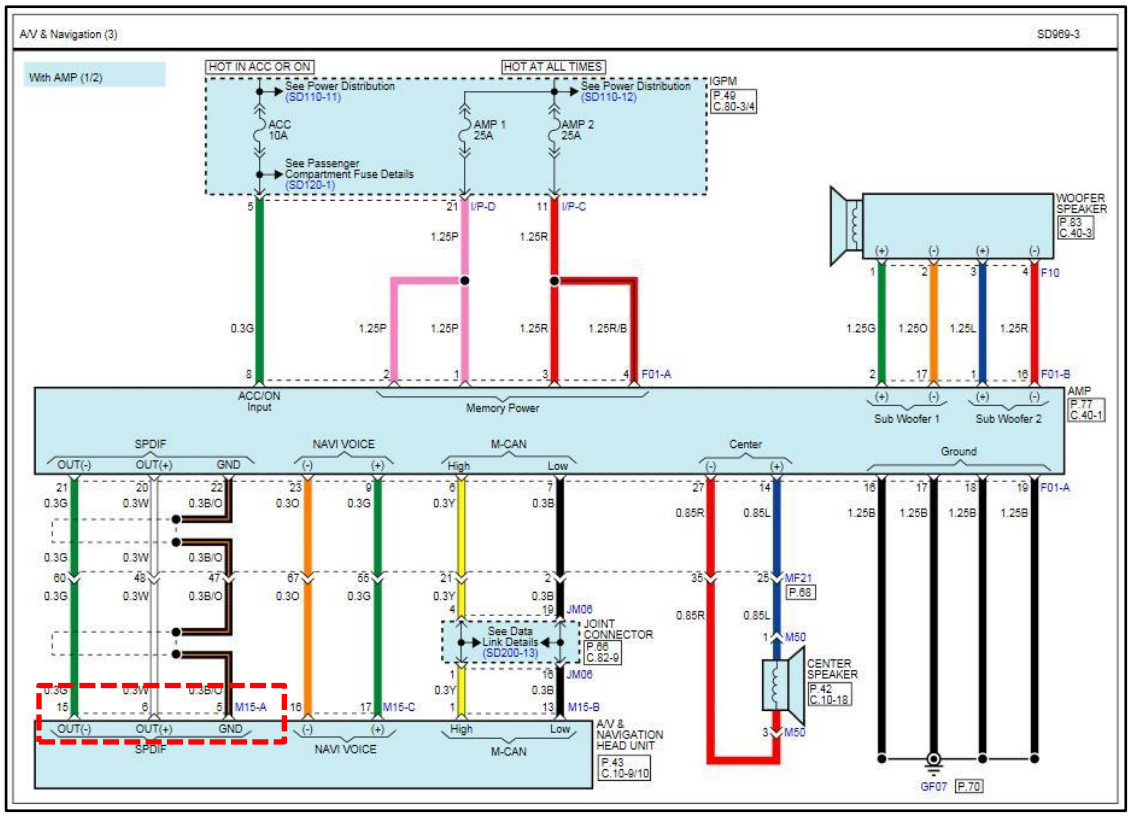
	GROUP **Body Electrical**	MODEL **2016MY Sorento (UMa)**
	NUMBER **PS401**	DATE **April 2015**

PITSTOP

TECHNICAL OPERATIONS

SUBJECT: INTERMITTENT NO SOUND FROM HEAD UNIT

On some 2016MY Sorento (UMa) vehicles equipped with AVN 4.0 navigation head units, customers may complain of the audio system having no sound, intermittently. This condition may be caused by loose pin(s) on connector M15-A (see diagram). Follow the procedure outlined below to resolve the concern.

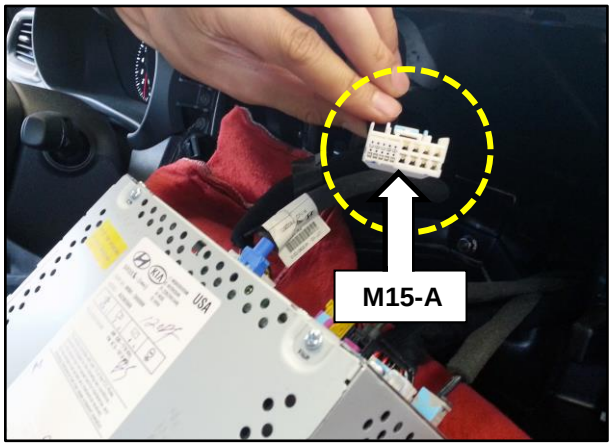


Service Procedure:

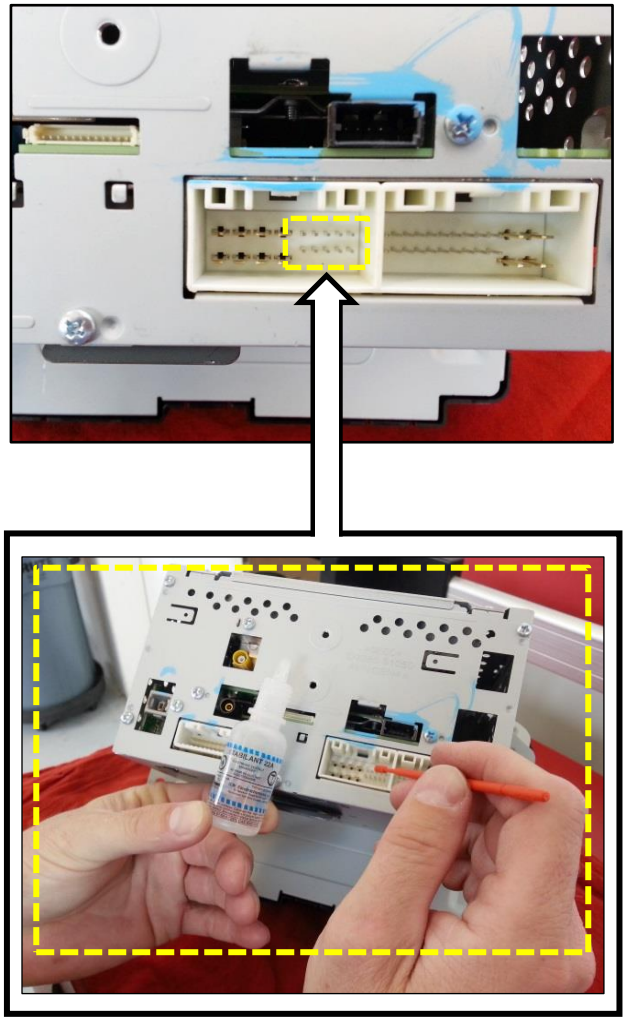
1. Record the customer's radio presets.

2. Remove the head unit from the dash by referring to the applicable service procedure on KGIS.

3. Remove all connectors from the back of the head unit. **NOTE: Connector M15-A is shown for reference.**



4. Carefully place the head unit on the bench and apply Stabilant 22A to the ten (10) small, male pins on the right side of the connector, as shown. **NOTE: Allow five (5) minutes of drying time after applying Stabilant 22A, prior to re-connecting the connector.**



5. Reconnect all removed harness connectors and re-install the head unit into the dash.

6. Re-install all other removed components by reversing the order of removal and restore the customer's radio presets.