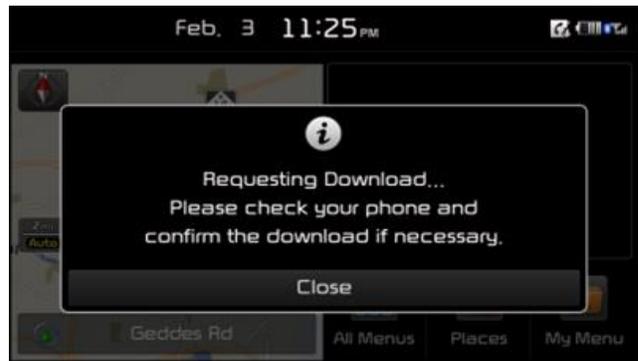


	GROUP ELE	MODEL 2016-2017MY Sorento (UMa)
	NUMBER 115	DATE January 2017
TECHNICAL SERVICE BULLETIN		
SUBJECT: AVN 4.0 SOFTWARE UPDATE FOR "BLUETOOTH PHONEBOOK DOWNLOADS AT EVERY VEHICLE START"		

This bulletin provides the procedure for updating the AVN 4.0 (Audio/Video/Navigation) software on some Sorento (UMa) vehicles that frequently display a 'Priority phone pop-up' or 'Phonebook download pop-up' at vehicle startup. Additionally, voice guidance that the phonebook is downloading is heard and the customer is unable to stop or skip the voice guidance. This concern typically happens when more than one (1) phone has been paired. Follow the procedure outlined in this bulletin to improve the AVN 4.0 logic.



Priority phone pop-up message



Phonebook download pop-up message

The two (2) images above should only appear when pairing a new phone, not each time the ignition is turned on.

*** NOTICE**

This is a software upgrade for the navigation operating system and not a map upgrade.

File Under: Electric

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

SUBJECT:

AVN 4.0 SOFTWARE UPDATE FOR "BLUETOOTH PHONEBOOK DOWNLOADS AT EVERY VEHICLE START"

★ NOTICE

Delete all paired phones from the system and delete the head unit from all phones. If you do not delete the phones, the phone(s) will still show and act as paired, but performance or functionality issues may occur. Anytime a software update is performed to either a paired phone or the system, the pairing should be deleted from both the phone and the system, and then paired again after the update.

A fully charged battery is necessary before the 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 the audio head unit upgrade.

Updating the system may require 20-30 minutes.

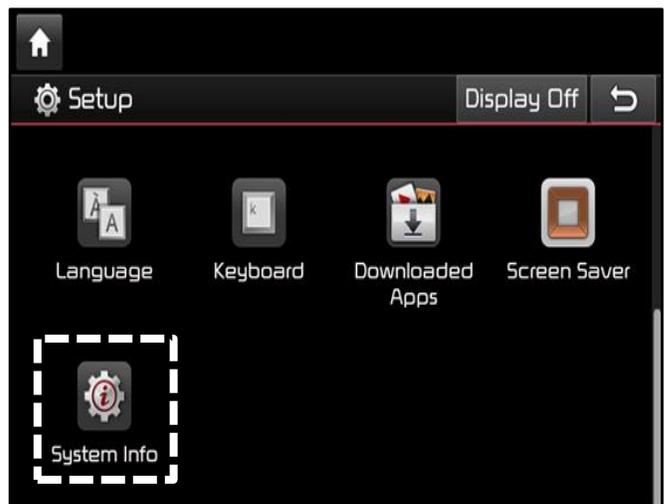
Service Procedure:

1. Record the customer's radio presets before performing the upgrade.
2. Start the vehicle or connect the Midtronics GR8-1299 charger.
3. Turn on the head unit.

After boot-up, press the **SETUP** hard key (A).



4. Scroll down and press the 'System Info' icon.

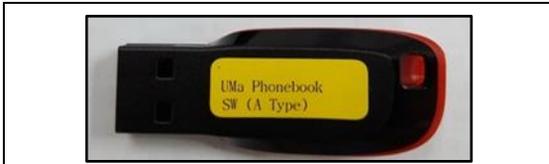


SUBJECT: AVN 4.0 SOFTWARE UPDATE FOR “BLUETOOTH PHONEBOOK DOWNLOADS AT EVERY VEHICLE START”

- Select the ‘SW Info’ tab and confirm the software version matches a “Before” version as shown in the tables below.

Select the correct USB to perform the update.

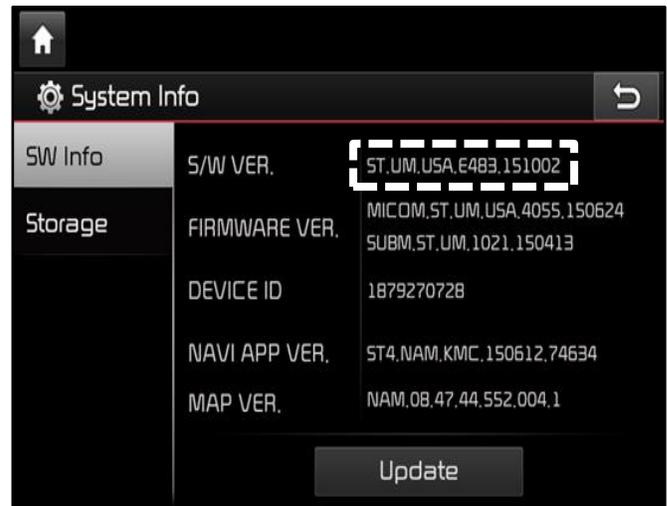
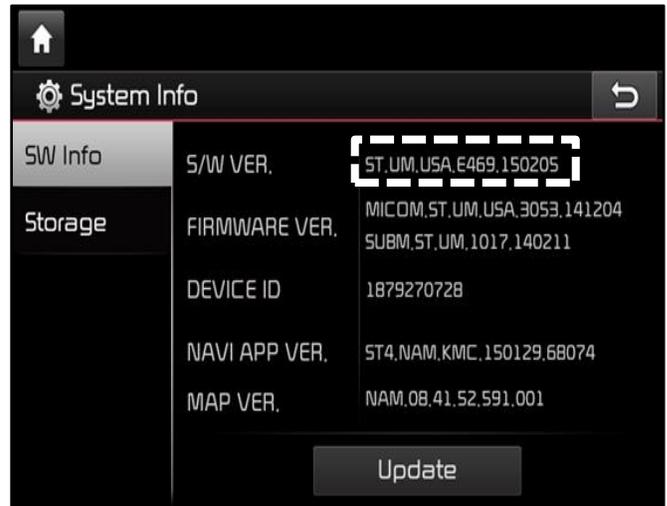
Failure to use the correct USB will cause the head unit to malfunction.



Version	A Type USB (Yellow)
Before	ST.UM.USA.E459.150108
	ST.UM.USA.E469.150205
After	ST.UM.USA.E469.151224

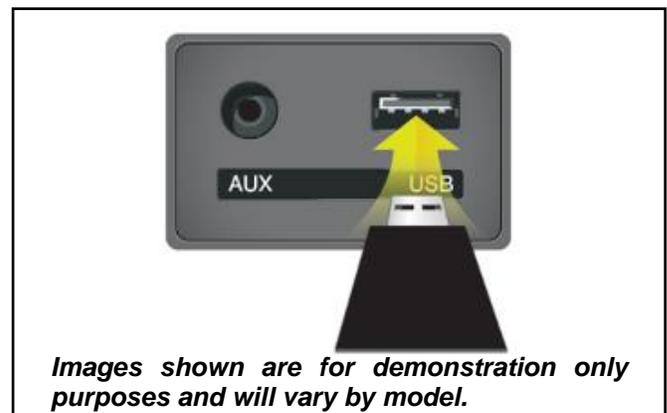


Version	B Type USB (Green)
Before	ST.UM.USA.E482.150626
	ST.UM.USA.E483.150722
	ST.UM.USA.E483.151002
After	ST.UM.USA.E483.151228



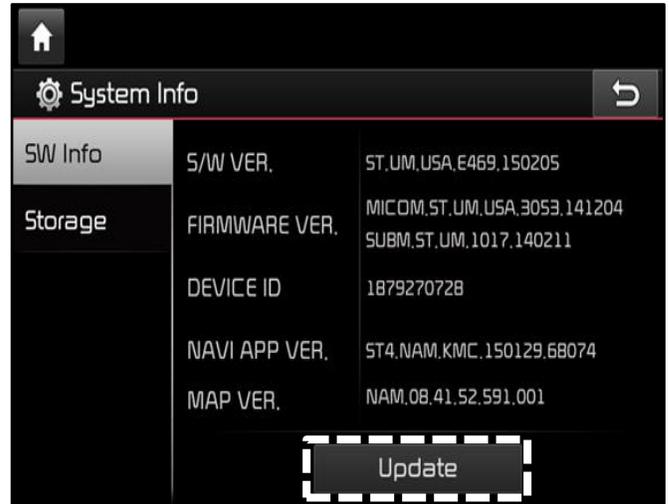
- Insert the correct update USB into the vehicle’s USB port.

*** NOTICE**
DO NOT power off the vehicle/head unit or remove the USB until the “Upgrade Complete” message is displayed.



SUBJECT: AVN 4.0 SOFTWARE UPDATE FOR “BLUETOOTH PHONEBOOK DOWNLOADS AT EVERY VEHICLE START”

- Press ‘Update’ after inserting the Update USB.



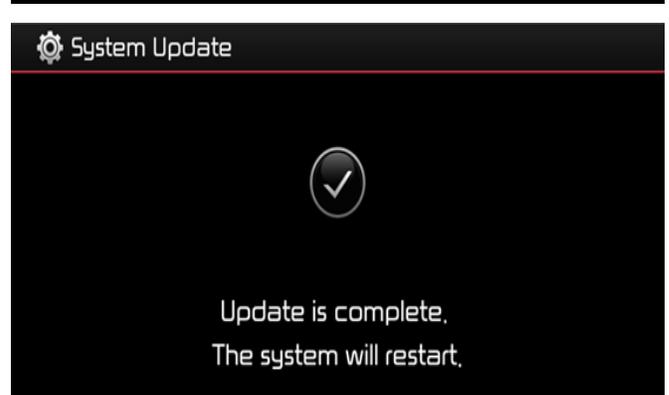
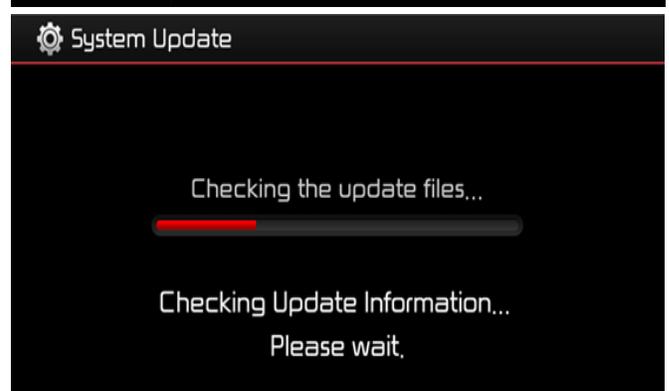
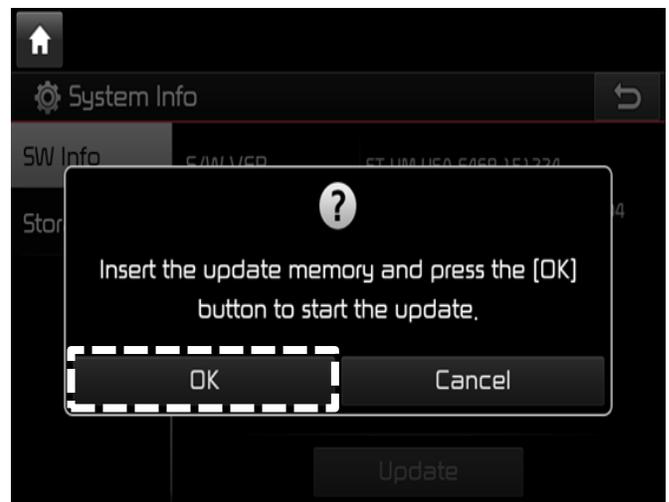
- Press ‘OK’ when the update confirmation pop-up is displayed.

*** NOTICE**

The update will start automatically.

Wait until the update is finished (approximately thirty (30) minutes).

The System will reboot automatically.



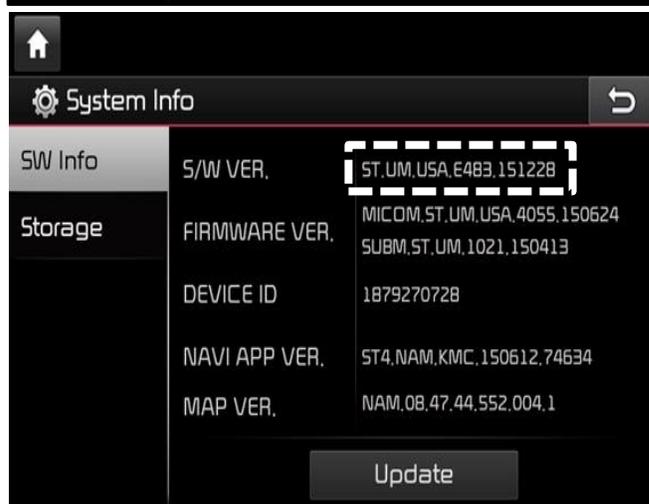
SUBJECT:**AVN 4.0 SOFTWARE UPDATE FOR "BLUETOOTH
PHONEBOOK DOWNLOADS AT EVERY VEHICLE START"**

9. Refer to steps 3-5 above to display the System Info screen.

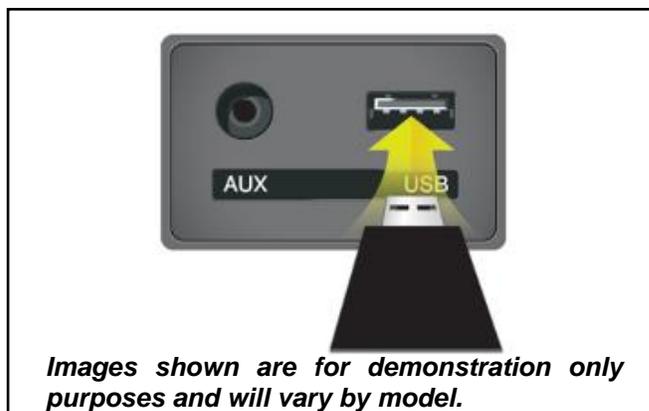
Verify the head unit displays the correct updated software version.

ST.UM.USA.E469.151224 (A type USB)

ST.UM.USA.E483.151228 (B type USB)



10. Remove the Update USB when the update is complete.



11. Reset the customer's radio presets documented in step 1.

SUBJECT:**AVN 4.0 SOFTWARE UPDATE FOR "BLUETOOTH
PHONEBOOK DOWNLOADS AT EVERY VEHICLE START"**

12. Pair the customer's phone, if the phone is available.

If not, the customer must pair their phone when they take possession of the vehicle.

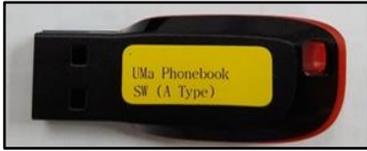
Ensure customer is made aware and provide assistance as needed.

Ensure that the phonebook downloads properly, and Bluetooth and voice recognition are working properly.

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (UMa)	October 27, 2014 to April 29, 2016

REQUIRED PART:

Part Name	Part Number	Figure	Comments
USB Update Stick	UMa Phonebook SW (A Type) USB		For additional USBs, contact Snap-on Business Solutions at (888) 542-1011
USB Update Stick	UMa Phonebook SW (B Type) USB		

WARRANTY INFORMATION:

N CODE: N99 C CODE: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	96560 C6000WK	0	AVN 4.0 Software Update for Phonebook Download (Standard AVN - MOBIS)	28325F24	0.5 M/H	N/A	0