



GROUP ELE	MODEL 2014-2015MY Sorento (XMa) Forte (YD)
NUMBER 145	DATE March 2018

TECHNICAL SERVICE BULLETIN

SUBJECT: HEAD UNIT MISMATCH WITH MICROPHONE

This bulletin provides information regarding correct 3.3 Volt and 8 Volt microphone (MIC) matching with head unit part numbers on some 2014-2015MY vehicles, in the event that the following concern occurs after a head unit replacement:

- “Bluetooth sound cannot be heard during a phone call by the person I am talking to (on the receiving end)”
- “Voice recognition is not working”
- “Voice commands are not picked up at all”

This concern may be caused by the dealer ordering an incorrect component, the EPC not indicating the correct head unit part number replacement, or a Bluetooth software mismatch for the microphone and head unit that are in a particular VIN.

The difference in the microphone’s operating voltage can be identified by the outer appearance of the microphone. (Note: Both 3.3 Volt and 8 Volt head units may have an identical appearance.) **Identify the microphone type to order the proper head unit through Direct Exchange when this concern occurs, using the information below.**



3.3V MIC



8V MIC

The Hands Free Microphone (MIC) is located on the front driver side of the roof headliner. NOTE: The 3.3V MIC has a linear or dotted style screen and the 8V MIC has a mesh style screen. Determine the vehicle equipped MIC and reference the table on the following page for head unit exchange part number needed.

File Under: <Electrical>

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

SUBJECT:

HEAD UNIT MISMATCH WITH MICROPHONE

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (XMa)	January 2, 2013 through December 11, 2014
Forte (YD)	December 5, 2012 through April 10, 2015

REQUIRED PART:

Model	3 volt		8 volt	
	Audio Head Unit	Microphone	Audio Head Unit	Microphone
XMa	96170 1UAA0	96575 2PAA0	96170 1UAA1	96575 1UAA0
YD	96170 A7170WK	96575 A7000	96170 A7171WK	96575 3Q500