple itunes store or Google Play
2. Complete MyUVO.com Registration (available via the UVO eServices App or MyUVO.com)
3. Logged in to UVO eServices App

Additionally, make sure that the customer knows that AVN 4.0 head unit platforms require a USB connection to the phone in order to activate eServices and utilize its features. The models listed below are equipped with the latest version of AVN 4.0:

- 2014MY Soul (PS) – After TSB Electrical 066 has been applied
- 2015MY Soul (PS)
- 2015MY Optima (QF/TF)
- 2015MY Optima Hybrid (TF HEV)
- 2015MY Sedona (YP)
- 2016MY Sorento (UMa)

NOTE: AVN 3.0 (UVO eServices w/Navigation) and UVO2 (UVO eServices) platforms require that the phone be connected to Bluetooth ONLY to enable UVO eServices functionality. Consult the appropriate navigation guide and UVO eServices guides for additional information regarding the UVO eServices features.