



GROUP ELE	MODEL 2015MY Multiple Models
NUMBER 128 (Rev 2, 3/7/2018)	DATE March 2017

TECHNICAL SERVICE BULLETIN

SUBJECT: **AUDIO SOFTWARE UPGRADE**

* NOTICE

This bulletin has been revised and is no longer a Service Action. 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 a software update if the following concern(s) have been duplicated and are present when tested with a second (2nd) non-customer phone:

- “Bluetooth audio streaming sound quality is poor.”
- “Voice recognition is not accurate for Spanish pronunciation.”
- “Unable to make a one-shot call such as ‘Call John Smith at Home’.”



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. 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:

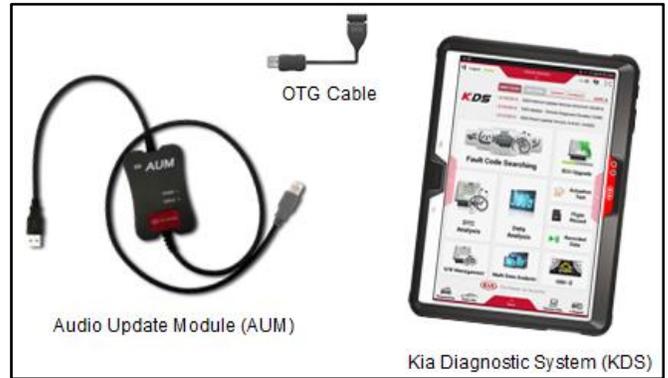
Model	Current Version
Soul (PS)	V1.02, V1.03
Sportage (SL)	V1.03, V1.04
Optima (TF, QF)	V1.03, V1.04
Forte (YD)	V1.05, V1.06
Sorento (XMa)	V1.04, V1.05



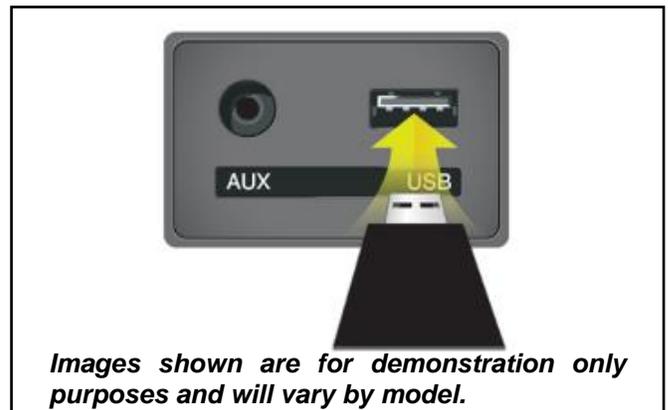
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7. If performing the upgrade using the KDS AUM, refer to TSB SST041.



8. With the SW 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.



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



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.

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. Additional USB drives are <u>not</u> available.

WARRANTY INFORMATION:

N Code: M41 C Code: ZZ9

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
Soul (PS)	W	96160 B2020CA	0	Audio Software Upgrade	28325F22	0.3 M/H	N/A	0
Sportage (SL)		96174 3W000						
Optima (TF)		96174 2T100						
Forte (YD)		96174 A7900						
Optima (QF)		96160 2T000						
Sorento (XMa)		96174 1UAA0						