

	GROUP Electrical	MODEL 2017MY Model (QL)
	NUMBER PS526	DATE January 2018
 		
SUBJECT: BROKEN CHARACTERS AND SYMBOLS ON BASE AUDIO		

This Pitstop contains information to repair vehicles in which the following customer concern occurs on a 2017MY Sportage (QL) with Base Audio (Audio 3.0 B):

- “When turning on the vehicle, the car radio shows broken characters and symbols near the station numbers”.
- “Intermittently at start up, the screen will display unidentifiable symbols.”

Two example displays with the concern are shown below.

Note: the concern can occur in other areas of the display however, typically occurs on a radio screen (FM or Satellite).

If this concern occurs, replace the head unit with a remanufactured unit, if applicable.



**Report any reoccurrence of the issue after a head unit replacement
by opening a Tech Line case.**