



GROUP
ELE

MODEL
2014-2016MY Soul (PS)
2014-2016MY Sorento (XMa)/(UMa)
2014-2016MY Optima (TF HEV)
2014-2015MY Optima (QF/TF)
2014-2016MY Forte (YD)
2014-2016MY Sportage (SL)
2015-2016MY Sedona (YP)

NUMBER
100 (Rev 4,
04/17/2017)

DATE
March 2016

TECHNICAL SERVICE BULLETIN

SUBJECT:

UVO SYSTEM UPGRADE

* 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 on some 2014-2016MY Soul (PS), Sorento (XMa)/(UMa), Optima (TF HEV), Forte (YD), Sportage (SL), 2015-2016MY Sedona (YP), and 2014-2015(MY) Optima (QF/TF) vehicles to address “*Incoming ring volume too loud*” complaints when using certain smartphones (non-iPhone). Additionally, in 2014MY vehicles the upgrade will also improve Bluetooth connectivity and Voice Recognition (VR).



KDS - Audio Update
Module (AUM)



14MY VDS UVO Upgrade
USB Drive

* NOTICE

- Delete all paired phones from the system and delete the head unit from all phones. If you do not delete 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 phone and system and then paired 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.

File Under: <Electrical>

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

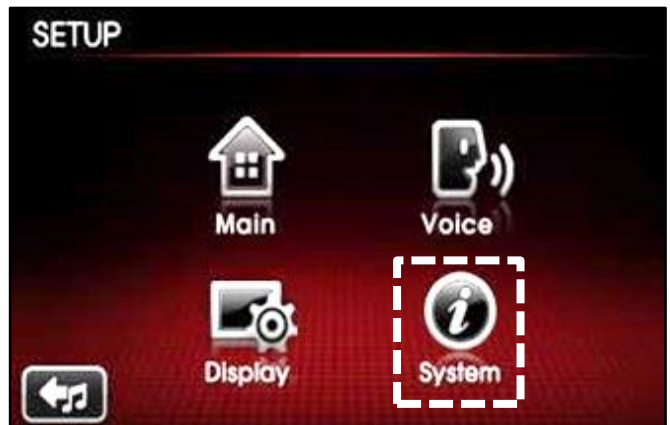
Software Inspection Procedure:

1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. Record the customer’s radio presets before performing the upgrade.
3. With the head unit ON, press **SETUP**.

*** NOTICE**
 Button layouts may differ by model.



4. Touch “System”.



5. Touch “System Information”.



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

Current Version
1.MP.1.001 to 1.MP.1.017

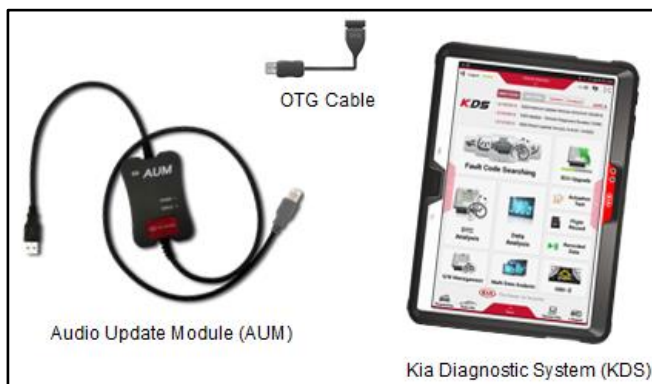
If it matches, continue to the next step.
 If it does not match, contact Techline.



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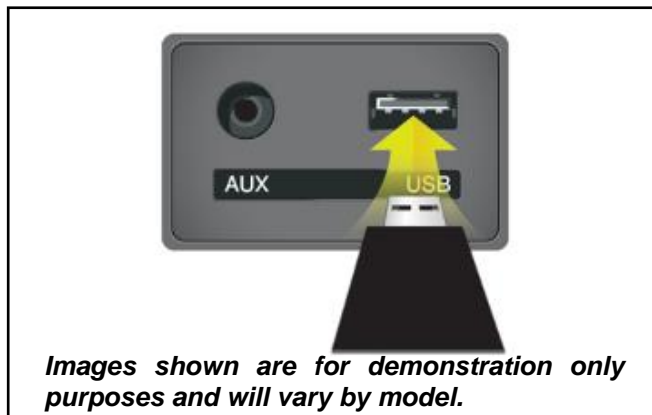
- If performing the upgrade using the KDS and AUM, refer to TSB SST041.



- If performing the upgrade using a USB stick, with the S/W version screen displayed, obtain the USB stick labeled **14MY VDS AUD/UVO (8V)** (green) from your Service Manager and insert it in the vehicle's USB port.

*** NOTICE**

Allow the music files to play and then press the **POWER** button to turn the head unit off.



- Once the AUM initialization process is complete or having inserted the USB upgrade stick, for Sportage (SL), Optima (TF, QF, TFH), Forte (YD), and Sorento (XMa) vehicles, 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).

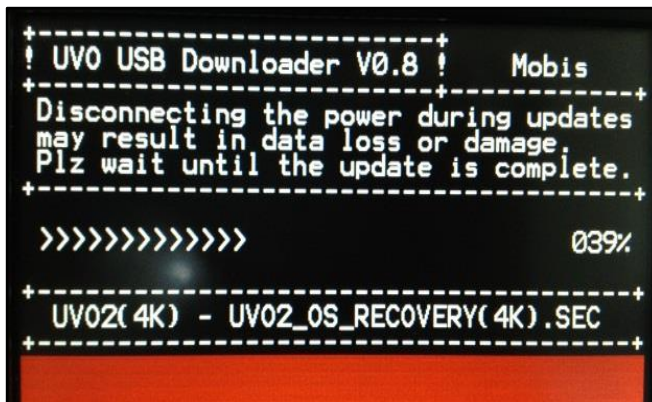


For Soul (PS) vehicles, press and hold the **FM/AM** button and **eServices** button. While holding the two (2) buttons, use a ballpoint pen or a similar tool and press the **RESET** button (A).

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

*** NOTICE**

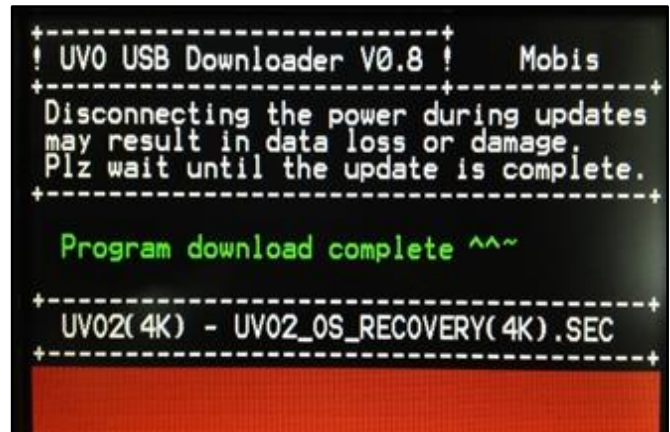
The download will take approximately 3-5 minutes to complete and should be monitored to confirm completion. Do NOT remove the USB or the turn the radio or vehicle OFF while the download is in progress.



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

* NOTICE

If the screen displays “Program download failed!!”, restart the procedure from step 3.



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

* NOTICE

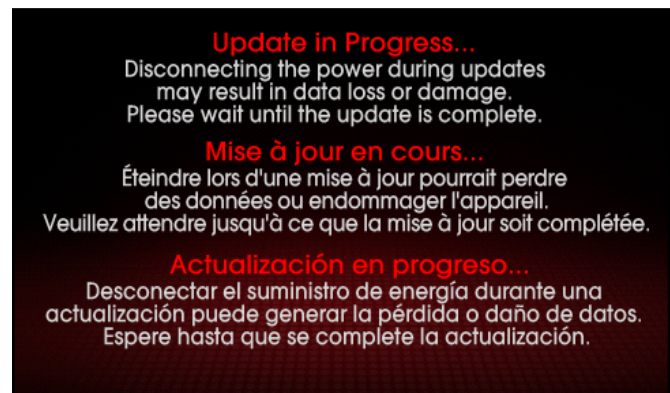
Do **NOT** remove the **USB** or turn the **radio** or **vehicle OFF** while the update is in progress.



13. 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 10-15 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.



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



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15. Verify that the software upgrade is successful 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.
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. Assist or advise customer that they should delete phone pairings and re-pair all phones.



Troubleshooting Matrix

Action	Concern	Figure	Solution
Pressed reset while holding CD Eject + FM/AM + eServices buttons	System reboots but goes to UVO screen (never shows UVO Update screen "UVO USB Downloader")		User may not have performed the Eject + FM/AM + eServices + Reset button procedure correctly, resulting in normal system reboot. Restart the procedure from step 9.
	System displays the UVO USB Downloader screen but shows "Program download failed"		Perform the Eject + FM/AM + eServices + Reset procedure again.
	System displays the UVO USB Downloader screen but shows "USB update not found"		Verify that the USB drive contains files and is <u>NOT</u> blank. If the USB is blank, order a replacement through Snap On Business Solutions at 888-542-1011.


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AFFECTED VEHICLE RANGE:

Model	Production Date Range	Comments
Soul (PS)	2014-2016MY	With Minimum S/W Version of 1.MP.1.001
Sorento (XMa, UMa)		
Optima (TF HEV)		
Sportage (SL)		
Forte (YD)		
Sedona (YP)	2015-2016MY	
Optima (QF/TF)	2014-2015MY	

REQUIRED PARTS:

Part Name	Description	Figure	Comments
USB Upgrade Drive	14MY VDS UVO Upgrade		Additional USB sticks can be ordered through Snap-on Equipment Solutions At (888) 542-1011 This software upgrade can also be performed using KDS and AUM.

WARRANTY INFORMATION:

N Code: M73 C Code: ZZ3

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	96180 B2200CA	0	(ELE100) UVO Upgrade Soul (PS)	28325F21	0.3 M/H	N/A	0
	96170 2UAA1VA		(ELE100) UVO Upgrade Sorento (XMa)				
	96160 C6000WK		(ELE100) UVO Upgrade Sorento (UMa)				
	96160 4CAA0CA		(ELE100) UVO Upgrade Optima (QF/TF/TF HEV)				
	96190 3W910WK		(ELE100) UVO Upgrade Sportage (SL)				
	96160 A7701WK		(ELE100) UVO Upgrade Forte (YD)				
	96160 A9000WK		(ELE100) UVO Upgrade Sedona (YP)				