	GROUP **ELE**	MODEL **2015MY Various Models**
	NUMBER **128 (Rev 1, 03/24/2017)**	DATE **March 2017**

TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: AUDIO SOFTWARE UPGRADE (SA276)

∗ **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 to upgrade the audio software on some 2015MY Soul (PS), Sportage (SL), Optima (TF, QF), Forte (YD), and Sorento (XMa) vehicles to incorporate Bluetooth and Voice Recognition improvements. Follow the procedure outlined in this bulletin to perform an audio logic improvement. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

∗ **NOTICE**

A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

Repair status for a VIN is provided on WebDCS (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on WebDCS (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected vehicles.

This issue number is SA276.

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. Start the vehicle or connect the Midtronics GR8-1299 charger.

2. Record the customer's radio presets before performing the upgrade.

3. Turn the head unit OFF.

4. Press and hold preset button **"1"** and then preset button **"4"** and continue to hold both for five (5) seconds.

   ★ NOTICE

   If the software version screen is displayed when pressing and holding the preset buttons "1" and "4" only, restart the procedure from step 1.

5. Immediately after releasing preset buttons "**1**" and "**4**", press preset button "**1**" four (4) times in a row quickly within half a second each.

6. Check the software version and verify that it matches the versions below:

Model	Current Version
Soul (PS)	**V1.02, V1.03**
Sportage (SL)	**V1.03, V1.04**
Optima (TF, QF)	**V1.03, V1.04**
Forte (YD)	**V1.05, V1.06**
Sorento (XMa)	**V1.04, V1.05**

If it matches, continue to the next step.
If it does not match, contact Techline.

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7. If performing the upgrade using the KDS AUM, refer to TSB SST041.
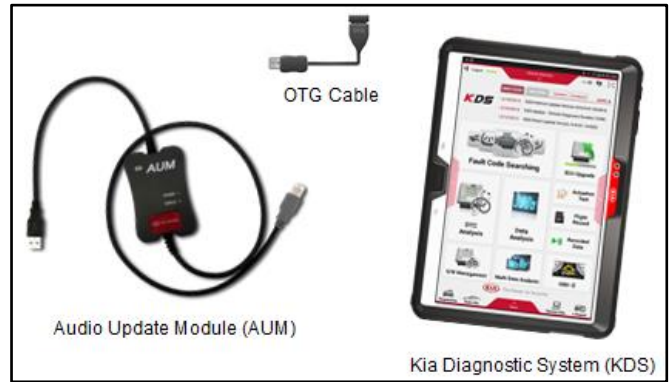
8. With the S/W version screen displayed, obtain the USB stick labeled **15MY SA (AUDIO/UVO)** (white) from your Service Manager and insert it in the vehicle's USB port.

Images shown are for demonstration only purposes and will vary by model.
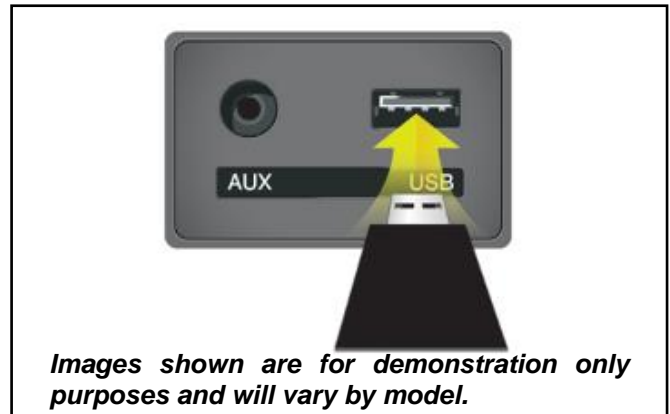
9. Press the **SETUP** button.

10. Press preset button "**1**" to display the firmware upgrade menu.

11. Once the Firmware upgrade menu is displayed, press preset button **"4"** to update **MICOM**.

12. In some cases, the firmware upgrade (1/2) will begin and system will display the progress on the screen. Once the upgrade is complete, the head unit will automatically reset and then turn off. Monitor this part of the upgrade to ensure the second upgrade begins (see step 13 below).

> ✱ **NOTICE**
>
> **The firmware update will take approximately three (3) minutes to complete. Do NOT remove the USB or turn the radio or vehicle OFF while the update is in progress.**

13. In some cases, the upgrade (2/2) will automatically begin and system will display the progress on the screen. Once the upgrade is complete, the head unit will automatically reset and then turn off.

   On other vehicles, the upgrade (2/2) will not automatically begin. Turn off the head unit, press and hold **SEEK DOWN V** and then press **SETUP** and continue to hold both for two (2) seconds or more and then release.

   The upgrade will proceed to "Format → Font → BT → DSP → VG → VR".

> ✱ **NOTICE**
>
> **The update will take approximately twenty (20) minutes to complete. Other services can be performed while the system upgrade is in progress. Do NOT remove the USB or turn the radio or vehicle OFF while the update is in progress.**

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14. Once the update is complete, the screen as shown will be displayed (Update Complete). Press the power button to restart the unit.

15. Verify that the software upgrade is sucessful by checking the software version by following software inspection procedure steps 3 to 6 on page 2 of this bulletin. If update is not successful, restart the procedure from step 3.

Model	New Version
Soul (PS)	**V1.05**
Sportage (SL)	**V1.08**
Optima (TF, QF)	**V1.07**
Forte (YD)	**V1.09**
Sorento (XMa)	**V1.07**

16. Reprogram the customer's radio presets if necessary.

17. Pair a phone and make a call confirming Bluetooth is operational. Delete phone from system after testing.

18. Use voice recognition to pull up a radio station and confirm voice recognition is operational.

19. Help or advise customer that they should delete phone pairings and re-pair all phones.

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Soul (PS)	June 16, 2014 to January 12, 2015
Sportage (SL)	June 2, 2014 to January 12, 2015
Optima (TF)	April 28, 2014 to December 12, 2014
Forte (YD)	April 11, 2014 to January 5, 2015
Optima (QF)	May 1, 2014 to February 20, 2015
Sorento (XMa)	February 1, 2014 to December 10, 2014

REQUIRED PART:

Part Name	Description	Figure	Comments
Software Upgrade USB Drive	15MY SA (AUDIO/UVO)		This software upgrade can also be performed using KDS and AUM.

WARRANTY INFORMATION:
N CODE: N99   C CODE: C99

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
Soul (PS)	V	96565 0W020	0	(SA276) Audio Software Upgrade	160129R0	0.3 M/H	N/A	0
Sportage (SL)		96174 3W000			160129R1			
Optima (TF)		96174 2T100			160129R2			
Forte (YD)		96174 A7AA0			160129R3			
Optima (QF)		96160 2T000			170A12R1			
Sorento (XMa)		96160 1U300			170A11R1			

★ NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference <u>SA276</u> when accessing the WebDCS system.