



GROUP
Electrical

MODEL
2012MY Rio (UB)
2012MY Sportage (SL)
2012MY Soul (AM)
2012MY Optima (QF)
2012MY Sorento (XM)

NUMBER
056

DATE
December 2013

TECHNICAL SERVICE BULLETIN

SUBJECT: COMBINED TSB / SERVICE ACTION: UVO UPGRADE (SA157)

This bulletin provides the procedure for upgrading the UVO system on all 2012MY Rio (UB), Sportage (SL), Soul (AM), Optima (QF) and Sorento (XM) vehicles. Before conducting the procedure, verify that the vehicle is included in the list of the affected VINs.

For vehicles not on the Affected Vehicles List, but with a customer concern related to voice command, response timing, popping noises when playing iPod® through USB port (w/Apple cable), rear backup camera staying on while driving, power or lock up issues; perform the procedure outlined in this bulletin and submit a warranty claim per "customer concern" (Standard TSB) claim information on page 6.



★ 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 SA157.

File Under: <Electrical>

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

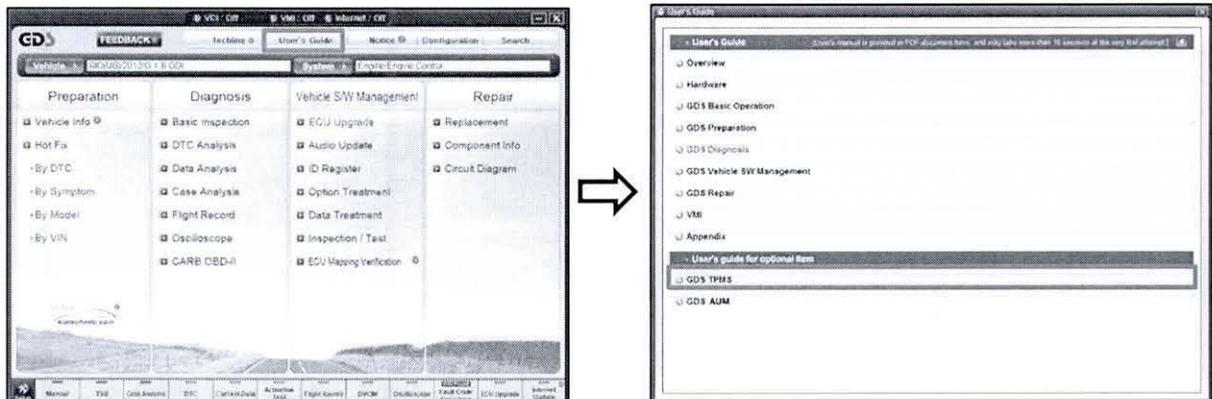
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UVO Upgrade Procedure:

* 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 take 10-15 minutes. (Time may vary depending on previous UVO software version.)
- USB sticks containing the 12MY VDS UVO update were shipped directly to all Kia dealers, and addressed to the Service Manager.
- In order to perform this UVO software upgrade, the current UVO software version must be 1.MP.9.008 or higher.

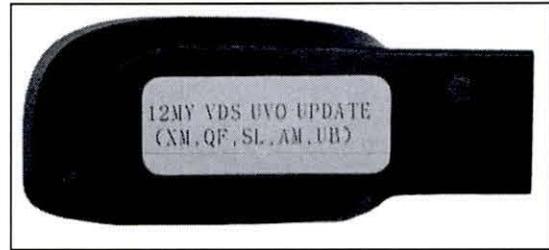
1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. Record the customer's radio presets before performing the upgrade.
3. If performing the update using the GDS AUM, refer to TSB SST 032 or click on **User's Guide > GDS AUM** on the GDS main screen, as shown below, and follow the on-screen instructions.



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

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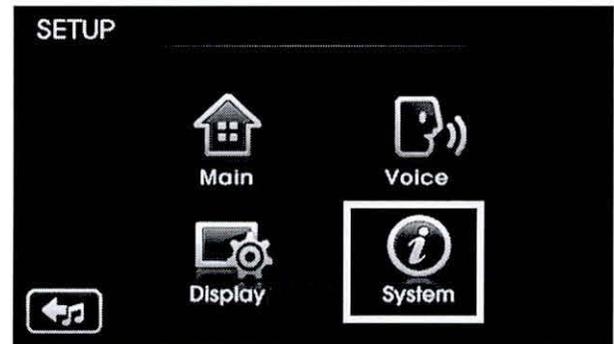
4. If performing the update using a USB stick, obtain the **12MY VDS UVO UPDATE** USB stick (shown to the right) from your Service Manager and insert it in the vehicle's USB port.



5. Once the AUM initialization process is complete, or after having inserted the USB stick, press the **"SETUP"** button on the head unit.



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



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



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- Check to make sure the original S/W version is 1.MP.9.008 or higher. Then, Touch **“Update”** button on screen.

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



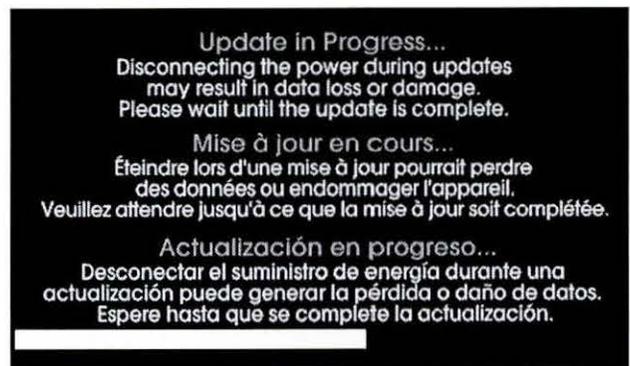
- After the update is installed, confirm the upgrade software version matches the information shown in the table below and touch **Yes** button on the screen:

Upgrade Software Version
1.MP.9.018



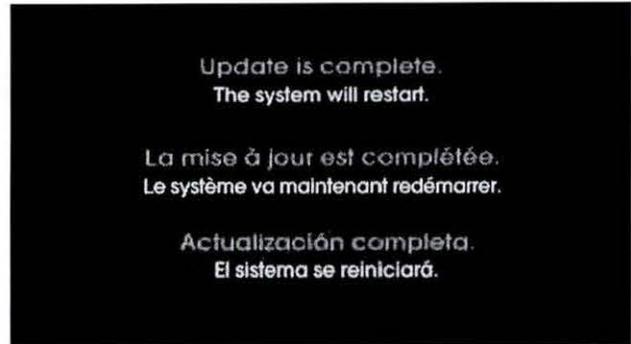
- The UVO system will automatically restart and the update will proceed.

*** NOTICE**
 When restarting, screen will go dark for approximately 20 to 40 seconds, this is normal. System will restart 2 times to perform the update.



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



12. Repeat steps 5~7 and make sure the system is updated to the software version shown below:

Upgrade Software Version
1.MP.9.018

13. Restore the customer's radio presets as recorded in step 2.
14. Verify proper system function by obtaining the customer's phone(s) and pairing it(them) with the system.

REQUIRED PARTS:

Part Name	Desc.	Figure
USB Update Stick	12MY VDS UVO UPDATE	

AFFECTED VEHICLE PRODUCTION RANGE:

Procedure Type	Model	Production Date Range
Service Action	Rio (UB), Sportage (SL), Soul (AM), Optima (QF) and Sorento (XM)	2012MY
TSB		

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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 3W160WK	0	N50	C98	(SA157SL) UVO Upgrade	130043R1	0.3 M/H	N/A	0
	96160 1W000CA				(SA157UB) UVO Upgrade	130043R2			
	96160 2K500WK				(SA157AM) UVO Upgrade	130043R0			
	96160 2T000CA				(SA157QF) UVO Upgrade	130A08R0			
	96140 1U200CA				(SA157XM) UVO Upgrade	130A09R0			

Note: Only one labor operation may be claimed.

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.
2. The VIN does not appear on the Affected Vehicles List for Service Action SA157.
3. The vehicle model year and production date range are as identified in this bulletin.

Claim Type	Causal P/N	Qty	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty
W	96160 3W160WK	0	N50	C98	(ELE 056SL) UVO Upgrade	28325F01	0.3 M/H	N/A	0
	96160 1W000CA				(ELE 056UB) UVO Upgrade				
	96160 2K500WK				(ELE 056AM) UVO Upgrade				
	96160 2T000CA				(ELE 056QF) UVO Upgrade				
	96140 1U200CA				(ELE 056XM) UVO Upgrade				

Note: Only one labor operation may be claimed.

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA157 when accessing the WebDCS system.