| | GROUP | MODEL |
|---|---|---|
|  | **Electrical** | **2014MYSorento (XMa) w/Base Audio 2013MY Rio (UB) w/Base Audio** |
| | NUMBER | DATE |
| | **076** | **December 2014** |

# TECHNICAL SERVICE BULLETIN

**SUBJECT:**  AUDIO SOFTWARE UPGRADE - BLUETOOTH® CALL CUTS OFF

This bulletin provides the procedure for upgrading the base audio system software on some 2014MY Sorento (XMa) and 2013MY Rio (UB) vehicles (See production dates below) which may exhibit a condition related to a Bluetooth® call cutting off after a period of approximately 15 minutes. To resolve the concern, follow the procedure outlined below. **NOTE: This software update should <u>ONLY</u> be applied when the customer complaint exactly matches the concern noted above.**

| Model/MY | Production Range |
|---|---|
| Sorento (XMa) / 2014MY | From January 22, 2013 through February 14, 2013 |
| Rio (UB) / 2013MY | From July 16, 2012 through January 6, 2013 |

## ★ NOTICE

- <u>**This software update is currently not available for the AUM. However, this update may be added to the AUM at a later date.**</u>

- **This update will require a USB flash drive with the following specs: FAT32, USB 2.0 and at least 1GB memory.**

- **A fully charged battery is necessary before the upgrade can take place. It is recommended that the Midtronics GR8-1299 system be used during the update, otherwise there could be data loss or damage to audio system.**

- **This software update will take approximately five (5) minutes to complete.**

- **Delete all paired phones from the system and delete the head unit from all phones. If you do not delete phones, the phone(s) will still show and act as paired, but performance or functionality issues may occur. Anytime a software update is performed to either a paired phone or the system, the pairing should be deleted from both phone and system and then paired again after update.**
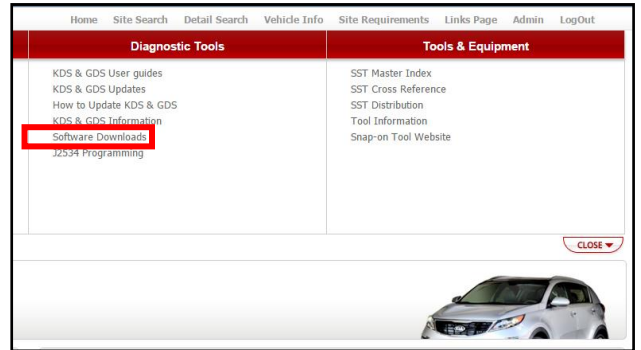
**File Under: <Electrical>**

**Circulate To:**  ☒ **General Manager**      ☒ **Service Manager**      ☒ **Parts Manager**

☒ **Service Advisors**      ☒ **Technicians**      ☒ **Body Shop Manager**   ☐ **Fleet Repair**
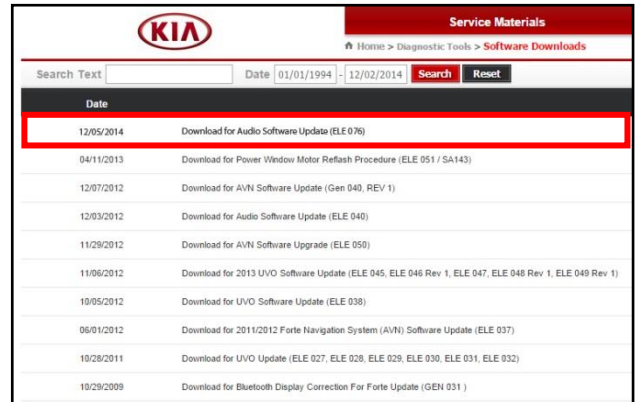
**SUBJECT:** AUDIO SOFTWARE UPGRADE - BLUETOOTH® CALL CUTS OFF
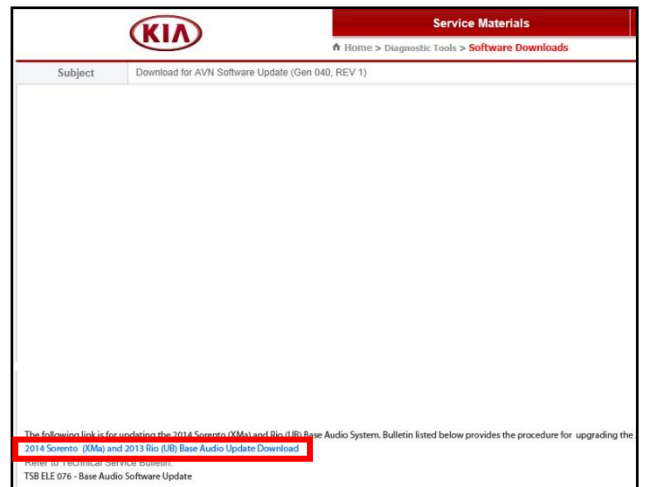
**Service Procedure:**

1. Log onto www.kdealer.com > KGIS and click on Diagnostic Tools > Software Downloads from the navigation menu.



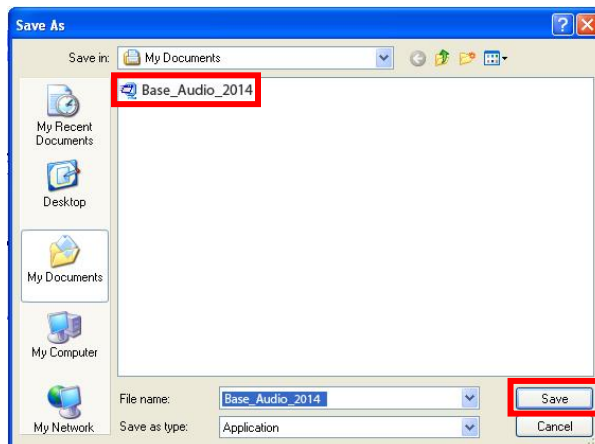2. Click on "Download for Audio Software Update (ELE 076)".



3. Click on "2014 Sorento (XMa) and 2013 Rio (UB) Base Audio Update Download".
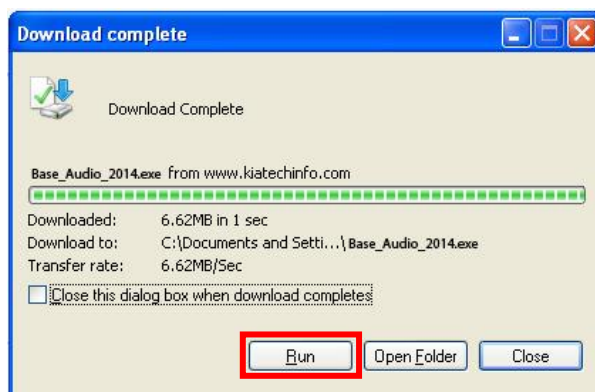
**SUBJECT:** AUDIO SOFTWARE UPGRADE - BLUETOOTH® CALL CUTS OFF

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 Base_Audio_2014.
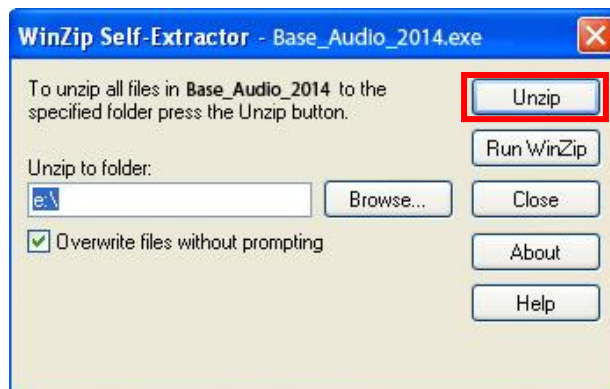
5.  Click "Run."

6.  Click "Run."

7.  Insert a flash drive into USB port on your computer, select the port where the USB is connected to and click "Unzip". The files will be downloaded to the USB flash drive.

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

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★ **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.**

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9. Start the vehicle or connect the Midtronics GR8-1299 charger.

10. Insert the USB flash drive into the vehicle's USB port and allow the music file to play for one (1) second.

11. Press the "POWER" button to turn the audio system OFF.

**SUBJECT:** AUDIO SOFTWARE UPGRADE - BLUETOOTH® CALL CUTS OFF

12. To access the Engineering Mode on Sorento (XMa) vehicles: Press and hold buttons 1 and 4 simultaneously for 2 seconds, then, press the button 1 four times in quick succession.

> ★ **NOTICE**
>
> **Do NOT turn the vehicle OFF while the update is in progress.**



13. To access the Engineering Mode on Rio (UB) vehicles: Press and hold buttons 1 and 5 simultaneously for 2 seconds, then, press the button 1 four times in quick succession.



14. Once in engineering Mode, the system will display the software version on the screen. Confirm the original software version matches the information shown in the table below.

| Original S/W Version |
|---|
| BT : v2.4C |

> ★ **NOTICE**
>
> **If the original software version is BT: v2.4D, No further action is required.**

15.   Press the "SETUP" button.



16.   Press button 5, then, press button 2 to access "BT Upgrade". The upgrade progress will be shown on the screen.

**★ NOTICE**

**Do NOT turn the vehicle OFF while the update is in progress.**



17.   The system will restart automatically after the update is installed.

18.   Perform a new pairing with a phone and test for proper Bluetooth® and Voice Recognition (VR) operation.

19.   If Bluetooth or VR issues are found after the update is performed, contact Techline and open a case.

**SUBJECT:** AUDIO SOFTWARE UPGRADE - BLUETOOTH® CALL CUTS OFF

AFFECTED VEHICLE PRODUCTION RANGE:

| Model/Model Year | Production Date Range |
|---|---|
| Sorento (XMa) / 2014MY | From January 22, 2013 through February 14, 2013 |
| Rio (UB) / 2013MY | From July 16, 2012 through January 6, 2013 |

WARRANTY CLAIM INFORMATION:
**N Code =M23  C Code= ZZ3**

| Claim Type | Model | Causal P/N | Qty. | Repair Description | Labor Op Code | Op Time | Replacement P/N | Qty. |
|---|---|---|---|---|---|---|---|---|
| W | Sorento (XMa) | 96595 C5000 | 0 | (ELE 076) Base Audio Upgrade | 28325F08 | 0.3 M/H | N/A | 0 |
| | Rio (UB) | 96595 1W400 | | | | | | |

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