	GROUP **ELE**	MODEL **2017MY Sorento (UM)** **2017MY Sportage (QL)** **2016MY Optima (JF)**
	NUMBER **PS 452**	DATE **May 2016**

PITSTOP — **TECHNICAL OPERATIONS**

SUBJECT: ANDROID AUTO™/UVO eSERVICES CONNECTIVITY ISSUES AFTER ANDROID 6.0 UPDATE

This article provides diagnostic information in regards to:

- Android Auto™ will not launch when a Samsung Android phone is connected to the vehicle.

- UVO eServices setup fails and
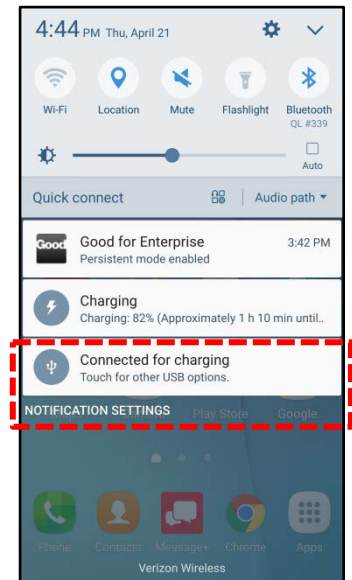- the head unit displays a smartphone connection error, as shown.

Some customers with Android Auto and UVO eServices equipped vehicles are not able to launch either feature when connecting phones to the head unit via the USB port. This issue affects mostly customers with Samsung phones that have updated to Android 6.0 (Marshmallow). Refer to the table below for a list of affected phones:

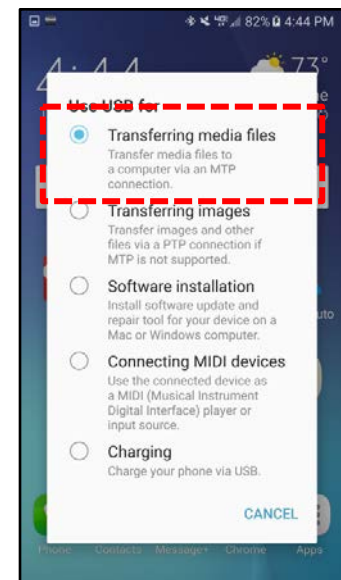| Product	Model #
Samsung Galaxy S7	SM-G930V
Samsung Galaxy S7 Edge	SM-G935V
Samsung Galaxy S6	SM-G920V
Samsung Galaxy S6 Edge	SM-G925V
Samsung Note 5	SM-N920V
Samsung Galaxy S6 Edge +	SM-G928V
Samsung Galaxy S5	SM-G900V
Samsung Note 4	SM-N910V

Due to requirements from certain phone carriers, the Android 6.0 software forces the smartphone to default to a charging mode any time the smartphone is connected to a USB port. Google and Samsung are aware of this issue and are working on an Android software update to fix the issue (Note: Advise customers to always update their phones to the latest available software). Until the fix is available, to address this concern, use the procedures outlined below to enable Media Transfer Protocol (MTP) every time the phone is connected to the vehicle.

Procedure:

1. Connect the phone to the vehicle's USB port.

2. Swipe down from the top of the screen to view the notification panel.

3. Select the "Connected for charging" notification, as shown.

4. Select the "Transferring media files" box, as shown.

5. Launch Android Auto or UVO eServices from the vehicle's head unit.

6. Repeat these steps every time the phone is connected to the vehicle via USB.