	GROUP **Electrical**	MODEL **2018MY Vehicles with Bluetooth**
	NUMBER **PS511**	DATE **September 2017**

PITSTOP **TECHNICAL OPERATIONS**

SUBJECT: BLUETOOTH® INFORMATION AND TROUBLESHOOTING

This Pitstop contains the following information regarding Bluetooth:

- Steps to pairing a device (phone) on 2018MY vehicles
- Differences in pairing instructions if it is the 1st phone paired or a 2nd phone that needs to be paired
- How to diagnose and troubleshoot customer Bluetooth complaints

Pairing a phone if no phone has previously been paired:

1. To begin the phone pairing process, press the green "Call" button on the steering wheel or the "PHONE" hard key on the head unit (if equipped).

2. Turn Bluetooth on from the phone then search and select the vehicle name on the phone that matches the name on the head unit screen (Kia Motors).

3. Follow the instructions on the phone to confirm the passkey displayed.

4. Select "OK" or "Pair" on the phone to complete the pairing.

Note: During the pairing process, ensure all requests for the phonebook download and future auto-connection have been accepted on the phone (Android phones and other non-iPhones require this for the contacts to download successfully and for the phone to auto-connect).

Pairing a phone if a phone has previously been paired and the other phone is not connected:

Follow step 1 on page 1 and select "Add New" when the pop-up below is displayed, and then proceed with steps 2 through 4 on page 1.

Pairing an additional phone if a phone has previously been paired and the other phone is currently connected in the vehicle:

Instructions vary by head unit and are dependent on whether it has a touch screen or non-touch screen display. Start by pressing the "SETUP" hard key and select "Bluetooth" and/or "Bluetooth Connections," and then proceed to the screen which allows the user to select "Add New." If necessary, refer to the quick start guides and/or manuals for the specific head unit/platform.
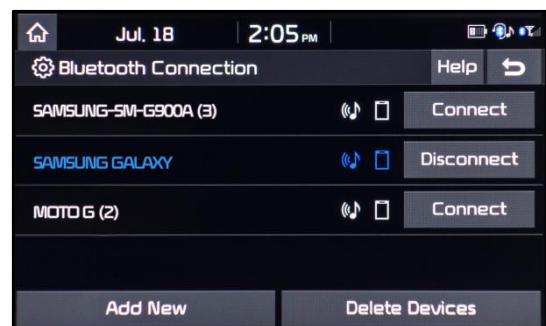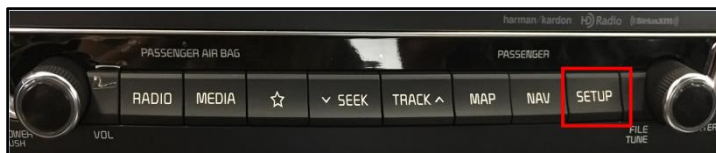
Bluetooth Diagnostics and Troubleshooting

- Have the customer demonstrate the concern, then pair and connect another phone, and confirm the concern is present with the 2nd phone.

- Try to duplicate the concern with other phones if the customer's phone is not available.

- Determine if the concern can be duplicated in a similar vehicle (same model year and head unit as the customer's vehicle).

- In general, if the concern cannot be duplicated with a 2nd phone and only duplicates with the customer's phone, the concern may be related to phone compatibility or the specific operating system or Apps/phone settings on the customer's phone. Advise the customer to confirm if the latest phone operating system software has been installed on their phone.

Bluetooth Diagnostics and Troubleshooting continued…

- If the concern can be duplicated on both the customer's vehicle and a similar vehicle with multiple phones, open a Techline case and provide the specific phone and head unit software information listed in the "Opening a Techline Case" section below.
- If the concern can be duplicated on the customer's vehicle with multiple phones and cannot be duplicated on the 2nd like vehicle, update the head unit software (if a TSB and software is available) or order a replacement head unit (if no TSB/software is available). If Techline assistance is requested, include both the phone information and the head unit software version from both of the vehicles tested.

Opening a Techline Case

The following information is necessary to open a Bluetooth-related Techline case requesting assistance regarding a Bluetooth complaint:

- Customer and dealer test phone information including manufacturer, model, operating system of the phone, carrier.
- Description of the concern (unable to pair, disconnects, Bluetooth sound quality, etc.) and any details (frequency, media mode, while driving, etc.) regarding the conditions in which the concern occurs.
- Head unit type (navigation, base audio, UVO without navigation) and head unit software version (refer to TSB ELE091 to obtain the software version of each head unit and identify the head unit type such as AVN 4.0, UVO 3.0, etc.). It is recommended to add a picture of the head unit software version to the case along with a picture or video of the concern.
- Does the vehicle have any aftermarket electric/electronic items installed and what devices/cables etc. does the customer have plugged into the device ports (12 volt port, USB/charging ports, etc.)?

Basic Bluetooth Recommendations

Many Bluetooth connectivity/auto-connection concerns are resolved by performing the following:

1. Delete the phone from the head unit and the head unit from the phone.
2. Turn the phone off and then back on.
3. Re-pair the phone to the head unit.
4. If steps 1-3 have been performed and concern is still present, reset the head unit using a paperclip or pen if the head unit has a reset button. If no reset button, remove the audio fuse or negative battery cable for five (5) minutes and then reinstall the fuse or reconnect the cable.

Bluetooth Sound Quality

- Using the customer's phone, call a landline from the vehicle, such as a Service Advisor or Service Manager at the dealer, and attempt to duplicate any Bluetooth concerns.
- If the customer complaint is calling from vehicle to vehicle via a Bluetooth connection to a cell phone, some concerns such as "clipping" (loss of some words) during a conversation can occur, especially if both mobile phones are high definition sound capable (latest iPhones and some Android phones). The phone manufacturers have increased the noise cancellation on the phone side. Each head unit also has noise cancellation; therefore, talking vehicle-to-vehicle using Bluetooth can result in quadrupled noise cancellation. The extreme circumstance is when the two (2) people are talking simultaneously.

Android Auto, Apple CarPlay, and Bluetooth

- When connecting to Android Auto, the phone will automatically pair to Bluetooth (if it has not already been paired). Bluetooth is connected and calls are made utilizing Bluetooth while connected via Android Auto.

- When connecting to Apple CarPlay, it is normal for the customer to see a message that Bluetooth is disconnecting. Bluetooth is not connected when Apple CarPlay is connected (phone calls are made through the wired cable connection).