

	GROUP ELE	MODEL 2014-2015MY Sorento (XMa) Forte (YD)
	NUMBER 145 (Rev 1, 4/06/2018)	DATE March 2018
TECHNICAL SERVICE BULLETIN		
SUBJECT: HEAD UNIT MISMATCH WITH MICROPHONE		

★ NOTICE

This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

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

SUBJECT:

HEAD UNIT MISMATCH WITH MICROPHONE

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 below for the head unit exchange part number needed.

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:

	Audio Head Unit	
Model	3.3 volt	8 volt
XMa	R6170 1UAA0	R6170 1UAA1
YD	R6170 A7170WK	R6170 A7171WK