

GROUP	MODEL
Electrical	All Models with
	UVO
NUMBER	DATE
038	October 2012

TECHNICAL SERVICE BULLETIN

SUBJECT:

INFORMATION FOR DEALER UVO UPGRADE / RETAIL CUSTOMER

This bulletin provides the retail customer's procedure for upgrading the Kia UVO (Your Voice) system. Kia UVO owners have the option to download available upgrades directly from the Kia.com website and can perform the upgrade themselves or have the dealer perform the upgrade in which case additional labor charges may apply. For customers who perform their own upgrade, Kia provides the customer with software and upgrade instructions. If the customer opts to have the dealer perform the upgrade, the upgrade procedure is outlined in this bulletin.





Dealer should inform the customer of any charges prior to proceeding with the upgrade.

File Under: <Electrical>

Circulate To:

X General Manager

X Service Manager

X Parts Manager

X Service Advisor(s) X Technician(s)

X Body Shop Manager X Fleet Repair

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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 paired again after update. For UVO software update use only USB flash drives that do not contain any other 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 may take 2 to 10 minutes. (Time may vary depending on previous UVO software version)

UVO Upgrade Procedure (Dealer Download):

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

https://www.kiatechinfo.com/pds/downloads/UVO_V139-V149.exe

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

Select and click "Download for UVO Update".



2. Click on **"UVO Audio System Update Download"** link.



Service Materia	als	Public
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3. Click "Save."



4. Click "Save" to start the download process.

Save As					2 🔀
Save in:	Desktop		· 0 1	10	•
My Recent Documents	My Document My Computer My Network	ts r Places bat 9 Pro			
Desktop					
My Documents					
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	File name:	UV0_V139-V149		~	Save
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5. Click on "**UVO_V139-V149**" icon.



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6. Click "Run."



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

WinZip Self-Extractor - UVO_V139-V149	.exe 🛛 🔀
To unzip all files in UVD_V139-V149.exe to the specified folder press the Unzip button.	Unzip
Unzip to folder:	Run WinZip
Browse	Close
✓ Overwrite files without prompting	About
	Help

UVO Upgrade Procedure:

1. Power ON UVO system.

Check version and compare against the version available on KGIS. Download as necessary using instructions on pages 2 & 3.

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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2. Press "SETUP" button on HEAD UNIT to switch to "SETUP" mode.



The display screens will vary depending on vehicle model and are for demonstrative purposes only in this bulletin.

3. Touch "System" icon on the screen.









Touch "Update" button on screen.
 New Version: 1.MP.9.010



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6. Check that "New Version" is correct. If version is correct, then touch "Yes" button on screen.



7. After updating is completed, the display shown on the right will appear for a few moments; then the UVO system will be rebooted again.

*NOTICE

When rebooting, screen will go dark for a period of time, this is normal. System will reboot 2 times to perform the update.

8. After updating is completed, the display shown on the right will appear for a few moments; then the UVO system will be rebooted again.

Repeat steps 2~4 on page 5, and check whether UVO system version has updated correctly.

Disconnecting the power during updates may result in data loss or damage. Please wait until the update is complete.

Éteindre lors d'une mise à jour pourrait perdre des données ou endommager l'appareil. Veuillez attendre jusqu'à ce que la mise à jour soit complétée.

Desconectar el suministro de energía durante una actualización puede generar la pérdida o daño de datos. Espere hasta que se complete la actualización.

The system will restart.

Le système va maintenant redémarrer.

El sistema se reiniciará.

9. Pair phone(s), and then check for proper functionality.

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Sample UVO Upgrade Procedure for Customer Download from Kia.com

(User account etc. as mentioned below not required for dealers; procedure is provided only for informational purposes):

1. Customers can download UVO upgrade software via **www.Kia.com**.

On the Kia Home page, go to the "**OWNERS**" tab and click on "**MYKia Login.**"

Display screens will vary depending on vehicle model and are for demonstrative purposes only.

2. You will be navigated to the "**MYKIA LOGIN**" page. Create a new user account (arrow) by following the prompts.

Then login to the secure website by entering your Email and Password.

 Click on the "Kia UVO Download" banner link or navigate to the UVO Download page by clicking on the "UVO Download" link from the left-hand side navigation panel under MYKia.

4. After clicking the "**Kia UVO Download**" link (arrow), you will be navigated to the UVO Download page.









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5. If prompted with one or both confirmation boxes as indicated on the right, select "**Yes**" for both.





If the user has been logged out due to time-out reasons, the user will have to re-enter Email and Password as performed in step 2 to login to the secure area of the website. Use the same credentials as before to login with.

6. Another browser window will open specifying the UVO software system requirements, select desired system.



 After selecting either "Windows" or "Mac" version download, the user will be presented with the UVO Software License Terms & Conditions Agreement. The user will notice that the "I Agree" button is grayed out.



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8. After scrolling all the way down to the end of the Software License Agreement, the "I Agree" button will be ready to click to proceed to the next step.

9. After clicking the "I Agree" button the following screen will appear as indicated on the right.

10. Right click on yellow security bar (underneath the address bar) and select "Download File."

download is finished.



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UVO Software System Requirem



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5. You agree to	tease and hold harviess IGA, its suppliers and their atfiliated companies, and their employees, contractors, officers, and
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12. Select "Save" and enter desired location where the file will be saved.





To install the downloaded software, customer would then follow UVO upgrade procedure as shown on page 4 of this bulletin.

