	GROUP <b>Electrical</b>	MODEL <b>2015MY Sorento (XMa)</b>
	NUMBER <b>087</b>	DATE <b>August 2015</b>
<b>TECHNICAL SERVICE BULLETIN</b>		
<b>SUBJECT: eServices DATA CANNOT BE TRANSMITTED</b>		

This bulletin provides the procedure for upgrading the navigation system of some 2015MY Sorento (XMa) vehicles, produced from April 2, 2014 to July 31, 2014, which may experience the following concerns :

- eServices data cannot be transmitted
- “Cannot update radio with POIs set on the phone”
- “I have set up the UVO eServices App, but I can’t get my car zone to work”

Follow the procedure outlined in this TSB to update the operating system for the navigation head unit and correct the concern.



**\* NOTICE**

- This is a software upgrade for the navigation operating system and NOT a map upgrade.
- Navigation head units with S/W version XM\_MTS.USA.SOP.14.046/ XM\_MTS.USA.SOP.14.048 / XM\_MTS.USA.SOP.14.039T, or higher, are up to date and will NOT need to be updated.

File Under: <Electrical>

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Circulate To:     General Manager     Service Manager     Parts Manager

Service Advisors     Technicians     Body Shop Manager     Fleet Repair

Service Procedure:

**\* NOTICE**

- A fully charged battery is necessary before Navigation System 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.
- This update is not compatible with the GDS Audio Update Module (AUM) and will require the use of an SD Card.
- Two SD Cards (one for TSB ELE 087 and one for TSB ELE 088) containing the AVN Operating System upgrade were bundled and shipped directly to all Kia dealers and are addressed to the Service Manager.



1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. Touch the **Agree** icon on the screen.



3. Press the **i** button and then touch the **Setup** button on the screen



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4. Touch the **System Update** icon.



5. Compare the original Software Version (S/W) to the versions shown in the table shown below.

ORIGINAL S/W VERSION
XM_MTS.USA.SOP.14.039

**CAUTION**

Do **NOT** update navigation head units with the following S/W versions (or higher):

- XM\_MTS.USA.SOP.14.039T
- XM\_MTS.USA.SOP.14.046
- XM\_MTS.USA.SOP.14.048

Updating any S/W versions other than XM MTS.USA.SOP.14.039 may result in a software mismatch between the head unit and the map SD Card or a “bricked” head unit.



6. Remove the map SD card from the slot and insert the upgrade SD Card. **NOTE:** retain the original SD Card for reinstallation.



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- 7. The AVN system will be restarted automatically after five (5) seconds.



- 8. Once the “Agree” screen is displayed, press and hold the CD EJECT + FM/AM + MAP VOICE buttons, at the same time, for fifteen (15) seconds. **NOTE: the three (3) buttons must be held for the entire fifteen (15) seconds or the head unit screen will remain dark.**

**\* NOTICE**  
 This AVN update will take approximately 2~5 minutes to complete.



- 9. Once the fifteen (15) seconds have passed, release the buttons and the “System Upgrade” screen will be displayed. The system will install one (1) update.

**\* NOTICE**  
 If the “System Upgrade” screen is not displayed, press the power button once and the “System Upgrade” screen should appear on the display.




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10. After the update is complete, the system will restart. Once the “Agree” screen is displayed, remove the upgrade SD card from the slot and re-insert the map SD card. Allow the system to restart and touch **Agree** on the screen.



11. Press the  button and then touch the **Setup** button on the screen.



12. Touch the **System Update** button on the screen.



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

<b>Upgrade Software Version</b>
<b>XM_MTS.USA.SOP.14.039T</b>



**REQUIRED PARTS:**

Part Name	Description	Figure
Upgrade SD Card	SOP.14.039T	

**AFFECTED VEHICLE PRODUCTION RANGE:**

Model	Production Date Range
Sorento (XMa)	From April 2, 2014 through July 31, 2014

**SERVICE ACTION 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 087) AVN Software Upgrade	28325F18	0.3 M/H	N/A	0