	GROUP ELE	MODEL 2015MY Multiple Models
	NUMBER 129 (Rev 2, 3/7/2018)	DATE March 2017
TECHNICAL SERVICE BULLETIN		
SUBJECT: UVO 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 UVO 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 has been duplicated and is present when tested with a second (2nd) non-customer phone: “Incoming ring volume is too loud” with certain smartphones (non-iPhone). Additionally, the software update may improve Bluetooth connectivity.



File Under: <Electrical>

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

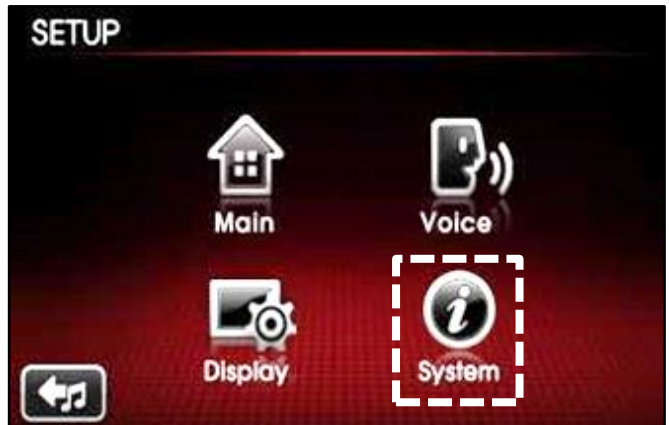
Software Inspection Procedure:

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:

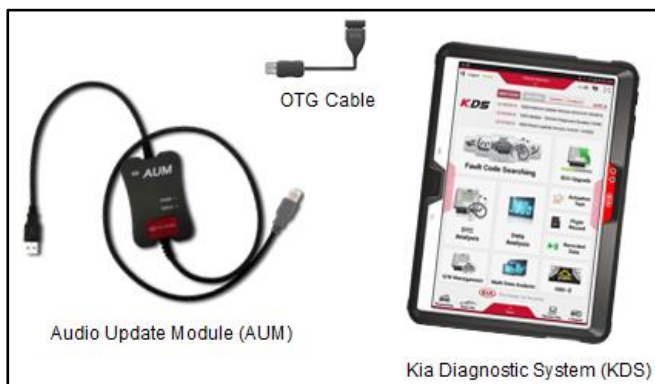
Model	Current Version
Soul (PS)	1.MP.1.007, 008, 009, 010, 011, 012, or 013.
Sportage (SL)	
Optima (TF, QF)	
Forte (YD)	
Sorento (XMa)	



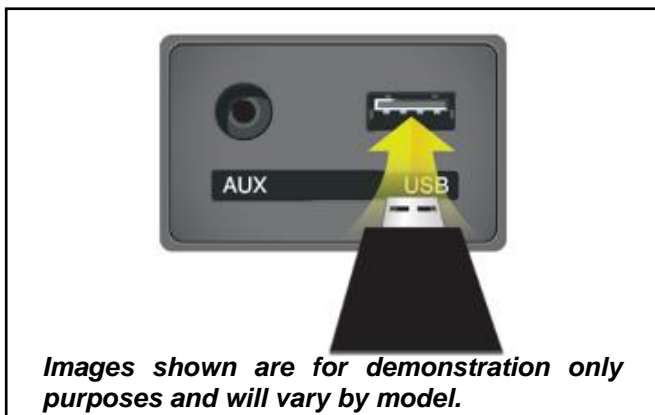
SUBJECT:

UVO SOFTWARE UPGRADE

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.



9. For Sportage (SL), Optima (TF, QF), Forte (YD), and Sorento (XMa), 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).

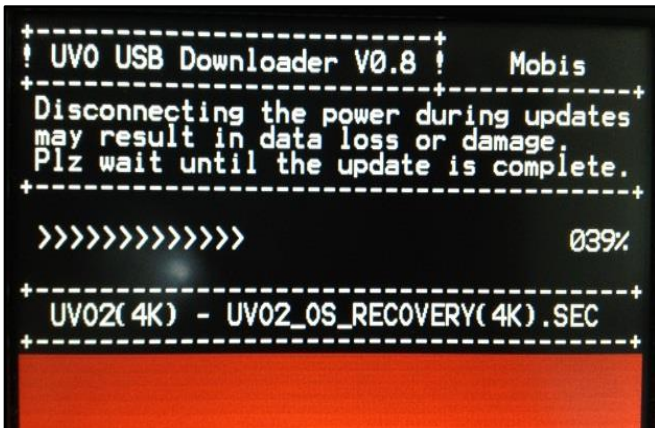


For Soul (PS) vehicles, press and hold the **FM/AM** button and **eServices** button. While holding the two (2) buttons, use a ballpoint pen or a similar tool and press the **RESET** button (A).

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

*** NOTICE**

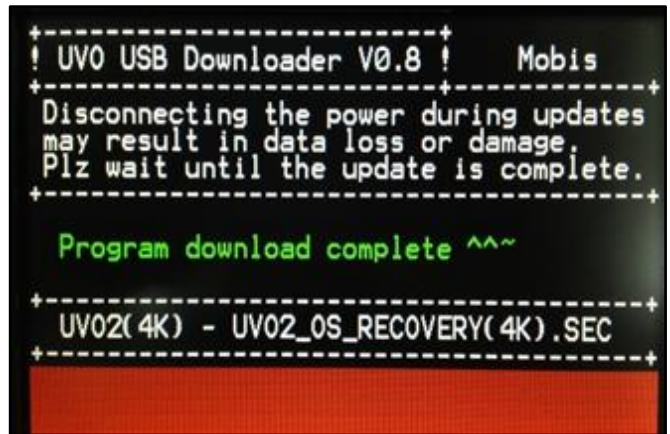
The download will take approximately three (3) minutes to complete and should be monitored to confirm completion. Do NOT remove the USB or the turn the radio or vehicle OFF while the download is in progress.



- 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.



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

*** NOTICE**

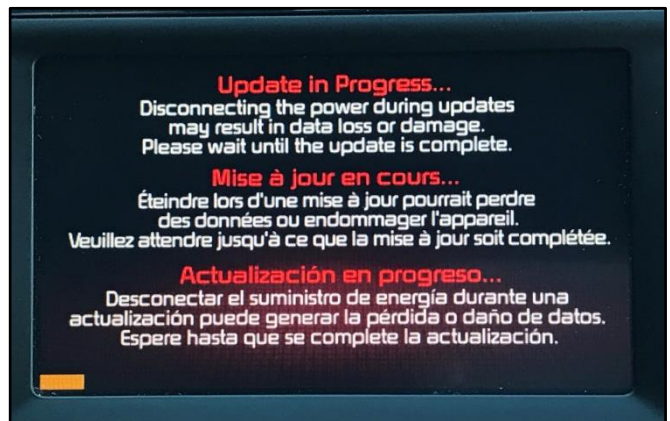
Do NOT remove the USB or turn the radio or vehicle OFF while the update is in progress.



- 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 three (3) to five (5) minutes to complete. Do NOT remove the USB or turn the radio or vehicle OFF while the update is in progress.



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



SUBJECT:

UVO SOFTWARE UPGRADE

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.

Model	New Version
Soul (PS)	1.MP.1.021
Sportage (SL)	
Optima (TF, QF)	
Forte (YD)	
Sorento (XMa)	



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.


SUBJECT:

UVO SOFTWARE UPGRADE

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Soul (PS)	June 16, 2014 to January 15, 2015
Sportage (SL)	June 2, 2014 to January 9, 2015
Optima (TF)	April 23, 2014 to December 12, 2014
Forte (YD)	April 15, 2014 to December 31, 2014
Optima (QF)	May 2, 2014 to February 18, 2015
Sorento (XMa)	December 18, 2013 to December 5, 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	UVO Software Upgrade	28325F20	0.3 M/H	N/A	0
Sportage (SL)		96174 3W000			28325F20			
Optima (TF)		96174 2T100			28325F13			
Forte (YD)		96174 A7900			28325F03			
Optima (QF)		96160 2T000			28325F13			
Sorento (XMa)		96174 1UAA0			28325F20			