



GROUP
ELE

MODEL
2016MY
Sorento (UMa)

NUMBER
123

DATE
January 2017

TECHNICAL SERVICE BULLETIN

SUBJECT: DARK BACK-UP CAMERA DISPLAY ON
UVO eSERVICES (UVO 2.0)

This bulletin provides the procedure to upgrade the UVO 2.0 software on some 2016MY Sorento (UMa) vehicles, produced from October 27, 2014 to April 26, 2016, which may experience a “dark” back-up camera display in situations in which there is partial shade and bright sunlight causing high contrast. This may occur when backing out of a garage or when parked under trees and is dependent upon the sun position in the sky. Follow the procedure outlined in this bulletin to improve the brightness of the back-up camera.



Camera Display Before Update



Camera Display After Update

CAUTION

This update should not be applied to other models with UVO 2.0 or to fix any concerns except the noted dark back-up camera display concern.

* NOTICE

Before performing the service procedure, the AUM firmware MUST be updated to the latest version. Refer to TSB SST 049 for the AUM firmware update procedure.

* NOTICE

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 ECU mode, during charging. Do NOT connect any other battery charger to the vehicle during audio head unit upgrade.

File Under: <Electrical>

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

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Software Inspection Procedure:

1. With the head unit on, press “SETUP”.



2. Touch “System”.



3. Touch “System Information” .



4. Check the software version and proceed to the service procedure on page 3 if the version matches the table below. If it does not match, contact Techline.

Model	Current Version
Sorento (UMa)	1.MP.1.011
	1.MP.1.012
	1.MP.1.013
	1.MP.1.014
	1.MP.1.015
	1.MP.1.016
	1.MP.1.017
	1.MP.1.018



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Service Procedure:
*** NOTICE**

This software upgrade requires a KDS and an AUM. Do NOT attempt upgrade with GDS.

1. Download the software update to the AUM using the KDS by referring to **SST 041**.


CAUTION

Do NOT turn the vehicle ignition OFF while the update is in progress.

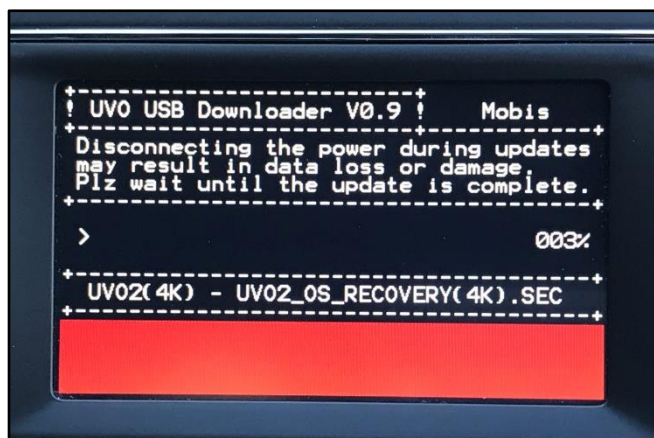
2. Start the vehicle or connect the Midtronics GR8-1299 charger.
3. Record the customer's radio presets.
4. After inserting the AUM USB connector into the USB port of the vehicle, turn OFF the head unit.



5. Press and hold the **CD EJECT** button, "**FM/AM**" button, and "**eServices**" button. While holding the three (3) buttons, use a ballpoint pen or a similar tool and press the **RESET** button (A).

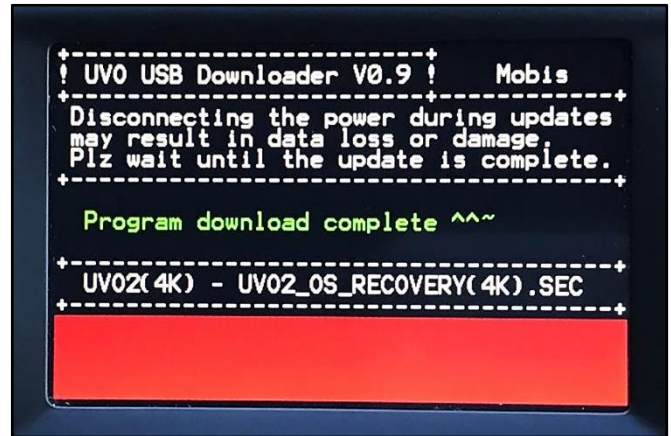


6. The head unit will automatically reset and begin the program download.



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- 7. Once the download is complete, the screen as shown to the right should be displayed.

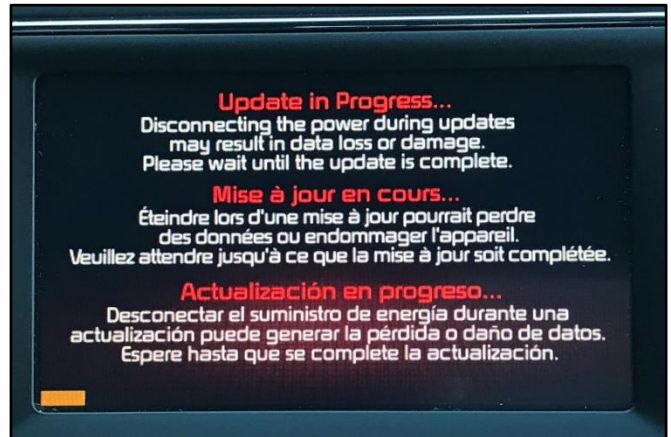


- 8. Press the **RESET** button (A) using a ballpoint pen or a similar tool.



- 9. The software upgrade should begin and the screen as shown to the right should be displayed.

*** NOTICE**
 The head unit may restart several times. The update will take approximately five (5) minutes to complete.



- 10. The head unit will automatically restart once the upgrade is complete.



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11. Verify that the software upgrade is successful by checking the software version by following software inspection procedure steps 1 to 4 on page 2 of this bulletin. Ensure the software version matches the version below.

Model	Current Version
Sorento (UMa)	1.MP.1.020




12. Reprogram the customer's radio presets if necessary.
13. Obtain the customer's phone(s) and verify proper Bluetooth operation by deleting all paired phones from the system and the head unit from the phone(s) and then re-pairing.

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (UMa)	October 27, 2014 to April 26, 2016

REQUIRED TOOL:

Part Name	Figure
KDS - Audio Update Module (AUM)	

WARRANTY INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	96160 C6000WK	0	M73	ZZ5	Rear View Camera (UVO 2.0) Software Update	95760F02	0.3 M/H	N/A	