

	GROUP Electrical	MODEL 2021MY Seltos SX (SP2)
	NUMBER PS648	DATE February 2020



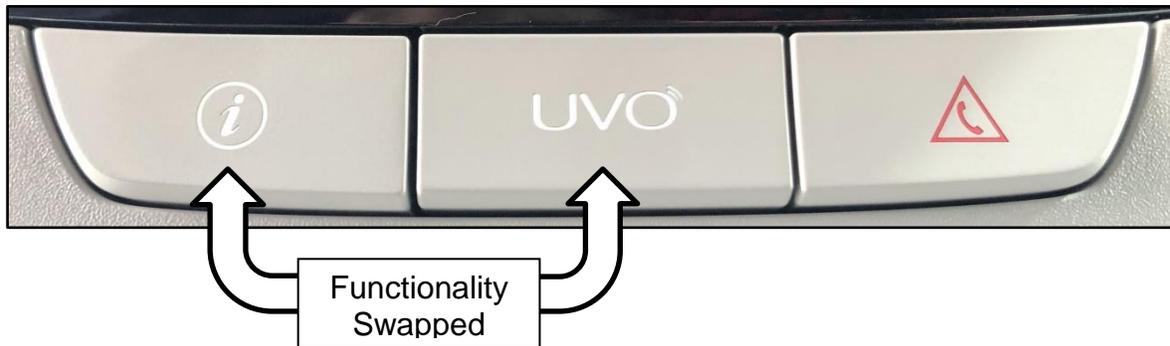
TECHNICAL OPERATIONS

SUBJECT: OVERHEAD CONSOLE UVO/INFO BUTTONS

This Pitstop provides information regarding the functionality of the overhead console UVO buttons on some 2021MY Seltos SX (SP2) vehicles.

With UVO Link activated, customers may experience “UVO” and “INFO” buttons with reversed functionality relative to published customer education materials. Only the **Seltos SX** trim level is equipped with these buttons and functions. There are no other issues with functionality and this PitStop is published for awareness of dealership personnel until this issue is resolved.

Customer inquiries should be addressed by demonstrating the functions described in this document.



Button	Typical Function	Current Seltos
“i” – Info Button	Integrated Voice Recognition Virtual Assistance	Local Search function (P.O.I.)
UVO	Local Search function (P.O.I.)	Integrated Voice Recognition Virtual Assistance
Red Triangle (RSA)	Roadside Assistance (R.S.A.) Call	Roadside Assistance (R.S.A.) Call

The UVO link feature performance is fully operational and the buttons are placed in the right positions according to the Kia Motors specifications. **The functionality of the UVO and INFO button however, are ‘reversed’ and therefore inconsistent with any customer facing materials.**

The Kia Motors America engineering team is aware of the concern and is working to create a resolution to the discrepancy.

Current Button Function explained:



LOCAL SEARCH FUNCTION (P.O.I.) FUNCTIONALITY (currently on the “i” Info Button):

- Provides local search function **and** allows customers to access the HERE Maps data base to search for points of interest (POIs).
- Pressing this button will use the “HERE maps” online data base exclusively and will not use the in-vehicle database.
- Therefore, if the customer has a navigation location stored to their head unit, using this button will not work for the stored location (such as if they have “Home” stored).
- If the customer wishes to use both the onboard database and the online Here Maps database, they will have to use the Voice Recognition button on the steering wheel.



INTEGRATED VOICE RECOGNITION VIRTUAL ASSISTANT (currently on the “UVO” button):

- Provides customers with a pathway to schedule dealership appointments directly from their vehicle.
- Provides access to a UVO Frequently Asked Questions (FAQ) section. This will help customers to obtain answers to all of their UVO-related questions.
- In order to use the Virtual Assistant, **the customer must have a preferred dealership set.** A preferred dealership can be set through the Kia Owners Portal on [kia.com \(https://owners.kia.com/us/en/kia-owner-portal.html/\)](https://owners.kia.com/us/en/kia-owner-portal.html/) or through the Kia Access with UVO Link app.