	GROUP ELE	MODEL 2018MY Stinger (CK) 2018-2019MY Niro Plug-in (DE PHEV) with UVO 3.0
	NUMBER 162 (Rev 1, 04/24/2019)	DATE December 2018

## TECHNICAL SERVICE BULLETIN

**SUBJECT:** SERVICE ACTION: UVO 3.0 LOGIC IMPROVEMENT  
FOR BLACK SCREEN (SA366)

### \* 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 the procedure to improve the logic of the UVO 3.0 (D-Audio) head unit on some 2018MY Stinger (CK) vehicles, produced from May 3, 2018 through June 5, 2018, and 2018-2019MY Niro Plug-in (DE PHEV) vehicles, produced from June 4, 2018 through November 25, 2018, which may exhibit a black screen after confirming the safety warning. Follow the procedure below to improve the logic of the UVO 3.0 head unit.

Kia is requesting the completion of this Service Action on all affected vehicles including dealer stock, 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 SA366.**

**File Under: <Electrical>**

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

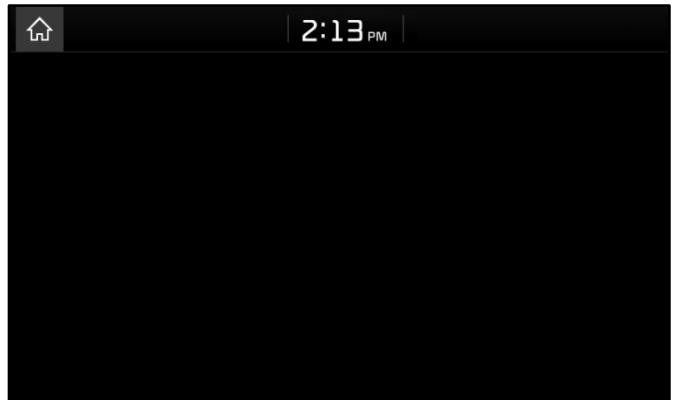
**SUBJECT: SERVICE ACTION: UVO 3.0 LOGIC IMPROVEMENT FOR BLACK SCREEN (SA366)**

**Inspection Procedure:**

1. Start the vehicle and power on the UVO 3.0 head unit.



2. Verify the concern:  
If the head unit displays a black screen as shown on the right, proceed to step 3.

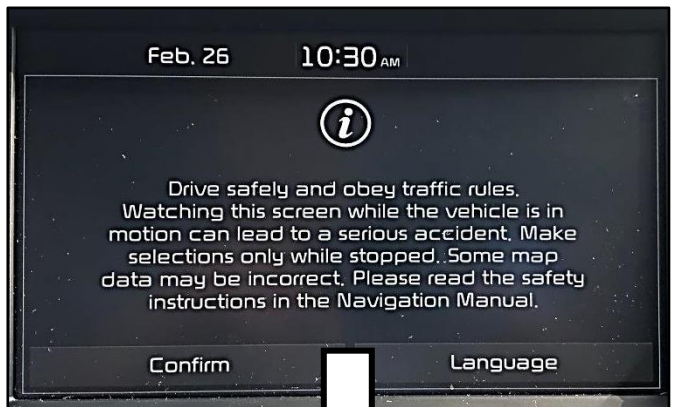


If the screen operates as designed, skip to the software verification, step 5.

3. Press the reset button with a pointed end tool such as a pen or paper clip.



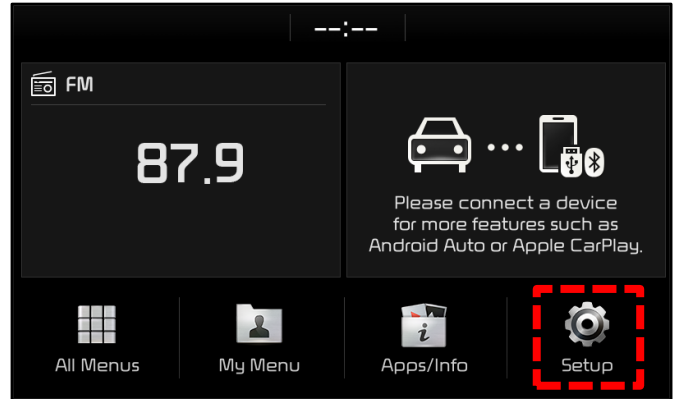
4. Upon startup of the head unit, DO NOT press “Confirm” or “Language”; instead, quickly alternate between pressing the radio and setup hard keys (10-15 repetitions) until display returns on the head unit. Return to the head unit home screen.



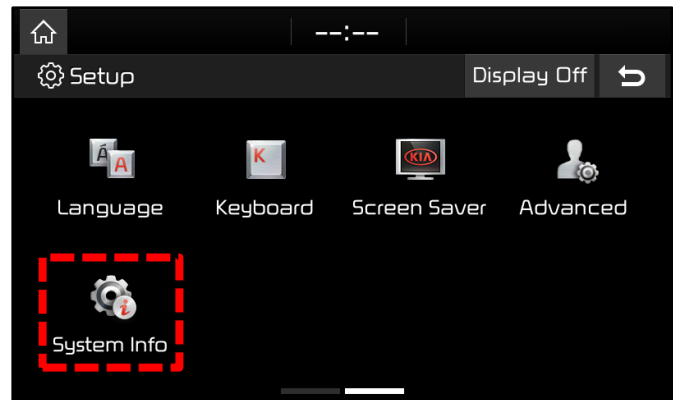
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5. Select "Setup".



6. Select "System Info" on the second menu.

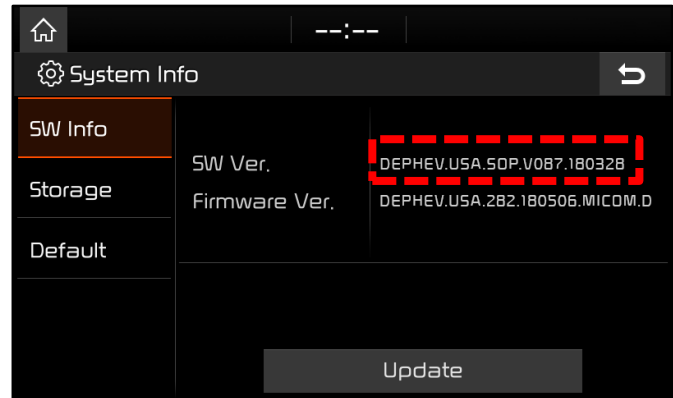


7. Check the software version and proceed to the Software Update Procedure on page 4 if the version matches the "Current Version" table below.

- If it matches the "New Version" table, no further action is required.
- If it does not match either table, open a Techline case [online](#).

Model	Current Version
DE PHEV	DEPHEV.USA.SOP.V087.180328
CK	CK.USA.SOP.V087.180410

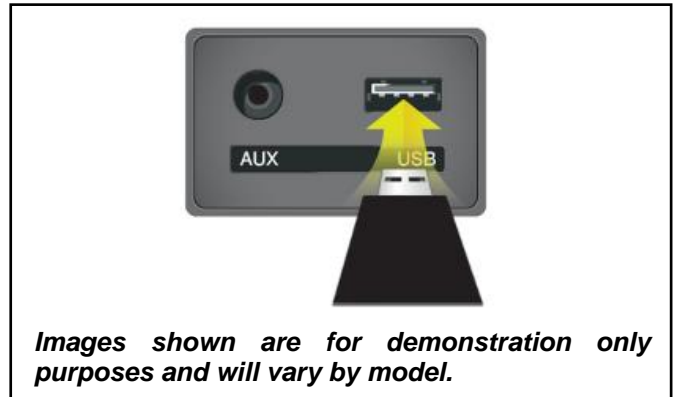
Model	New Version
DE PHEV	DEPHEV.USA.SOP.V098.180611
CK	CK.USA.SOP.V098.180821



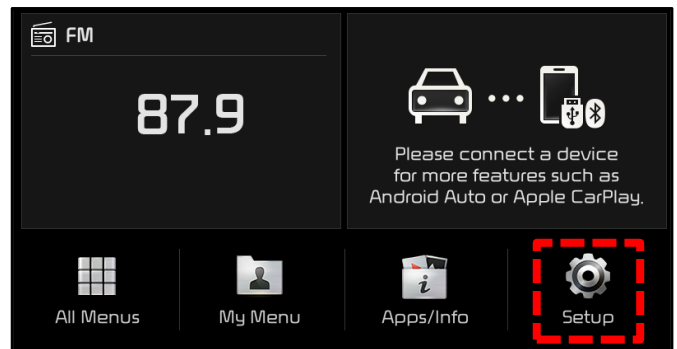
SUBJECT: SERVICE ACTION: UVO 3.0 LOGIC IMPROVEMENT FOR BLACK SCREEN (SA366)

**Software Update Procedure:**

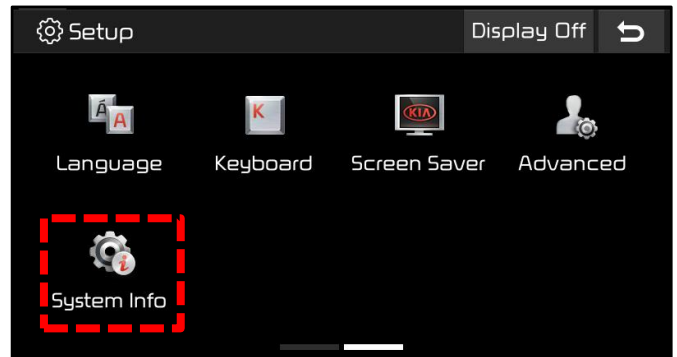
- 1. Start the vehicle or connect the Midtronics GR8-1299 charger.
- 2. For customer vehicles, record the customer’s radio presets before performing the upgrade.
- 3. Obtain the USB stick labeled **DE PHEV/CK D-AUDIO UPDATE SW** (white) from your Service Manager and insert it in the vehicle’s USB port.



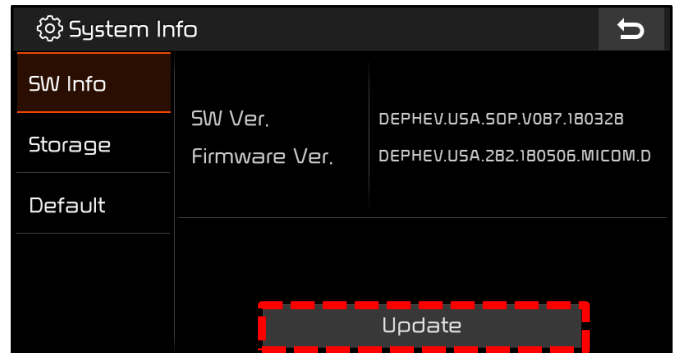
- 4. Select “Setup”.



- 5. Select “System Info” on the second menu.



- 6. Select “Update”.



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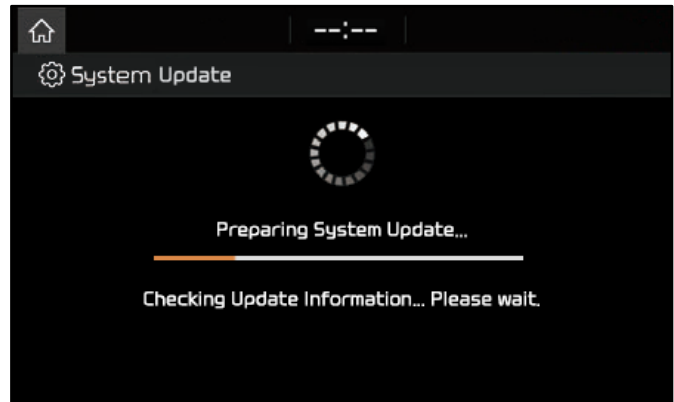
- Select "OK" to begin the update.

### \* NOTICE

This software upgrade may take twenty (20) minutes to complete. Other services can be performed while the system upgrade is in progress.



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



- Verify that the software update is successful by checking the software version by following steps 4 to 5 on page 3 of this bulletin. If update is not successful, restart the procedure from step 3.

Model	New Version
DE PHEV	DEPHEV.USA.SOP.V098.180611
CK	CK.USA.SOP.V098.180821



- Reprogram the customer's radio presets if necessary.
- Verify proper operation of the head unit.

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## AFFECTED VEHICLE RANGE:

Model	Production Date Range
Stinger (CK)	May 3, 2018 through June 5, 2018
Niro (DE PHEV)	June 4, 2018 through November 25, 2018

## REQUIRED PART:

Part Name	Description / Part No.	Figure	Comments
Software Update USB Drive	DE PHEV/CK D-AUDIO UPDATE SW USB Stick		Auto-shipped to Dealers. Additional USB upgrade sticks can be ordered through Snap-on Business Solutions at (888) 542-1011.

## 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	96160 J5100FHV	0	(SA366) UVO 3.0 Logic Improvement	180148R0	0.3 M/H	N/A	0

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA366 when accessing the WebDCS system.