

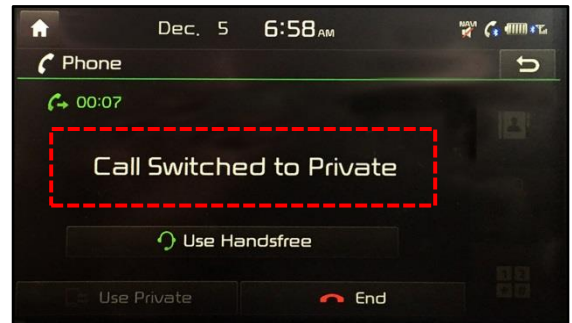
	GROUP General	MODEL All Models w/Bluetooth
	NUMBER PS365 (REV 1, 03/27/2015)	DATE December 2014
 		
SUBJECT: BLUETOOTH® ISSUES AFTER IPHONE® IOS 8 SOFTWARE UPDATE		

This article provides information related to possible Bluetooth concerns when using an iPhone® with iOS 8.X (iOS 8, 8.0.1, 8.0.2, 8.1, 8.1.2, 8.1.3, etc.) while paired to a head unit. The concerns include:

- Phone fails to transfer to hands-free (stays in Private Mode) or sometimes can be transferred to head unit when hands-free button is selected
- Calls cannot be initiated using Bluetooth
- Audio streaming is inoperative
- Unable to use head unit/steering wheel controls when using iPhone in iPod® mode
- Bluetooth streaming volume too low
- Phone call and music streaming at the same time
- Other Bluetooth related concerns (difficulties during initial pairing, etc.)



NOTE: IOS 8.2 was released by Apple on March 9, 2015 and it improves many of the above mentioned concerns.

The following suggestions may improve any Bluetooth related concerns:

- Customers should continue to update to the latest version of the iOS 8 operating system for possible Bluetooth improvements rolled out by Apple®
- Reboot the customer’s phone (turn the phone off and back on). This will resolve many of the concerns for a period of time. Although, some concerns may re-occur over time.
- Delete the phone from the head unit and the head unit from the phone. Then, perform a new pairing of the phone and the head unit.

Kia continues to work with Apple, through our technical center, to resolve these iPhone/iOS compatibility issues. More information will be provided as it is available. **Note: Other vehicle manufacturers are experiencing similar issues at this time.**

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