


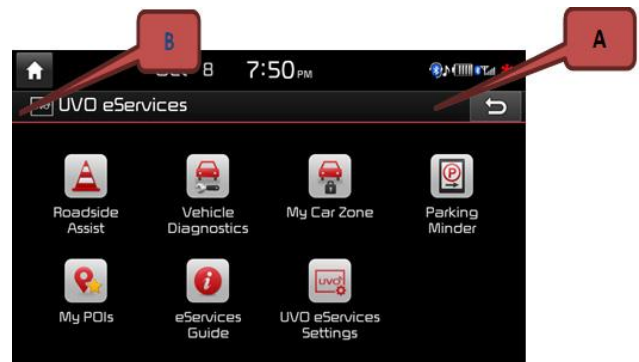
	GROUP <b>GEN</b>	MODEL <b>2015MY Optima (QF)</b>
	NUMBER <b>PS330</b>	DATE <b>August 2014</b>
 		
<b>SUBJECT: AVN 4.0 UVO eServices DEALER ENGINEERING MODE</b>		

When troubleshooting an AVN 4.0 head-unit, follow the procedure outlined below to access the Dealer Engineering mode and perform various eServices related maintenance functions.

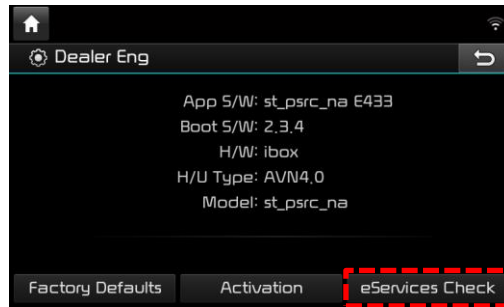
1. Make sure the UVO eServices app is installed on the smartphone to be used.
2. Bluetooth pair and connect the smartphone via USB cable to vehicle.
3. Log in to the UVO eServices app using the following Universal Identification (UID) login credentials:
  - User ID: uid@kiausa.com
  - Password: 1234
4. To access the Dealer Engineering Mode, press the UVO hard key. Then, use a finger to touch a specific area of the head unit screen (A → B), as shown in the image below.



**Note: Perform the combination A → B a total of three (3) times, as shown above. Avoid pressing the  button when touching the screen at location A.**



- After performing the A → B procedure correctly, the Dealer Engineering screen will be displayed on the head unit. Press the **eServices Check** button to test system operation.



- The system will display the status of various subsystems. If all subsystems are working correctly, the following message will be displayed:

“TMU, OK!” - “BT Connection, OK!” - “USB Connection, OK!” - “eServices Check, OK!”

**Note: The message above indicates all subsystems are working correctly. No further action is required.**

- If any of the system checks fail, refer to the Troubleshooting Matrix below or to the applicable workshop manual on KGIS.

### Error Codes Troubleshooting Matrix for AVN 4.0 Head Units

CHECK	CODE	MESSAGE	TROUBLESHOOTING
<b>TMU</b>	T000	Checking TMU	N/A
	T001	TMU submicom is not connected	Reset AVN or update to latest version
	T002	Unknown VIN	IGN on (at least once)
	T999	TMU OK!	N/A
<b>BT</b>	B000	Checking BT Connectivity	N/A
	B001	BT Initializing	Try again in a few minutes
	B002	No BT Phone connected	BT phone connection needed
	B003	Connecting to BT Profiles	N/A
	B999	BT Connection OK!	N/A
<b>USB</b>	U000	Checking USB Connectivity	N/A
	U001	USB is not connected	Connect with smart phone using USB cable
	U002	Not supported device	Smart phone needed(ex. not USB stick)
	U003	No response from Phone	Reconnect USB cable
	U004	Phone is not ready	Install UVO app into the phone
	U999	USB Connection OK!	N/A
<b>TMS</b>	C000	Checking TMS data transfer	N/A
	C001	USB unlink	Check USB connection
	C002	No Response from Phone	Reconnect USB cable
	C003	Response Error	Check phone network status
	C999	eServices Check OK!	N/A