	GROUP	MODEL
KIA	**ELE**	**2017MY Sorento (UMa), 2016MY Optima (JFa) , 2017MY Sportage (QL) with Premium Navigation or UVO eServices**
	NUMBER	DATE
	104	**April 2016**

TECHNICAL SERVICE BULLETIN

SUBJECT: Apple CarPlay™ ROLLOUT AND TROUBLESHOOTING GUIDE

This bulletin provides information related to the rollout of Apple CarPlay and Android Auto on 2017MY Sorento (UMa) and the launch of Apple CarPlay on 2016MY Optima (JFa) and 2017MY Sportage (QL) vehicles, equipped with Premium Navigation (AVN 4.0) or UVO eServices (UVO 3.0) systems. The latest details on the rollout for Apple CarPlay and Android Auto can be found below:

- Apple CarPlay and Android Auto™ features have been included on all 2017MY Sorento (UMa) (if equipped).
- Certain production dates of the 2016MY Optima (JFa) and 2017MY Sportage (QL) vehicles may only include the Android Auto feature.
- This summer, customers of 2017MY Sportage (QL) and 2016MY Optima (JFa) vehicles, without the CarPlay feature in their vehicles, will have the option to download the required software to update their vehicles to add this additional feature.

Apple CarPlay Overview
Apple CarPlay is a part of the Apple iOS™ for iPhone® 5 and later and recommendation is to use with the latest available version of iOS as Apple continually rolls out improvements to CarPlay.

CarPlay allows the customer to access iPhone Apps on the head unit to control the following features:
- Home Screen to maneuver between CarPlay Apps and features
- Set routes and find points of interest using Apple Maps
- Make phone calls and send/receive text messages using steering wheel controls and Siri
- Access and play music, audiobooks, podcasts
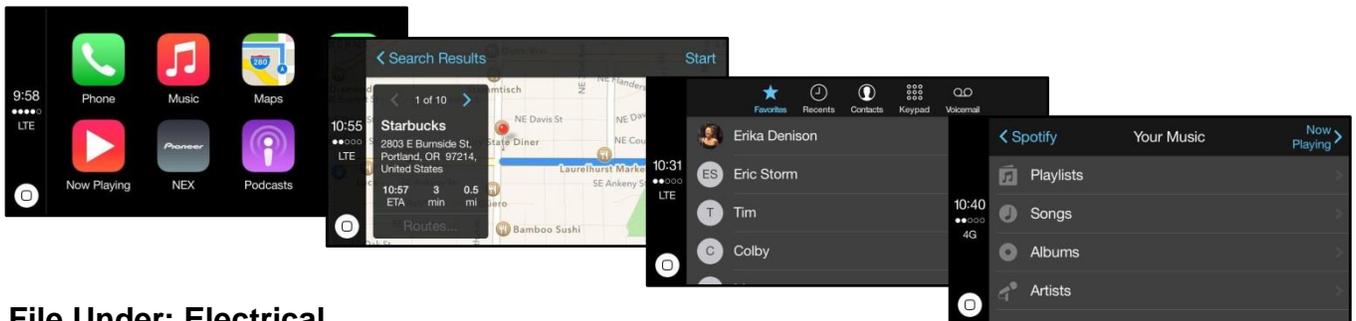
File Under: Electrical

Circulate To: ☒ **General Manager**   ☒ **Service Manager**   ☒ **Parts Manager**

☒ **Service Advisors**   ☒ **Technicians**   ☒ **Body Shop Manager**   ☐ **Fleet Repair**

SUBJECT: Apple CarPlay™ ROLLOUT AND TROUBLESHOOTING GUIDE

Apple CarPlay Set-Up and Connection

1. From head unit home screen, select the **Setup** soft button or press the **Setup** hard key on the center stack.

> ★ **NOTICE**
>
> **Confirm the iPhone is updated to latest iOS software.**

2. Select **Connectivity** on the screen.

3. Select **Enable Apple CarPlay** on the screen.

4. Select **Yes** to enable Apple CarPlay.

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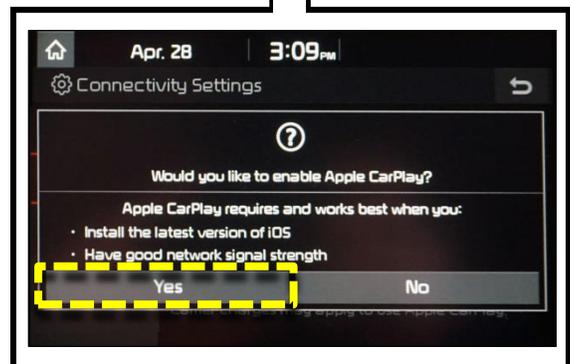
5. The **Enable Apple CarPlay** box will appear 'checked off' on the screen. Select the **Home** on the screen.
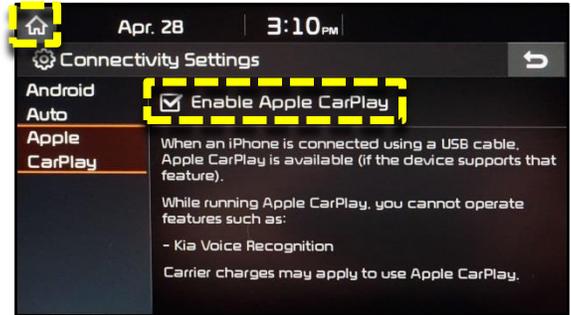
6. Connect the iPhone into the USB port using the Apple cable provided with the phone **NOTE: Avoid using aftermarket cables.**

> ★ **NOTICE**
>
> - **The CarPlay lock screen should be displayed on the iPhone.**
>
> - **Make sure to accept any requests/agreements displayed on the phone to allow Apple CarPlay functionality.**

7. On the head unit home screen, select the **Apple CarPlay** soft button.
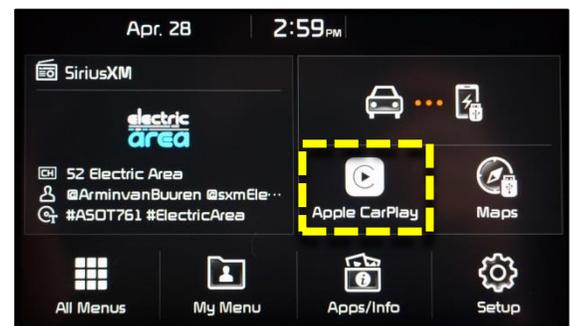
8. The Apple CarPlay home screen will be displayed on the head unit.

SUBJECT: Apple CarPlay™ ROLLOUT AND TROUBLESHOOTING GUIDE
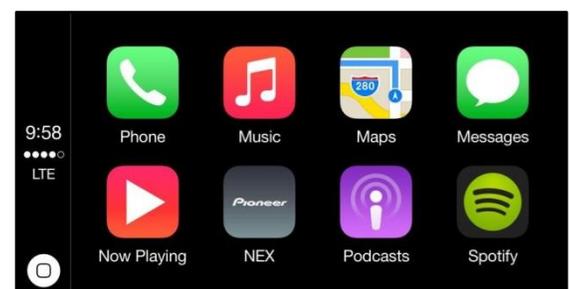
CarPlay Troubleshooting Guide

Use of CarPlay is dependent on the iPhone and CarPlay. Issues can occur when using CarPlay that are caused by the iPhone or the Apple CarPlay feature. <u>The head unit should **NEVER** be replaced for any of these concerns as the head unit is simply displaying what the iPhone sends to the head unit.</u>

The following concerns, and others not listed, may occur when a customer uses CarPlay:

- CarPlay fails to launch or reconnect
- Full black screen, partial black screen or blank screen
- Frozen screen
- Incorrect or incomplete information displayed
- Interruption in using Siri® (no response, no sound, black screen after using Siri)
- Intermittent connection
- Concerns with the accuracy of the 'Apple Maps' App
- Incoming call screen is not shown when the phone is locked
- Call does not switch to Handsfree
- No Apple CarPlay sound or no response from system
- Incorrect information displayed, or other concerns, when using 3rd party Apps
- Steering wheel controls are inoperative. For example (per CarPlay specification) the steering wheel answer button does not operate if there is no active phone call. User should press the PHONE hard key on the center stack to access the phone screen.

Sample basic troubleshooting concerns for CarPlay:

- Always confirm the iPhone is updated to latest iOS software.
- Confirm there is a strong coverage/data signal
- Disconnect cable, reconnect and ensure connection cable is seated properly in the iPhone and in the USB port. All phone/cable concerns should be handled by the customer/phone manufacturer.
- Try another original Apple cable and ensure customer is using an Apple branded cable (Aftermarket cables are <u>NOT</u> recommended as they may cause operation issues).
- Prior to use, ensure all 3rd party Apps are up to date. If any 3rd party apps are causing concerns, close the apps and then restart them.
- Unlock the iPhone
- Restart the iPhone
- Check iPhone's setting is enabled (Settings > General > Restrictions > CarPlay > On)
- In some cases, a hard reset of the phone may be required.

NOTE: KMA cannot guarantee full functionality of CarPlay and compatibility of CarPlay with 3rd party Apps, or that all features are available with all cell phone carriers.