

	GROUP Electrical	MODEL 2019MY Sportage (QL)
	NUMBER PS603	DATE May 2019
 		
SUBJECT: 19MY QL BLUETOOTH INTERMITTENT NO SOUND		

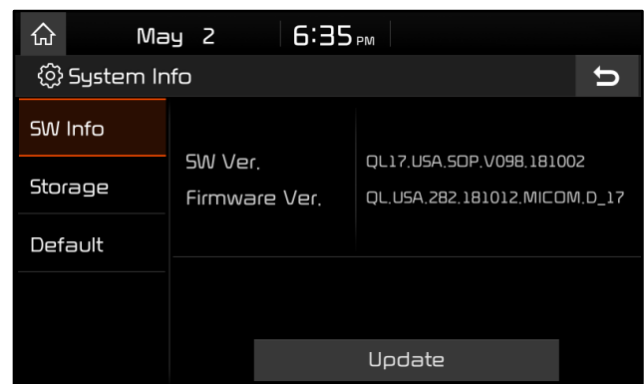
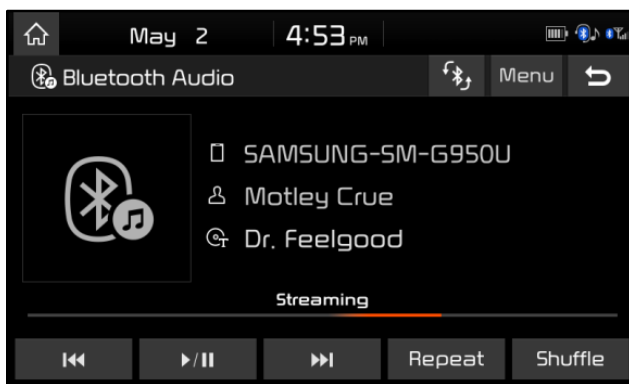
This Pitstop provides information regarding Bluetooth playback and connectivity concerns on some 19MY Sportage (QL) vehicles equipped with UVO 3.0 audio head units with the following software:

Head Unit Software Version
QL17.USA.SOP.V098.180612

Customer complaints:

- “When phone is connected to the Bluetooth, music playback cuts in and out”.
- “Bluetooth randomly loses connection to head unit”.

If customer complaints are present and the head unit has this software version, then replace the head unit with a re-manufactured head unit through Direct Exchange. If the software version is already up to date and concern is present, then open tech line case.



After replacing the head unit, ensure that the software version is:

QL17.USA.SOP.V098.181002 or newer.