| | | GROUP | MODEL | |
|---|------------|------------|-------------------------|--|
| | KIA | Electrical | Sorento (XMa) 2013MY | |
| | KIA MOTOPS | NUMBER | DATE | |
| | RIA MOTORS | 047 | November 2012 | |
| TECHNICAL SERVICE BULLETIN | | | | |
| SUBJECT: SERVICE ACTION: SORENTO UVO SOFTWARE UPGRADE | | | | |
| (SA138) | | | | |

This bulletin provides the procedure for upgrading the 2013MY Sorento UVO system. Kia is requesting the completion of this Service Action on all affected 2013MY Sorento vehicles <u>prior</u> to delivery. Before conducting the procedure, verify that the vehicle is included in the list of the 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 <u>SA138</u>.

File Under: <Electrical>



1.

SUBJECT: SERVICE ACTION: SORENTO (XMA) UVO SOFTWARE UPGRADE (SA138)

UVO Upgrade Procedure:

| Delete all paired phones from the UVO system; delete UVO from all phones. If you do not delete phones, the phone(s) will still show and act as paired, but performance or functional issues may occur. Anytime a software update is performed to either a paired phone or the UVO system, the pairing should be deleted from both phone and UVO system and then pair again after update. | | | | |
|--|--|--|--|--|
| For UVO software update use only USB flash drives that do not contain any files or folders. | | | | |
| USB flash drive specs: FAT32, USB 2.0 and at least 1GB memory. | | | | |
| Battery should be fully charged during update, otherwise there could be data loss or damage to UVO system. | | | | |
| Updating UVO system may take 2 to 10 minutes. (Time may vary depending on previous UVO software version.) | | | | |
| If viewing this TSB electronically, click the link below. | | | | |

https://www.kiatechinfo.com/pds/Downloads/UVO_9013.exe

Otherwise, log on to KGIS/KiaTechInfo.com and click on "Diagnostic Tools," then click "Software Downloads" from the navigation menu.

- 2a. Click on "Download for 2013 UVO Software Update" link.
- 2b. Click on "2013 UVO Software Update Download" link.

| Servi | ce Materials | _ | Publication |
|---|--|--|--|
| | GDS User Guides | GDS Updates | How to Update GDS |
| Subject | | | |
| Subject | | | |
| | | | Download for |
| he following link | is for updating the 2013 |) UVO System. Bul | Download for letin listed below provid |
| The following link • 2013 UVO | is for updating the 2013 System Update Dowr |) UVO System. Bul | Download for letin listed below provid |
| The following link • 2013 UVO Refer to Technical | is for updating the 2013 System Update Dowr Service Bulletin: |) UVO System. Bul Iload | Download for |
| The following link 2013 UVO Refer to Technical SB ELE 046 – Se | is for updating the 2013 System Update Down Service Bulletin: ervice Action: Rio (UB) (| 8 UVO System. Bul Iload JVO Software Upd | Download for letin listed below provid ate (SA 137) |
| The following link • 2013 UVO Refer to Technical ISB ELE 046 – Se ISB ELE 049 – S | is for updating the 2013 System Update Down Service Bulletin: ervice Action: Rio (UB) (ervice Action: Soul (AM) |) UVO System. Bul Iload JVO Software Upd UVO Software Upd | Download for letin listed below provid ate (SA 137) Jate (SA 140) |

D GDS User Guides

GDS Updates
 How to Update GDS

GDS Information

Software Downloads

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Cancel

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Save

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<u>S</u>ave

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- 3. Click "Save File."
- While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. <u>What's the risk?</u>

Save As

My Recent Documents

Desktop

My Documents

y My Computer

My Network

Save in: 📋 My Documents

File name

Save as type:

UVO 9013

Application

QUVO_9013

File Download - Security Warning
Do you want to run or save this file?
Name: UVO_9013.exe
Type: Application, 6.62MB
From: www.kiatechinfo.com
Bun

- 4a. Save file onto computer by clicking "Save".
- 4b. Navigate to saved location and double click on file to open it. The file name is UVO_9013.

5. Click "Run."

6. Click "Run."



| Internet | : Explorer - Security Warning | | |
|--|---|--|--|
| The publisher could not be verified. Are you sure you want to run this software? | | | |
| Na | me: UVO_9013.exe | | |
| Publisher: Unknown Publisher | | | |
| | Run Don't Run | | |
| 8 | This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust. <u>How can I decide what software to run?</u> | | |

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SUBJECT: SERVICE ACTION: SORENTO (XMA) UVO SOFTWARE UPGRADE (SA138)

 Insert a flash drive into USB port on your computer; click "Unzip" and the files will be downloaded to the USB flash drive.

| WinZip Self-Extractor - UVO_9 | 013[1].exe | | |
|--|------------|------------|--|
| To unzip all files in UVO_9013[1].exe specified folder press the Unzip button | Unzip | | |
| Unzip to folder: | | Run WinZip | |
| <u>e\</u> | Browse | Close | |
| Overwrite files without prompting | About | | |
| | | Help | |
| | | | |
| | | | |

8a. Unzip the downloaded file directly to the root directory of the USB flash drive being used for the update.

***** NOTICE

Unzipping the attached or downloaded file and copying the folder to the USB or unzipping to any folder other than the root folder will result in the upload not executing.

- 8b. Power UVO system ON.
- 8c. Connect USB flash drive to UVO system's USB socket.

***** NOTICE

The system will display "Reading Media" on the screen after USB is inserted. This is normal, since the unit is searching for music files. Then the system may display a "No File Available" pop-up after system music search is complete, wait until new screen appears and continue with the upgrade. Do not power off at any point while the system is being upgraded.



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9. Press "SETUP" button on the head unit.



10. Touch "System" icon on the screen.

- 11. Touch "**System Information**" button on the screen.
- SETUP Main
 Voice
 Voice
 System



- 12a. Verify the current S/W version (1.MP.9.011) as shown in the image.
- 12b. Touch "Update" button on screen.



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Check that "New Version" is correct 13. for this Service Action (New version is 1.MP.9.013); if version is correct, then touch "Yes" button on screen.

14. The UVO system will automatically reboot and the update will proceed.

***** NOTICE

When rebooting, screen will go dark for approximately 20 to 40 seconds, this is normal. System will reboot 2 times to perform the update.

15. After the update is complete, the display shown on the right will appear for a few moments; then the UVO system will reboot again.

> Repeat steps 2~4 and check whether UVO system version has been updated correctly (1.MP.9.013).



Disconnecting the power during updates may result in data loss or damage. Please wait until the update is complete.

Éteindre lors d'une mise à jour pourrait perdre des données ou endommager l'appareil. Veuillez attendre jusqu'à ce que la mise à jour soit complétée.

Desconectar el suministro de energía durante una actualización puede generar la pérdida o daño de datos. Espere hasta que se complete la actualización.

The system will restart.

Le système va maintenant redémarrer.

El sistema se reiniciará.

16. Verify proper system function by obtaining the customer's phone(s) and pairing it(them) with the system.

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AFFECTED VEHICLE PRODUCTION RANGE:

| Model | Production Date Range | | |
|---------------|--|--|--|
| Sorento (XMa) | March 1st, 2012 to October 23 rd , 2012 | | |

WARRANTY CLAIM INFORMATION:

| Claim Type | Causal P/N | Qty. | N Code | C Code | Repair Description | Labor Op Code | Op Time | Replacement P/N | Qty. |
|---------------|----------------|------|-----------|-----------|---------------------------------|------------------|------------|--------------------|------|
| V | 96160 1U300 | 0 | N50 | C98 | (SA138) UVO Software Upgrade | 120A08R0 | 0.3 M/H | N/A | 0 |

***** NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA138 when accessing the WebDCS system.