	GROUP ELE	MODEL <b>2019MY Niro (DE P/HEV)</b>
	NUMBER <b>156</b>	DATE <b>November 2018</b>
<b>TECHNICAL SERVICE BULLETIN</b>		
<b>SUBJECT: SERVICE ACTION: AVN LOGIC IMPROVEMENT FOR UVO eSERVICES (SA357)</b>		

This bulletin provides the procedure to improve the logic of the Audio Video Navigation (AVN) head unit on some 2019MY Niro (DE P/HEV) vehicles, produced from July 19, 2018 through October 17, 2018, which may not have the UVO icon displayed in the menu screen and also may not have been provided with a UVO User's Manual. Follow the procedure below to inspect and, if necessary, improve the logic of the AVN head unit and place a new UVO User's Manual in the glove box.

Kia is requesting the completion of this Service Action on all affected customer vehicles as necessary including dealer stock vehicles, prior to delivery. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



### ★ NOTICE

A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

Repair status for a VIN is provided on WebDCS (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on WebDCS (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected vehicles.

This issue number is SA357.

File Under: <Electrical>

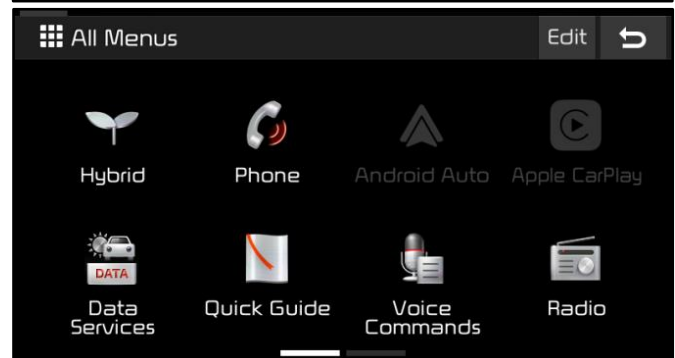
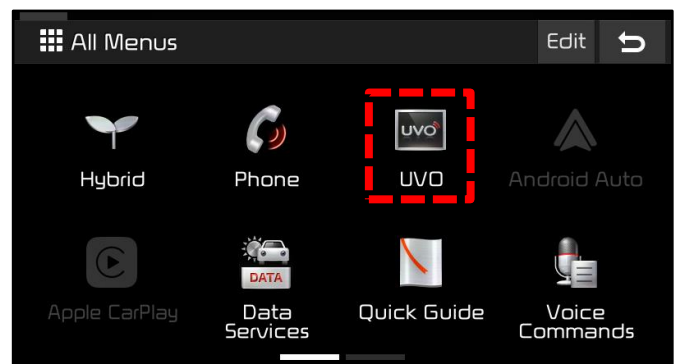
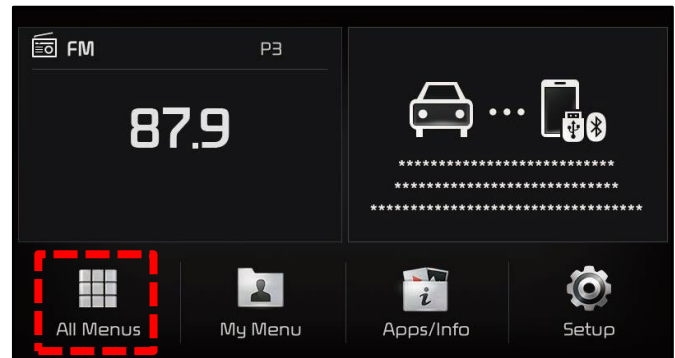
Circulate To:    ☒ General Manager    ☒ Service Manager    ☒ Parts Manager  
☒ Service Advisors    ☒ Technicians    ☒ Body Shop Manager    ☒ Fleet Repair

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### Inspection Procedure:

1. Inspect the glove box and verify if the UVO User's Manual has been provided with the vehicle.
  - If there is a UVO User's Manual provided, proceed to the next step.
  - If there is no UVO User's Manual provided, neatly place a new one in the glove box with other glove box materials (Owner's Manual, etc.) and then proceed to the next step.
2. Start the vehicle and turn on the AVN head unit.
3. Select "All Menus".
4. Verify if there is a "UVO" icon.
  - If there is a "UVO" icon, no further action is required.
  - If there is **not** a "UVO" icon, proceed to the firmware update procedure on page 3.

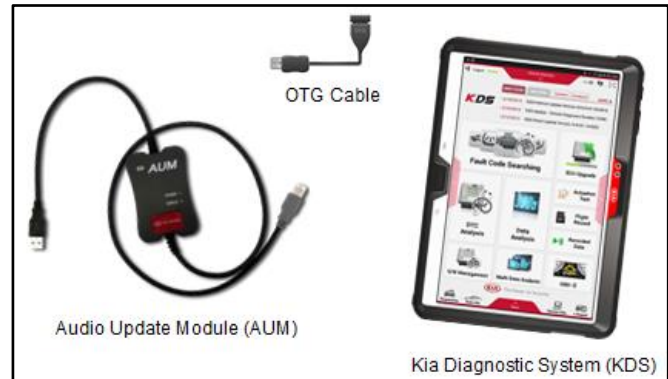


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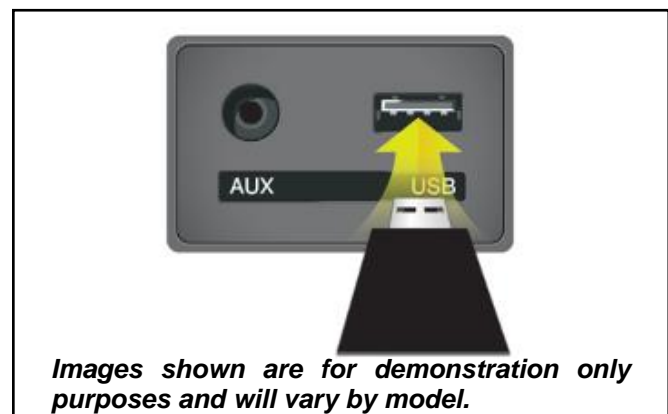
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### Firmware Update Procedure:

1. Start the vehicle or connect the Midtronics GR8-1299 charger.
2. For customer vehicles, record the customer's radio presets before performing the upgrade.
3. If performing the upgrade using the KDS and AUM, refer to TSB SST041.



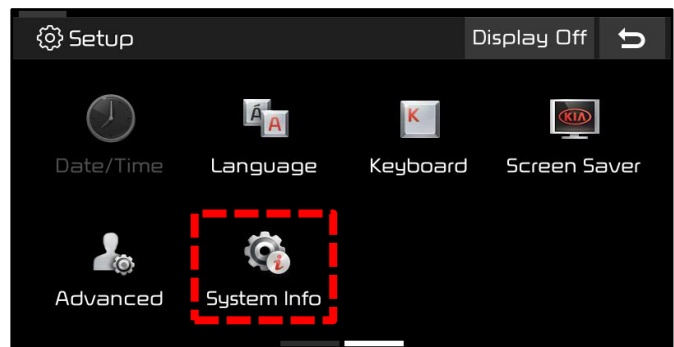
4. If performing the upgrade using a USB stick, obtain the USB stick labeled **19MY NIRO AVN** (white) from your Service Manager and insert it in the vehicle's USB port.



5. Press the SETUP hard button.



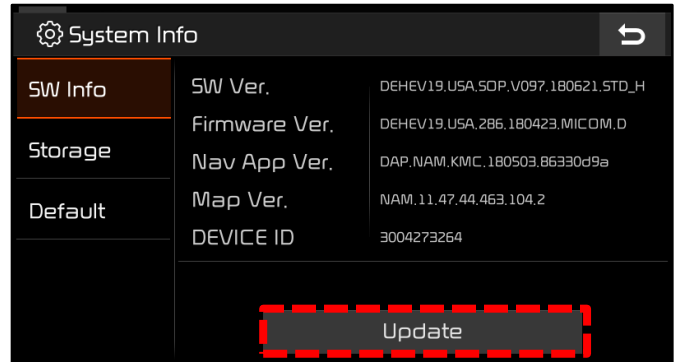
6. Swipe the screen to the left and select "System Info".



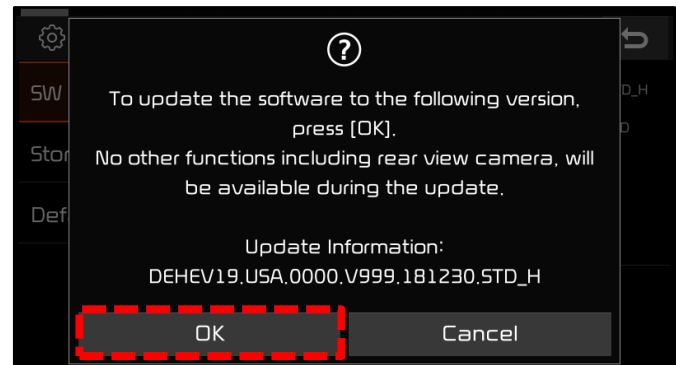
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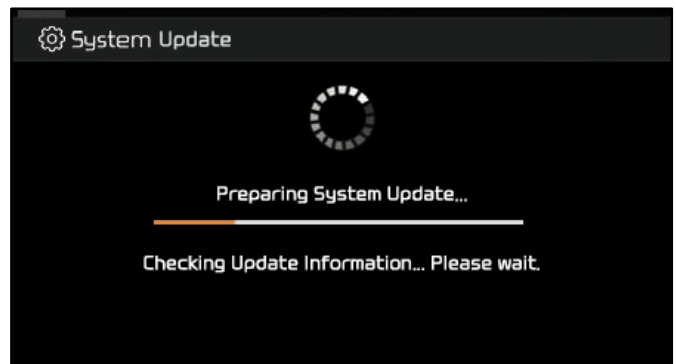
7. Select "Update".



8. Select "OK" to begin the update.

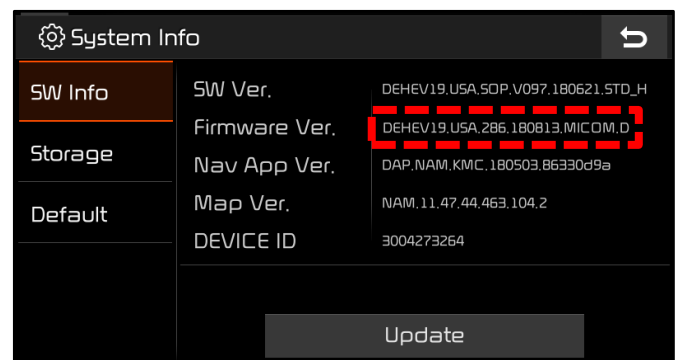


9. The update will begin and system will display the progress on the screen. Once the upgrade is complete, the head unit will automatically reset.



10. Verify that the firmware upgrade is successful by checking the firmware version by following steps 5 to 6 on page 3 of this bulletin. If update is not successful, restart the procedure from step 3.

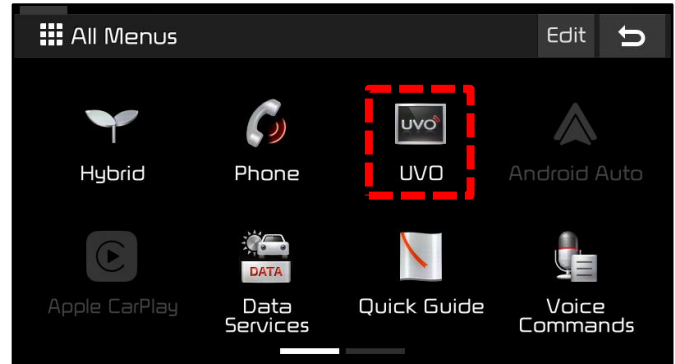
**New Firmware Version:**  
**DEHEV19.USA.286.180813.MICOM.D**



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11. Confirm the “UVO” icon is visible in the “All Menus” screen.



12. Reprogram the customer's radio presets if necessary.
13. Ensure there is a UVO User's Manual in the glove box per step 1 of the Inspection Procedure on page 2.



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## AFFECTED VEHICLE RANGE:

Model	Production Date Range
Niro (DE HEV)	July 19, 2018 through October 17, 2018

## REQUIRED PART:

Part Name	Description / Part No.	Figure	Comments
Firmware Update USB Drive	19MY NIRO AVN USB Stick		Auto-shipped to Dealers. Additional USB upgrade sticks can be ordered through Snap-on Business Solutions at (888) 542-1011.
19MY Niro UVO User's Manual	G5MS7 BC001		Auto-shipped to Dealers. Additional manuals can be ordered through Archway at (866) 542-6268.

## WARRANTY INFORMATION:

N Code: N99 C Code: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	A7H40 AP909	0	AVN Logic Improvement & UVO User's Manual Placement	180137R0	0.3 M/H	N/A	0
V	A7H40 AP909	0	Inspection for UVO Icon & UVO User's Manual Placement	180137R1	0.2 M/H	N/A	0