	GROUP Electrical	MODEL 2014~15MY Sportage (SL) Forte (YD) Optima (QF/TF) Optima Hybrid (TF HEV) Sorento (XMa)
	NUMBER 085 (REV 1, 6/23/2016)	DATE May 2015
TECHNICAL SERVICE BULLETIN		
SUBJECT: UVO SOFTWARE UPGRADE – MEDIA BUTTON INOPERATIVE		

*** NOTICE**

This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

This bulletin provides the procedure for upgrading the UVO system of some 2014~2015MY Sportage (SL), Forte (YD), Optima (TF/QF), Optima Hybrid (TF HEV) and Sorento (XMa) vehicles, which may exhibit an inoperative UVO media button. In addition to correcting the media button concern, this software upgrade also contains the following updates:

- Improvements to the Voice Recognition engine
- Bluetooth Audio streaming is no longer an option to turn on and off. If a device is paired through Bluetooth, it will automatically stream
- Contacts Sync is no longer an option to turn on and off. Contacts will sync automatically
- “Recent Calls” now has the sort category “All”
- Pressing the **Contacts** button on the Phone screen will lead to letter groupings (A) first instead of going straight to the beginning of the contacts list
- Getting to the contacts list screen is the only way to access the **Download** button (B) for manual phonebook download



File Under: <Electrical>

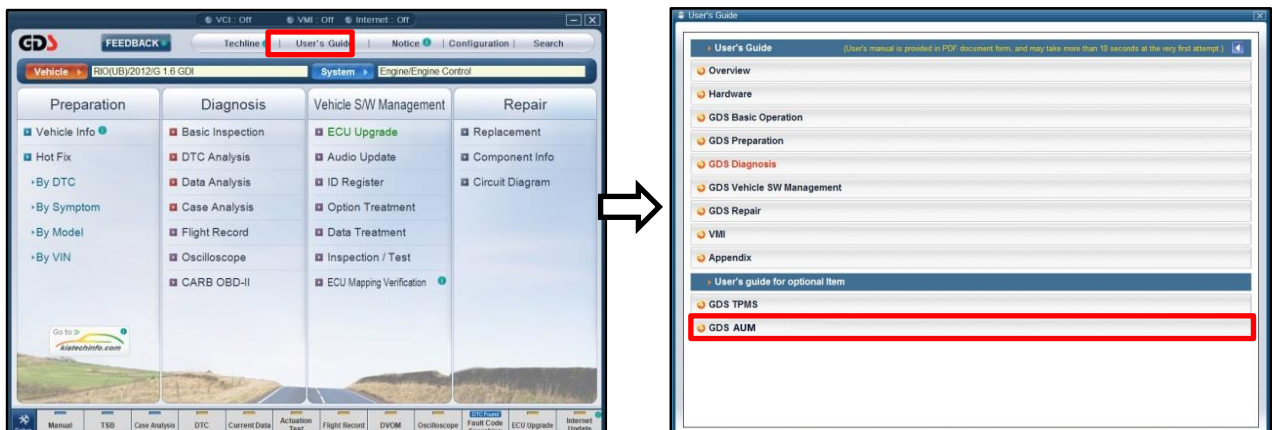
Circulate To: **General Manager** **Service Manager** **Parts Manager**
 Service Advisors **Technicians** **Body Shop Manager** **Fleet Repair**

UVO Upgrade Procedure:

* NOTICE

- Delete all paired phones from the UVO system; delete UVO from all phones.
- If you do not delete phones, the phone(s) will still show and act as paired, but performance or functional issues may occur. Anytime a software update is performed to either a paired phone or the UVO system, the pairing should be deleted from both phone and UVO system and then pair again after update.
- A fully charged battery is necessary before audio head unit 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.
- Updating UVO system may take 10-15 minutes. (Upgrade time may vary depending on original UVO software version.)
- There is no USB Upgrade drive for this TSB. Use the AUM tool to perform the update.
- In order to perform this UVO software upgrade, the current UVO software version must be 1.MP.1.007 or higher.

1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. Record the customer's radio presets before performing the upgrade.
3. Refer to TSB SST 032 for detailed information on AUM operation or click on **User's Guide > GDS AUM** on the GDS main screen, as shown below, and follow the on-screen instructions.



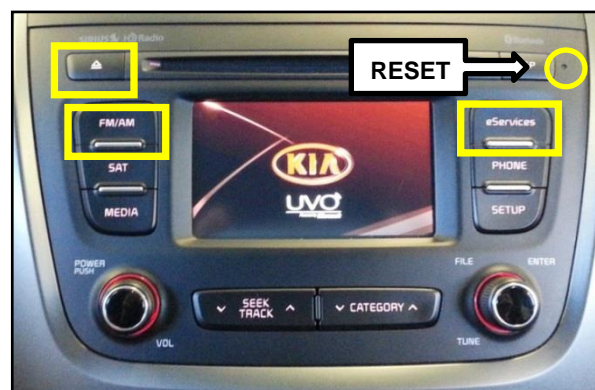
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4. Press **Setup > System > System Information**, and verify the original software version matches the information shown in the table below.

Model	Software Version
Sportage (SL)	1.MP.1.007~008
Forte (YD)	1.MP.1.007~008
Optima (TF/QF)	1.MP.1.007~008
Optima Hybrid (TF HEV)	1.MP.1.007~009
Sorento (XMa)	1.MP.1.008



5. Once the AUM initialization process is complete and after listening to the audio file for five (5) seconds, PRESS and HOLD the **CD EJECT**, **FM/AM** and the **eServices** buttons. While holding all three (3) buttons, insert a ball point pen into the **RESET** button.

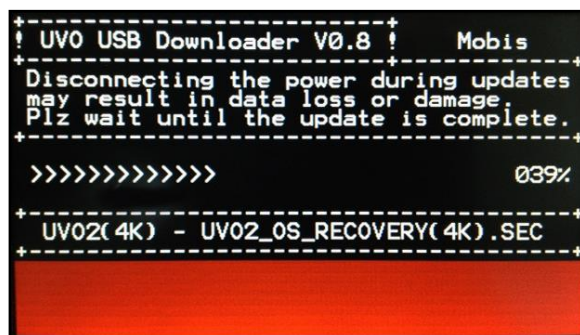

*** NOTICE**

Images shown are for reference purposes ONLY and may vary by model.

6. The head unit will enter the UVO USB Downloader mode and begin downloading the upgrade from the AUM.

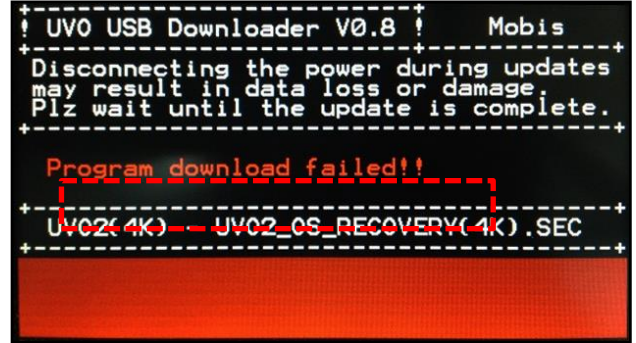
*** NOTICE**

Do NOT turn the vehicle ignition or the head unit **OFF** while the update is in progress.



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- 6a. If the “**Program download failed**” message is displayed on the screen, press **Reset** button and restart the procedure from step 4.

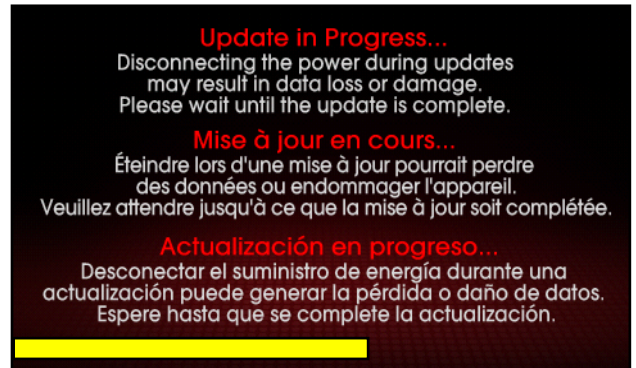


- 7. When the download shows 100% complete, press the **RESET** button, using a ball point pen, to restart the system.



- 8. The UVO system will automatically restart and the update will proceed.

*** NOTICE**
Do NOT turn the vehicle ignition or the head unit OFF while the update is in progress.



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9. After update is complete, the UVO system will be restarted automatically.



10. After the system has restarted, press the **SETUP** button on the head unit.



11. Touch **System** on the screen.



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12. Touch **System Information** on the screen.



13. Check to ensure the new software version matches the information shown in the table below.

New Software Version
1.MP.1.013



14. Restore the customer's presets as recorded in step 2.

15. Verify proper system operation by obtaining the customer's phone(s) and pairing it (them) with the system

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AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Sportage (SL)	From Job #1 through June 4, 2014
Forte (YD)	From Job #1 through August 28, 2014
Optima (TF/QF)	From Job #1 through June 3, 2014
Optima Hybrid (TF HEV)	From Job #1 through June 3, 2014
Sorento (XMa)	From Job #1 through May 24, 2014

WARRANTY CLAIM INFORMATION:

Claim Type	Causal P/N	Qty	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty
W	96110 3W100	0	M35	ZZ5	(ELE 085) UVO System Upgrade (SL)	28325F13	0.3 M/H	N/A	0
	96120 A7500				(ELE 085YD) UVO System Upgrade (YD)				
	96120 2T600				(ELE 085) UVO System Upgrade (TF/QF)				
	96120 2T600				(ELE 085) UVO System Upgrade (TF HEV)				
	96120 2PAA0				(ELE 085) UVO System Upgrade (XMa)				