



GROUP
Electrical

MODEL
All Models with
UVO

NUMBER
038

DATE
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.



*NOTICE

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

File Under: <Electrical>

Circulate To: General Manager Service Manager Parts Manager
 Service Advisor(s) Technician(s) Body Shop Manager Fleet Repair

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CAUTION

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.

Updating 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.

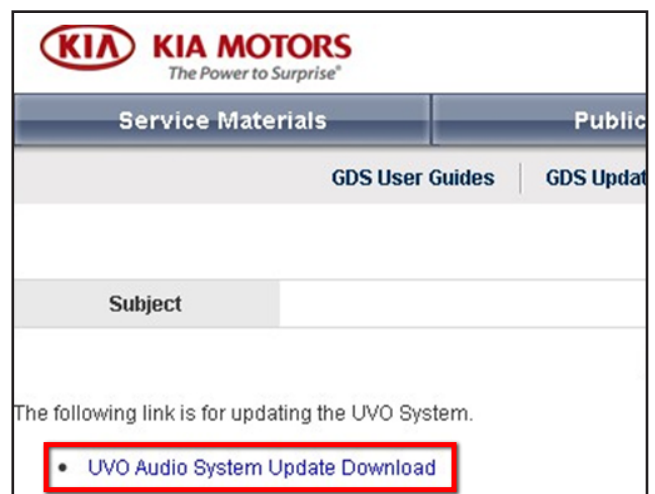
Select and click “**Download for UVO Update**”.



2. Click on “**UVO Audio System Update Download**” link.

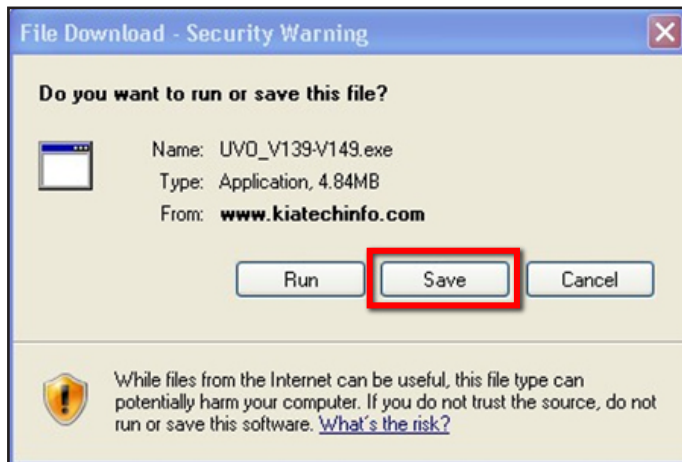
***NOTICE**

Screens shown in this bulletin are for demonstrative purposes only and will vary depending on upgrade release version.

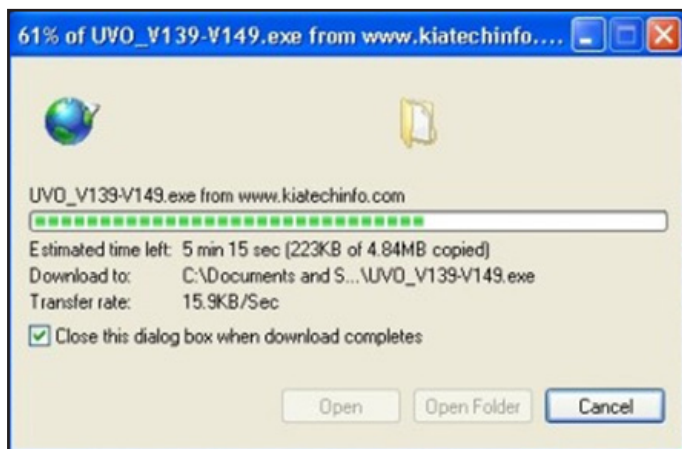
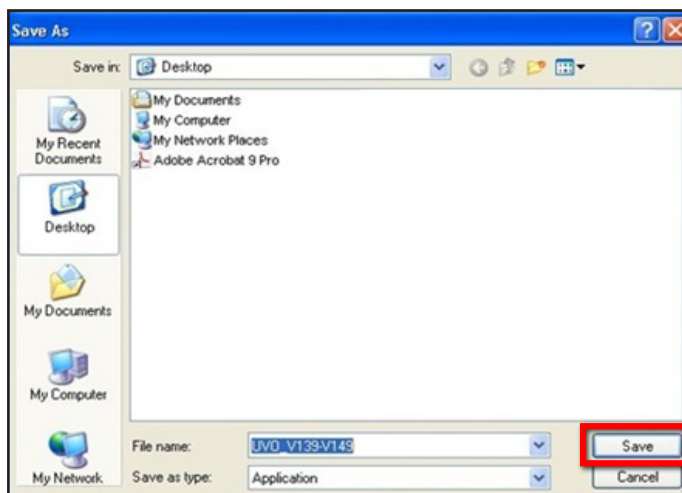


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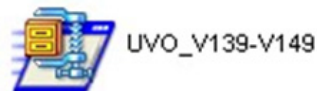
3. Click **“Save.”**



4. Click **“Save”** to start the download process.



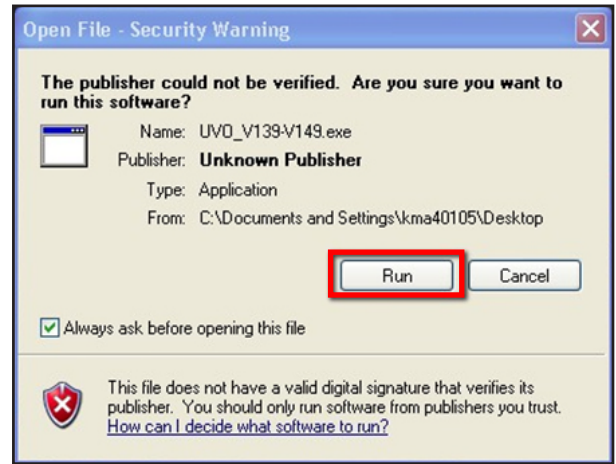
5. Click on **“UVO_V139-V149”** icon.



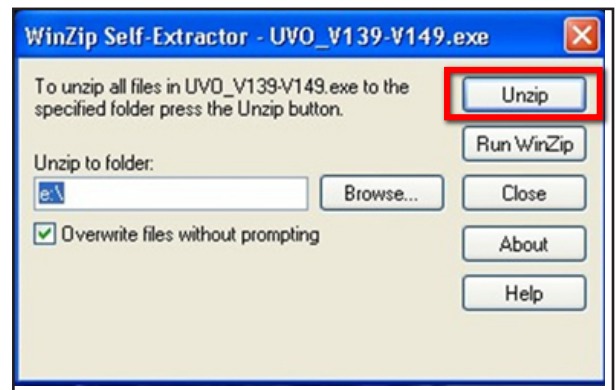
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6. Click “Run.”



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



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.

***NOTICE**

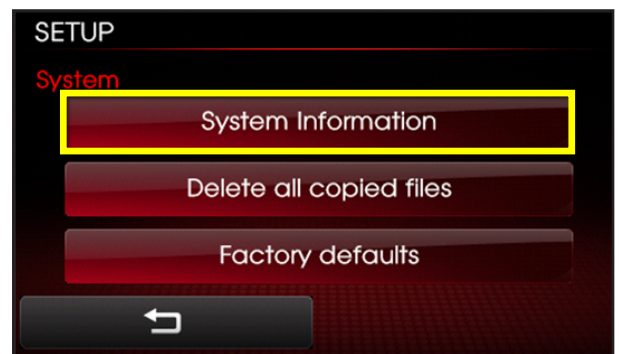
The display screens will vary depending on vehicle model and are for demonstrative purposes only in this bulletin.



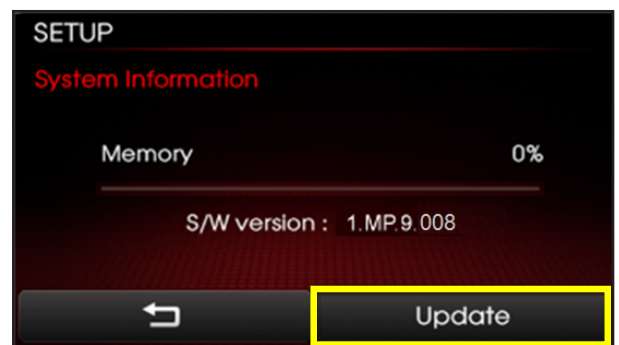
3. Touch “**System**” icon on the screen.



4. Touch “**System Information**” button on the screen.



5. Touch “**Update**” button on screen.
New Version: **1.MP.9.010**



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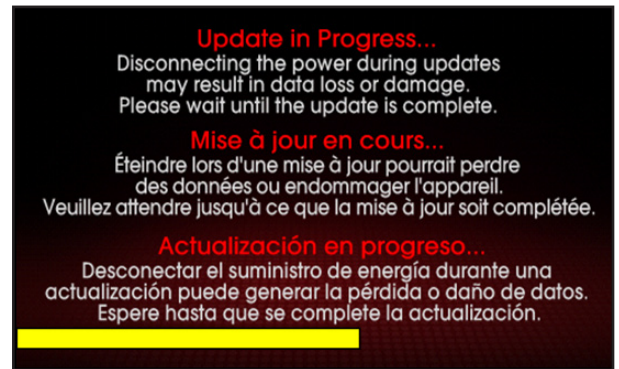
- 6. Check that **“New Version”** is correct. If version is correct, then touch **“Yes”** button on screen.



- 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.

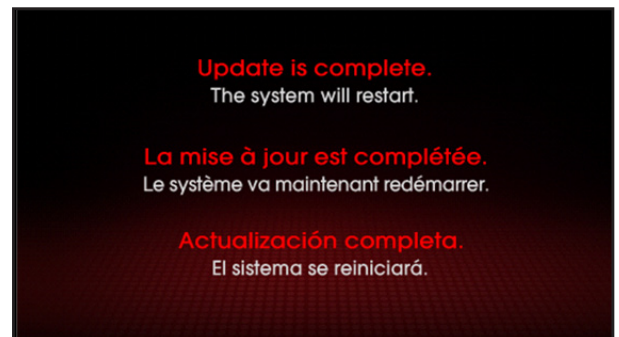
***NOTICE**

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.



- 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.

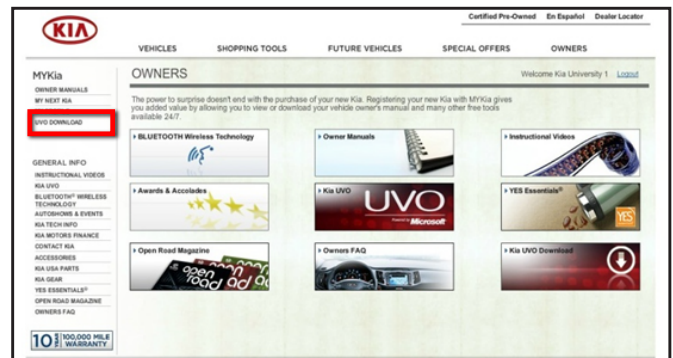


2. You will be navigated to the **“MYKIA LOGIN”** page. Create a new user account (arrow) by following the prompts.

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



3. 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**.



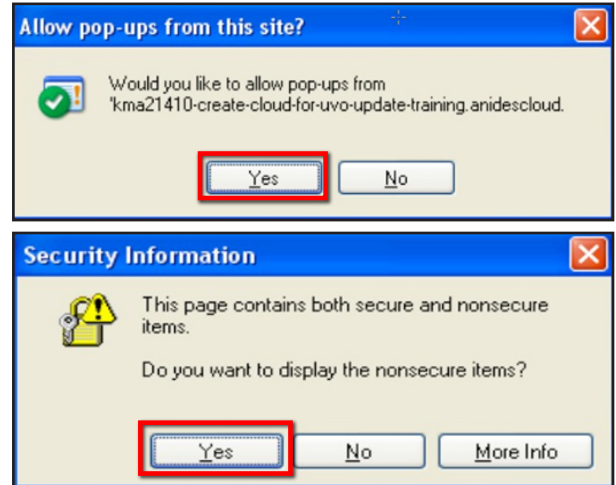
4. After clicking the **“Kia UVO Download”** link (arrow), you will be navigated to the UVO Download page.



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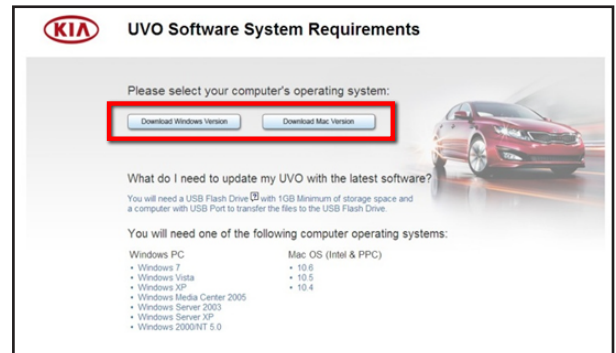
- 5. If prompted with one or both confirmation boxes as indicated on the right, select **“Yes”** for both.



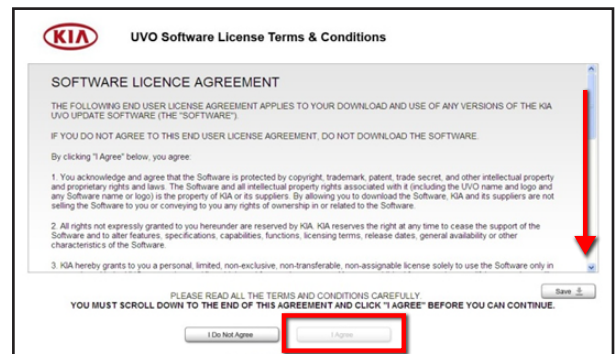
***NOTICE**

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.



- 7. 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.



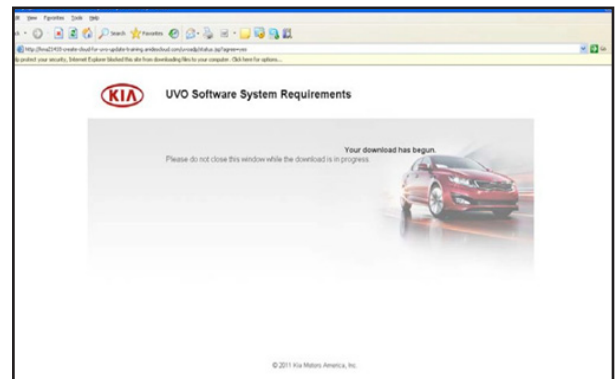
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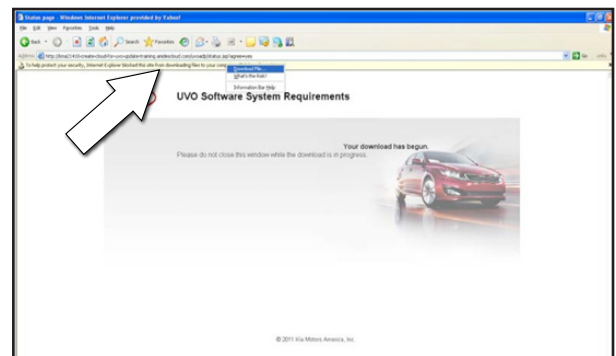
8. After scrolling all the way down to the end of the Software License Agreement, the **“I Agree”** button will be ready to click to proceed to the next step.



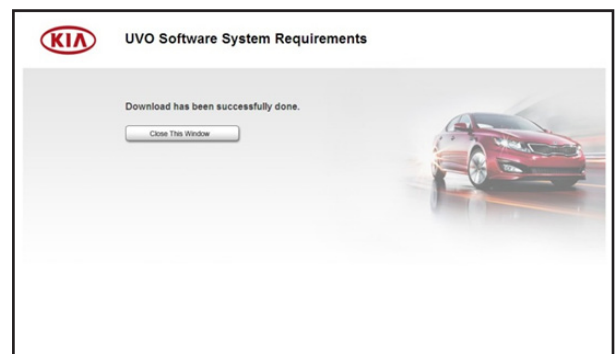
9. After clicking the **“I Agree”** button the following screen will appear as indicated on the right.



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



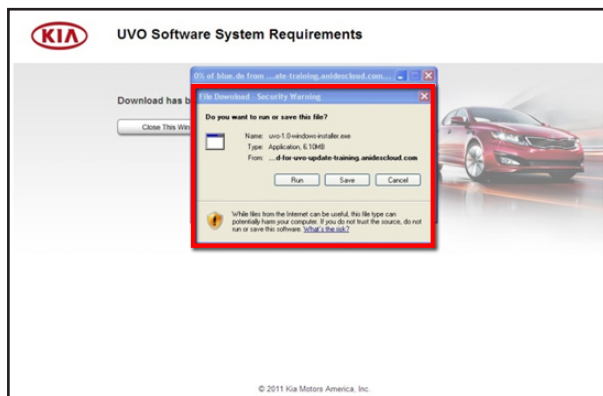
11. Successful download screen will appear when download is finished.



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12. Select “Save” and enter desired location where the file will be saved.



***NOTICE**

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

