



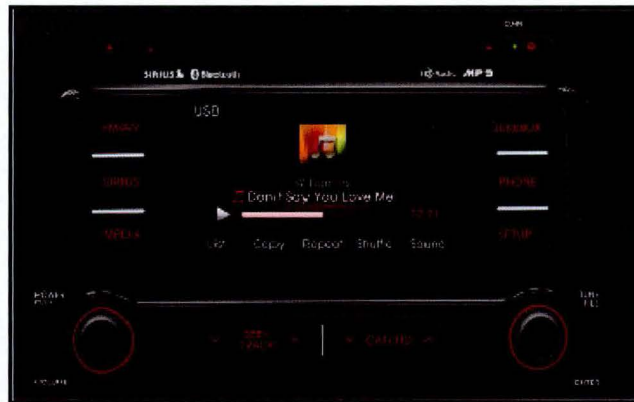
GROUP
Electrical
NUMBER
049

MODEL
Soul (AM) 2013MY
DATE
November 2012

TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: SOUL (AM) UVO SOFTWARE UPGRADE (SA140)

This bulletin provides the procedure for upgrading the 2013MY Soul UVO system. Kia is requesting the completion of this Service Action on all affected 2013MY Soul vehicles prior to delivery. Before conducting the procedure, verify that the vehicle is included in the list of the affected VINs.



* 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 SA140.

File Under: <Electrical>

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

UVO Upgrade Procedure:



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 functionality 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.

For UVO software update use only USB flash drives that do not contain any files or folders.

USB flash drive specs: FAT32, USB 2.0 and at least 1GB memory.

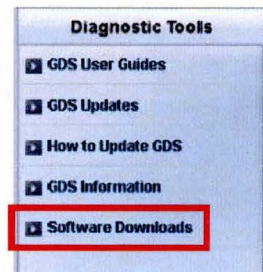
Battery should be fully charged during update, otherwise there could be data loss or damage to UVO system.

**Updating UVO system may take 2 to 10 minutes.
(Time may vary depending on previous UVO software version.)**

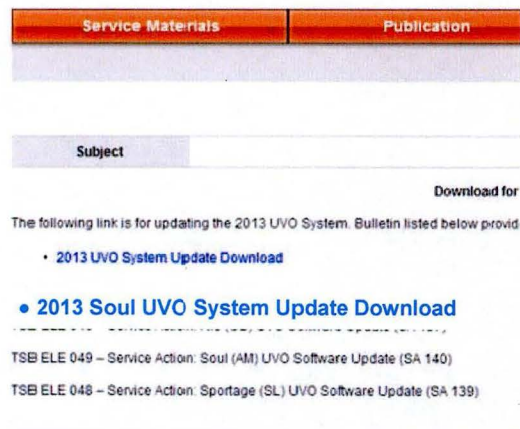
- 1. If viewing this TSB electronically, click the link below.

https://www.kiatechinfo.com/pds/Downloads/UVO_9013.exe

Otherwise, log on to KGIS/KiaTechInfo.com and click on "Diagnostic Tools," then click "Software Downloads" from the navigation menu.



- 2. Click on "2013 UVO System Update Download" link.

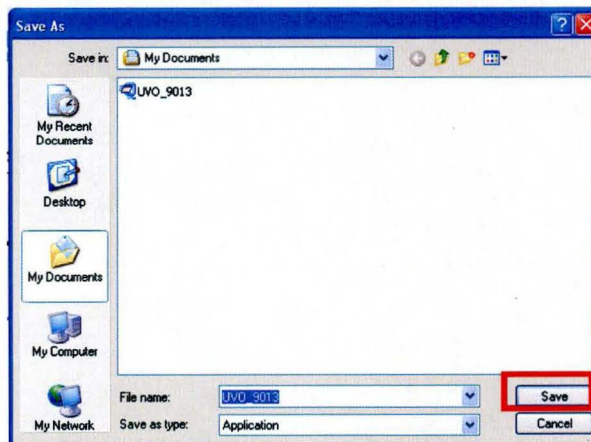


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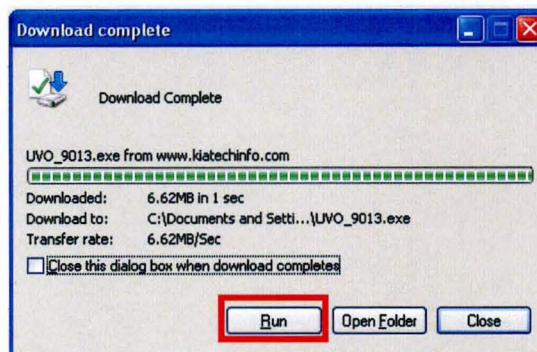
3. Click "Save File."



4. Save file onto computer by clicking "Save".



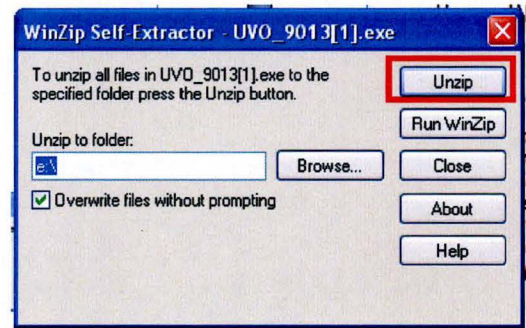
5. Click "Run."



6. Click "Run."



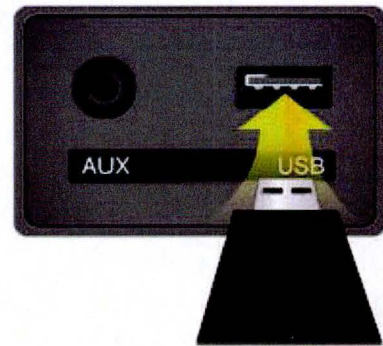
- 7. Insert a flash drive into USB port on your computer; click Unzip and the files will be downloaded to the flash drive.



- 8. Unzip the downloaded file directly to the root directory of the USB being used for the update.

*** NOTICE**

Unzipping the attached or downloaded file and copying the folder to the USB or unzipping to any folder other than the root folder will result in the upload not executing.



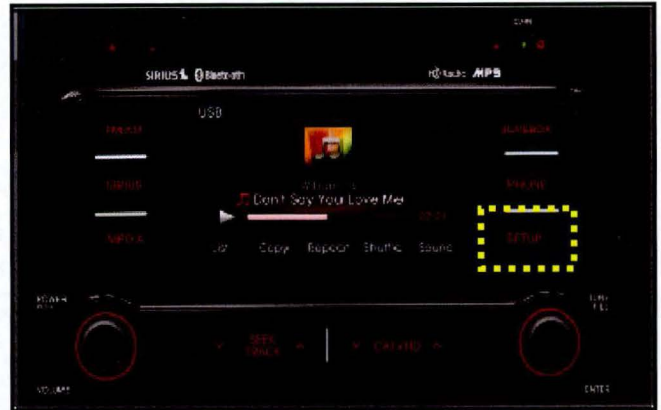
Power ON UVO system.

Connect USB flash drive to UVO system's USB socket.

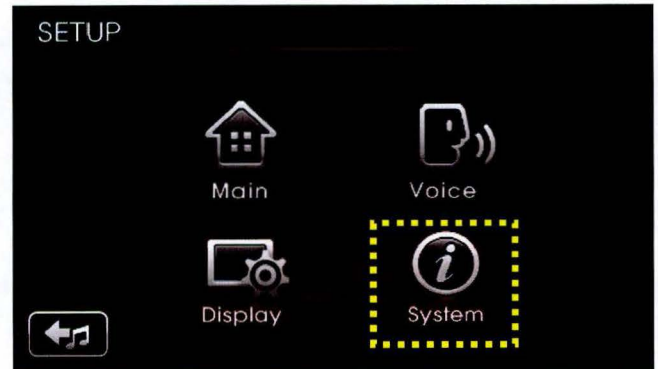
The system will display "Reading Media" on the screen after USB is inserted. This is normal, since the unit is searching for music files. Then the system will display a "No File Available" pop-up after system music search is complete, wait until new screen appears and continue with the upgrade.

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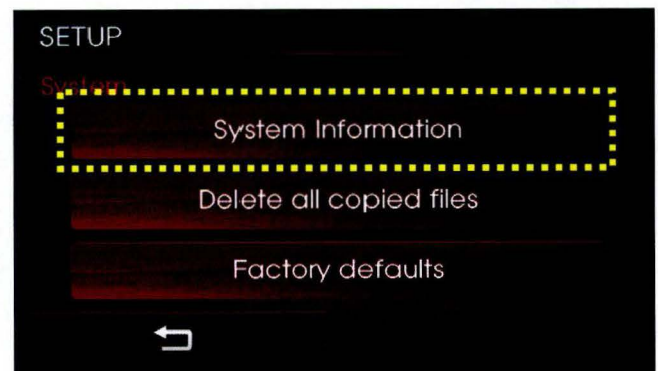
9. Press **"SETUP"** button on the head unit.



10. Touch **"System"** icon on the screen.

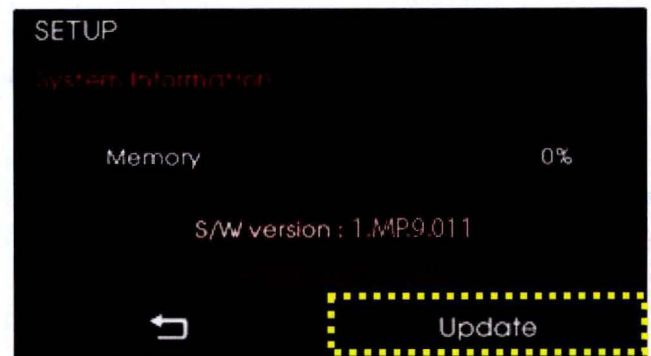


11. Touch **"System Information"** button on the screen.



- 12a. Verify the current S/W version 1.MP.9.011 (as shown in the image) or 1.MP.9.012.

- 12b. Touch **"Update"** button on screen.



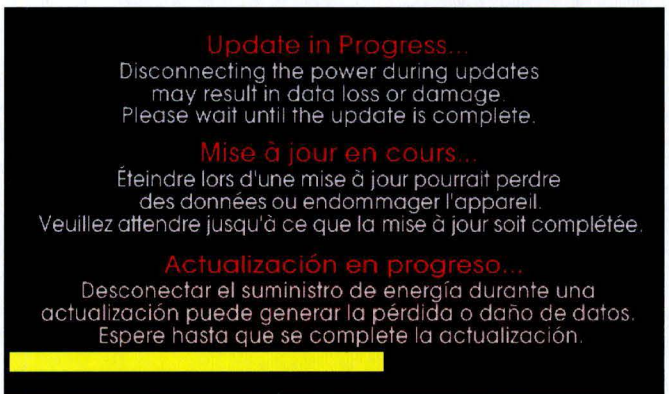
13. Check that “**New Version**” is correct for this Service Action (New version is 1.MP.9.013); if version is correct, then touch “**Yes**” button on screen.



14. The UVO system will automatically reboot and the update will proceed.

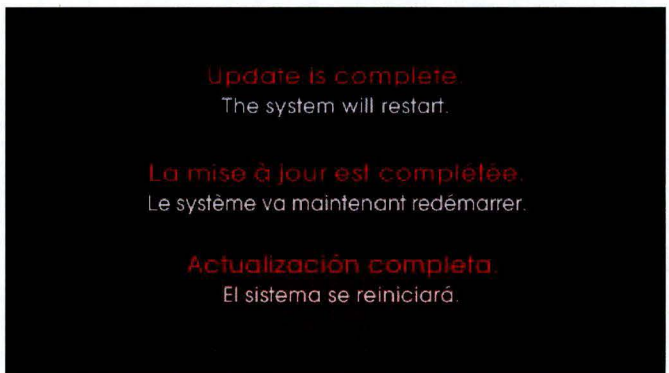
*** NOTICE**

When rebooting, screen will go dark for approximately 20 to 40 seconds, this is normal. System will reboot 2 times to perform the update.



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

Repeat steps 2~4 and verify whether UVO system version has been updated to version 1.MP.9.013.



16. Verify proper system function by obtaining the customer’s phone(s) and pairing it(them) with the system.

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AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Soul (AM)	May 15 th to October 23 rd , 2012

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	96160 2K500WK	0	N50	C98	(SA140) UVO Software Upgrade	120078R0	0.3 M/H	N/A	0

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA140 when accessing the WebDCS system.