	GROUP Electrical	MODEL 2014MY Soul (PS) 2014MY Sorento (XMa) 2014MY Optima (TF/QF) 2014MY Forte (YD) 2014MY Sportage (SL) 2014MY Rio (UB)
	NUMBER 101	DATE March 2016

TECHNICAL SERVICE BULLETIN

SUBJECT: COMBINED TSB/SERVICE ACTION: BASE AUDIO SYSTEM UPGRADE (SA 223)

This bulletin provides the procedure for upgrading the base audio system software of some 2014MY Soul (PS), Optima (TF/QF), Sorento (XMa), Sportage (SL), Rio (UB), and Forte (YD) vehicles, to improve Bluetooth® connectivity, Phonebook Download, Audio Streaming and Call History Download.

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 11.



GDS - Audio Update Module (AUM)



14MY VDS Audio Upgrade USB Drive

★ 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 SA223.

File Under: <Electrical>

- Circulate To:**
 General Manager
 Service Manager
 Parts Manager
 Service Advisors
 Technicians
 Body Shop Manager
 Fleet Repair

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Service Procedure:

*** NOTICE**

- Delete all paired phones from the system and delete the head unit from all phones. If you do not delete phones, the phone(s) will still show and act as paired, but performance or functionality issues may occur. Anytime a software update is performed to either a paired phone or the system, the pairing should be deleted from both phone and system and then paired 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.
- An AUM upgrade may NOT be available for this TSB at the time of launch. In the meantime, perform the upgrade using the USB upgrade sticks.

*** NOTICE**

USB drives containing the 14MY Base Audio upgrade were shipped directly to all Kia dealers and addressed to the Service Manager. See the table below to determine which USB upgrade stick to use based on the microphone type installed in the vehicle.

USB Upgrade Stick	Microphone (3.3V)	USB Upgrade Stick	Microphone (8V)
			

CAUTION

If the wrong USB stick is used to perform the upgrade (mismatch with microphone type) Bluetooth may be inoperative (no sound during Bluetooth call).

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1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. Record the customer's radio presets before performing the upgrade.
3. Prior to performing the procedure, check to ensure that the current software version is at or above the level shown in the table below. **NOTE: to check SW version, follow steps 7~10 on Pages 4~5.**

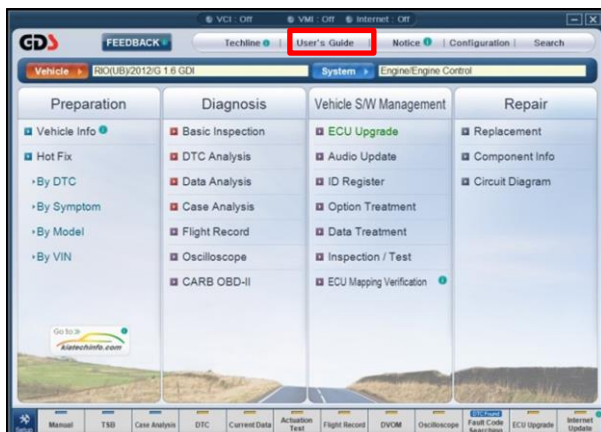


Model	Current Version
Sorento (XMa) 3.3V	V1.01 or higher
Sorento (XMa) 8V	V1.05 or higher
Forte (YD) ALL	V1.05 or higher
Optima (TF/QF) 8V	V1.03 or higher
Soul (PS) 8V	V1.02 or higher
Sportage (SL) 3.3V	V1.03 or higher
Rio (UB) 3.3V	V1.08 or higher

* NOTICE

If the current software version is lower than the information listed in the table above, and the VIN is listed on the service action, open a Techline Case.

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.



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- Turn the head unit ON and wait until booting is finished (approx. 10 seconds) before proceeding to the next step.
- If performing the update using a USB stick, obtain the correct **14MY Audio Upgrade USB Drive (yellow or green)** from your Service Manager and insert it in the vehicle's USB port. **NOTE: Make sure to allow for the sound file to play for one second before proceeding to the next step.**



Images shown are for demonstration only purposes and will vary by model.

CAUTION

If the wrong USB stick is used to perform the upgrade (mismatch with microphone type) Bluetooth may be inoperative (no sound during Bluetooth call).

- Turn the head unit OFF.

*** NOTICE**

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



- Press and hold preset button "1" and then preset button "4" at the same time for five (5) seconds.



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* NOTICE

If the software version screen is displayed when pressing and holding the preset buttons 1 and 4, restart the procedure from step 7.



9. Immediately after releasing preset buttons "1" and "4", press preset button "1" four (4) times in a row within half a second each.

* NOTICE

Do not remove the USB thumb drive, AUM connector or turn the radio OFF while the update is in progress.



10. If the S/W version screen displays correctly, press the **SETUP** button.



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11. Press preset button “1” to display the firmware upgrade menu.



12. Once the Firmware upgrade menu is displayed, press preset button “4” to update MICOM.



13. The upgrade will begin and system will display the progress on the screen. Once the upgrade is complete, turn the head unit OFF.

*** NOTICE**

- The update will take approximately three (3) minutes to complete and the system will restart.
- If the system restarts immediately and the power stays off, the update may have failed. Restart the procedure from step 4.



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- Make sure audio unit is powered **OFF**. First press button “**Seek Down**”. Then press “**SETUP**” button and hold both for four seconds prior to releasing.



- The upgrade will proceed to “Format -> Font -> BT -> DSP -> VG -> VR”

*** NOTICE**

- The update will take approximately twenty (20) minutes to complete and the system will restart.
- If the system restarts immediately and the power stays off, the update may have failed. Restart the procedure from step 7.



- Power up the head unit and repeat steps 7~10 to check the new software versions, as shown in the table on Page 8.

*** NOTICE**

Confirm that software levels for each system; Main, Bluetooth, Voice Recognition (VR) and DSP have updated. If a system is NOT showing as updated, the software upgrade will need to be performed again.



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Model	Mic. Type	Before	After
Rio (UB)	3.3V	MAIN : V1.08 BT : V6.8R_130912 VR : VR_US_170013 DSP : UB20IU5G	MAIN : V1.10 BT : V7.6S_150430 VR : VR_US_181010 DSP : UB20IU5J
Forte (YD) (4DR)	3.3V	MAIN : V1.05 BT : v6.8R_130912 VR : VR_US_170013 DSP : YD20EU4D	MAIN : V1.07 BT : v7.6S_150430 VR : VR_US_181010 DSP : YD20EU4D
Forte (YD) (4DR)	8V	MAIN : V1.05 BT : v6.8R_130912 VR : VR_US_170013 DSP : YD20EU4G	MAIN : V1.07 BT : v7.6S_150430 VR : VR_US_181010 DSP : YD20EU4J
Forte (YD) (2DR)	8V	MAIN : V1.05 BT : v6.8R_130912 VR : VR_US_170013 DSP : YD20EU26	MAIN : V1.07 BT : v7.6S_150430 VR : VR_US_181010 DSP : YD20EU27
Forte (YD) (5DR)	8V	MAIN : V1.05 BT : v6.8R_130912 VR : VR_US_170013 DSP : YD20EU55	MAIN : V1.07 BT : v7.6S_150430 VR : VR_US_181010 DSP : YD20EU56
Optima (QF/TF)	8V	MAIN : V1.03 BT : v6.8R_130912 VR : VR_US_170013 DSP : TF20IU43	MAIN : V1.06 BT : v7.1S_140521 VR : VR_US_180006 DSP : TF20IU45
Soul (PS)	8V	MAIN : V1.02 BT : v6.8R_130912 VR : VR_US_170013 DSP : PS20KU5D	MAIN : V1.04 BT : v7.6S_150430 VR : VR_US_181010 DSP : PS20KU5G
Sorento (XMa)	3.3V	MAIN : V1.00 BT : v2.4D VR : VR_US_150012 DSP : XM20IU5B	MAIN : V1.06 BT : v7.6S_150430 VR : VR_US_181010 DSP : XM20IU5D
Sorento (XMa)	8V	MAIN : V1.05 BT : v7.1S VR : VR_US_180006 DSP : XM20IU5H	MAIN : V1.06 BT : v7.6S_150430 VR : VR_US_181010 DSP : XM20IU5H
Sportage (SL)	3.3V	MAIN : V1.03 BT : v6.8R_130912 VR : VR_US_170013 DSP : SL20IU53	MAIN : V1.07 BT : v7.6S_150430 VR : VR_US_181010 DSP : SL20IU55

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

18. Check Voice Recognition (VR) is operational by tuning to a particular station (AM or FM) using Voice Recognition.

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19. 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.

REQUIRED TOOLS:

Part Name	Description	Figure	Comments
GDS AUM / Upgrade USB Drive	14MY VDS Audio Upgrade		Additional USB upgrade sticks can be ordered through Snap-on Equipment Solutions at (888) 542-1011

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UPGRADE (SA 223)**

AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Soul (PS)	August 26, 2013 through January 24, 2014
Sorento (XMa)	January 08, 2013 through February 02, 2014
Optima (TF)	August 29, 2013 through January 27, 2014
Optima (QF)	September 03, 2013 through February 22, 2014
Forte (YD)	February 22, 2013 through January 20, 2014
Sportage (SL)	October 03, 2013 through January 21, 2014
Rio (UB)	October 07, 2013 through January 22, 2014

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 223) Base Audio Upgrade Soul (PS)	160009R0	0.3 M/H	N/A	0
	96140 1U200CA				(SA 223) Base Audio Upgrade Sorento (XMa)	160A07R2			
	96160 2TAA0				(SA 223) Base Audio Upgrade Optima (QF)	160A08R2			
	96160 2TAA0				(SA 223) Base Audio Upgrade Optima (TF)	160009R2			
	96160 A7100WK				(SA 223) Base Audio Upgrade Forte (YD)	160009R4			
	96160 3W160WK				(SA 223) Base Audio Upgrade Sportage (SL)	160009R1			
	96160 1W005				(SA 223) Base Audio Upgrade Rio (UB)	160009R3			

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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 223.
3. The vehicle model year and production date range are as identified in this bulletin.

N CODE: N50 C CODE: C98

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	96150 2K200	0	(ELE 101) Base Audio Software Upgrade Soul (PS)	28325F22	0.3 M/H	N/A	0
	96140 1U200CA		(ELE 101) Base Audio Software Upgrade Sorento (XMa)				
	96160 2TAA0		(ELE 101) Base Audio Software Upgrade Optima (QF/TF)				
	96160 A7100WK		(ELE 101) Base Audio Software Upgrade Forte (YD)				
	96160 1W005		(ELE 101) Base Audio Software Upgrade Rio (UB)				
	96160 3W160WK		(ELE 101) Base Audio Software Upgrade Sportage (SL)				

★ NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA223 when accessing the WebDCS system.