	GROUP	MODEL
	Electrical	**2014MY Sorento (XM)** **2014MY Forte (YD)**
	NUMBER	DATE
	053	**November 2013**

TECHNICAL SERVICE BULLETIN

SUBJECT: UVO UPGRADE – SORENTO (XM) AND FORTE (YD)

This bulletin provides the procedure for upgrading the UVO system on some 2014MY Sorento (XM), produced from January 22, 2013 through April 30, 2013, and 2014MY Forte (YD), produced from January 22, 2013 through May 2, 2013, which may exhibit a concern related to slow system start-up (boot-up time longer than 30 seconds). To correct this concern, follow the procedures outlined in this bulletin.

File Under: <Electrical>

Circulate To: ☒ **General Manager** ☒ **Service Manager** ☒ **Parts Manager**

☒ **Service Advisors** ☒ **Technicians** ☒ **Body Shop Manager** ☐ **Fleet Repair**

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UVO Upgrade Procedure:

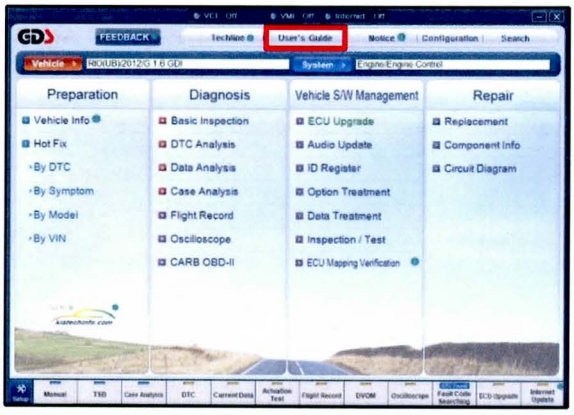
★ NOTICE

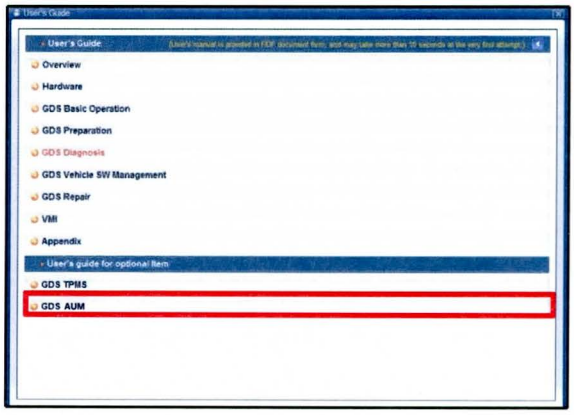
- **Delete all paired phones from the UVO system; delete UVO from all phones.**
- **If you do not delete phones, the phone(s) will still show and act as paired, but performance or functional issues may occur. Anytime a software update is performed to either a paired phone or the UVO system, the pairing should be deleted from both phone and UVO system and then pair 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.**
- **Updating UVO system may require 10-15 minutes.**

1. Start the vehicle or connect the Midtronics GR8-1299 charger.

2. Record the customer's radio presets before performing the upgrade.

3. 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.





NOTE: An AUM update for this TSB may not be available at the time of launch.

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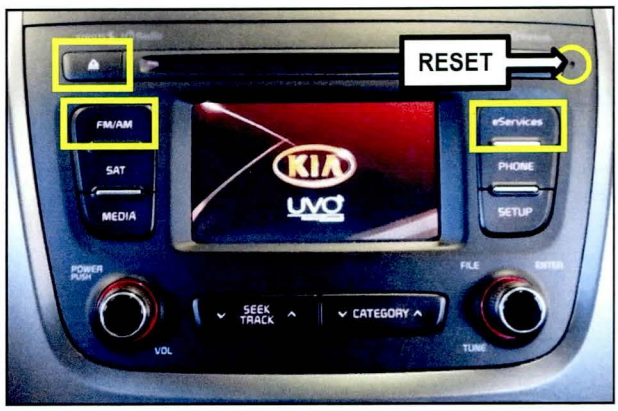
4. If performing the update using a USB stick, obtain the **14MY Audio/UVO** update USB stick (shown to the right) from your Service Manager and insert it in the vehicle's USB port.

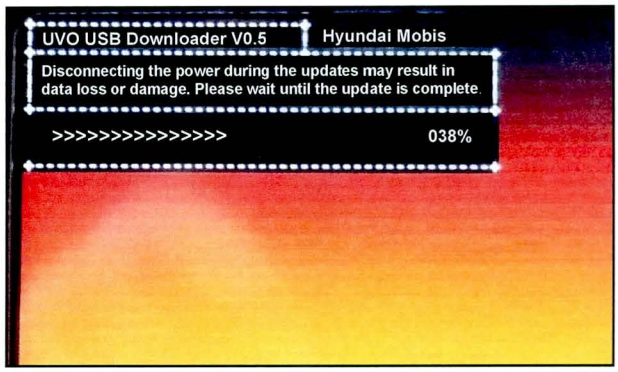
5. Once the AUM initialization process is complete, or after having inserted the USB stick, PRESS and HOLD the **CD EJECT**, **FM/AM** and the **eServices** buttons, then, insert a ball point pen in the **RESET** button.



★ NOTICE

Images shown are reference purposes ONLY and may vary by model.

6. The head unit will enter the UVO USB Downloader mode and begin downloading the upgrade from the USB stick or AUM.



★ NOTICE

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

6. When the download shows 100% complete, press the **RESET** button, using a ball point pen, to restart the system.

★ NOTICE

If the USB Downloader fails to download the upgrade, press the RESET button and restart the procedure from step 3 or 4.

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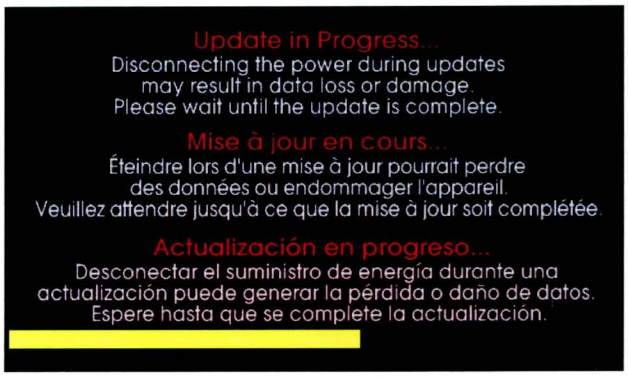
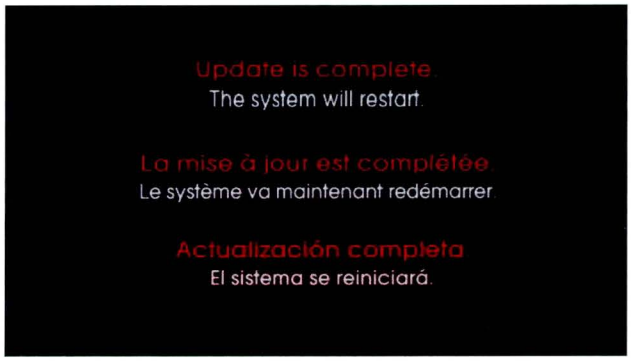
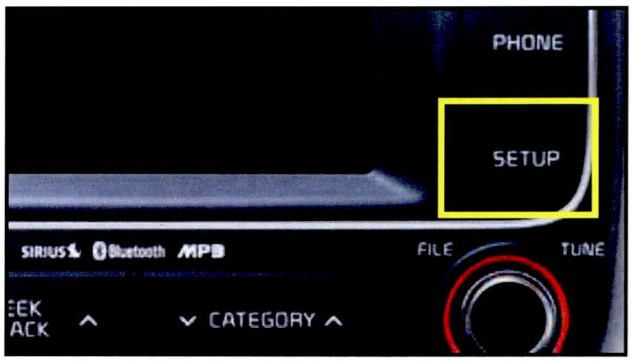
7. The UVO system will automatically restart and the update will proceed.



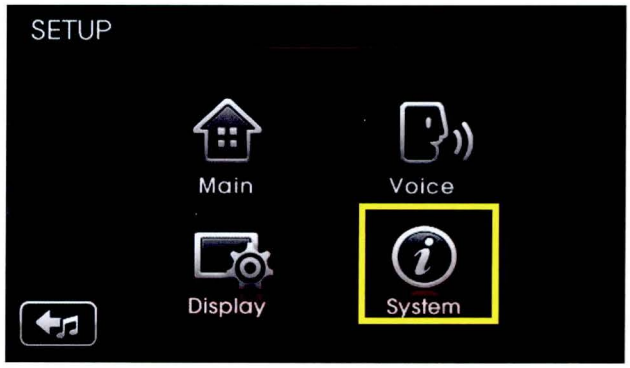
8. After update is complete, the display shown on the right will appear for a few moments; then the UVO system will be restarted again.



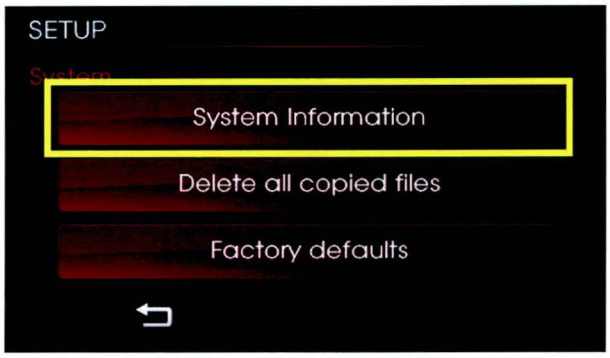
9. After the system has restarted, press the **SETUP** button on the head unit.



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

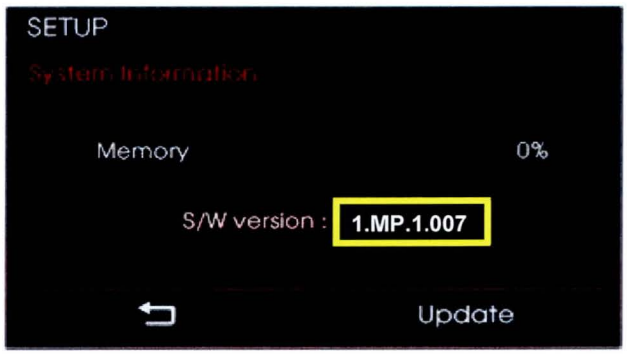


11. Touch **System Information** button on the screen.



12. Confirm the upgrade software version matches the information shown in the table below:

Upgrade Software Version
1.MP.1.007



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

13. Verify proper system operation by obtaining the customer's phone(s) and pairing it(them) with the system.

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REQUIRED PARTS:

Part Name	Desc.	Figure
USB Update Stick	14MY AUDIO/UVO	

AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Sorento (XM)	From January 22, 2013 through April 30, 2013
Forte (YD)	From January 22, 2013 through May 2, 2013

WARRANTY CLAIM INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	96510 1U650	0	N50	C98	(ELE 053) UVO Upgrade (XM)	28325F02	0.3 M/H	N/A	0
W	96510 A7500	0	N50	C98	(ELE 053) UVO Upgrade (YD)	28325F03	0.3 M/H	N/A	0