

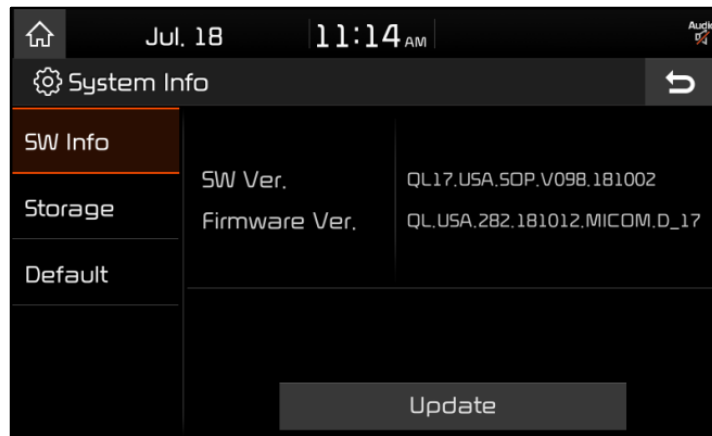


GROUP ELE	MODEL 2019MY Sportage (QL)
NUMBER 184	DATE July 2019

TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: QL BLUETOOTH AUDIO UPDATE (SA392)

This bulletin provides the procedure for updating the UVO 3.0 software on some 2019MY Sportage (QL) vehicles produced from July 19, 2018 through Jan. 03, 2019 which may experience Bluetooth skipping/intermittent muting. To correct this concern, perform the head unit software update procedure outlined in this bulletin. 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 SA392.

File Under: <Electrical>

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

Software Update Procedure:

- 1. Turn engine **ON** and record customer radio presets.

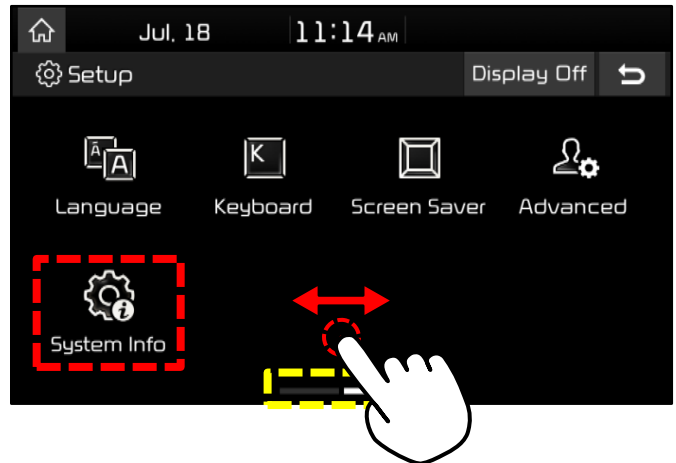


- 2. Press the **SETUP** hard key on the head unit.

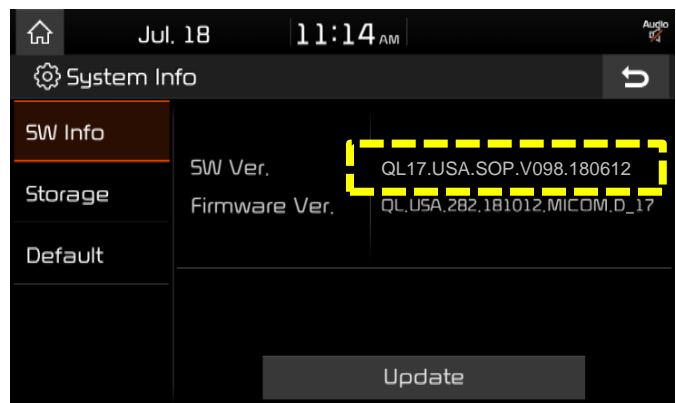


- 3. Swipe to the next screen and select "System Info" and then select "SW Info/Update".

*** NOTICE**
All images used throughout this service bulletin are for reference use only. Disregard time and date displayed in each step.



- 5. Verify that the installed S/W Version is: **QL17.USA.SOP.V098.180612**



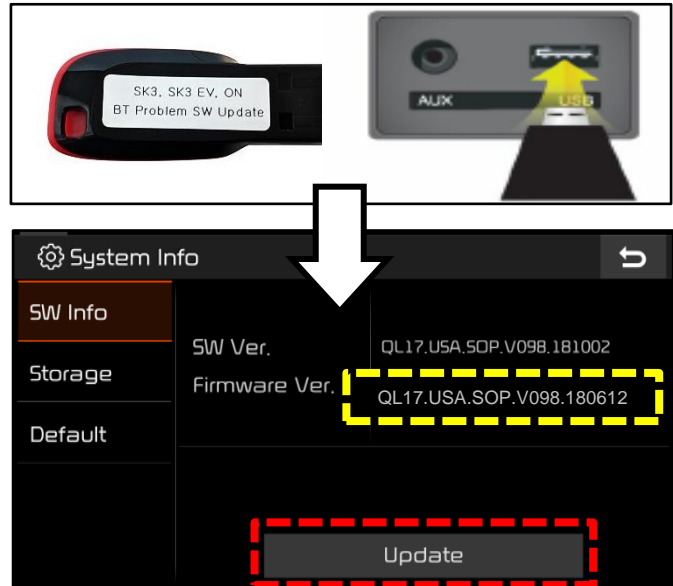
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6. Insert USB Flash Drive into the vehicle's USB Port. (Location will vary by model)

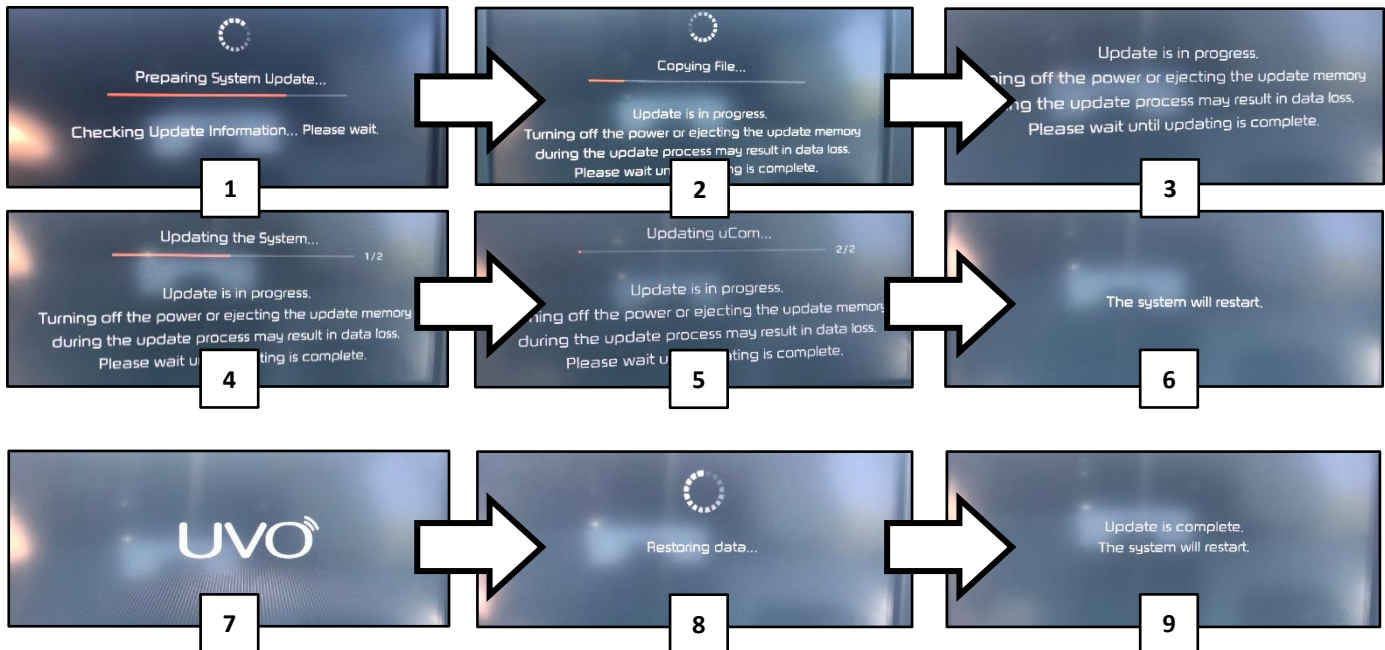
Note: When inserting the USB flash drive, the "Update to next version now?" screen may pop up. If so, proceed to step 7.

If the "Update to next version now?" screen **does not** pop up: Press the **SETUP** hardkey on the head unit; on the head unit screen, select "System Info" and then select "Update" under SW.

QL17.USA.SOP.V098.181002



Allow for the following nine (9) screen sequences to complete.
Do NOT press any hard keys or touch screen.



7. Verify the installed head unit SW Version is now: **QL17.USA.SOP.V098.181002**. If necessary, restore radio presets recorded in step 1. Shut engine off.

Model		Software Version (SW Ver.)
QL	Before	QL17.USA.SOP.V098.180612
	After	QL17.USA.SOP.V098.181002

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sportage (QL)	July 19, 2018 through Jan. 03, 2019

REQUIRED TOOL:

Tool Name	Figure	Comments
USB Drive		<p>This USB was auto-shipped as part of SA 386.</p> <p>Includes (QL) Software Update</p> <p>Additional USB upgrade sticks can be ordered through Snap-on Business Solutions at (888) 542-1011.</p>

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	96560 D9151WK	0	(SA392) Bluetooth Audio Update (QL)	190058R0	0.3 M/H	N/A	0

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA392 when accessing the WebDCS system.