

Free Firmware Update for AVIC U-Series

NEW Free Firmware Update (Version 1.0003) Now Available for AVIC-U Series in-dash navigation systems

December 10, 2009

Dear Valued Pioneer Customer:

We would like to inform you of the availability of a NEW free firmware update (version 1.0003; *released in December 2009*) for the AVIC-U Series in-dash navigation systems (**AVIC-U310BT**). In addition, this firmware update applies only to models sold in the United States.

This firmware update (version 1.0003) contains important performance improvements relating to the Bluetooth connectivity, phone book transfer feature, touch panel, and fuel report output to AVIC FEEDS.

This notice explains how to obtain the free firmware update and how to determine if the firmware update has already been installed on an **AVIC-U310BT**.

Even if you are not currently experiencing any issues with your AVIC U-Series in-dash system, we still recommend that you install the free firmware update. Installation of the update should take approximately ten minutes to complete.

HOW TO OBTAIN THE FREE FIRMWARE UPDATE:

Pioneer is offering the following four options for consumers to obtain the free firmware update:

1. Download the free update to a computer from here: [AVIC-U310BT](#), and transfer the update to an SD card for insertion into the AVIC-U Series system; OR
2. Order on-line a SD card containing the free update by going to <http://parts.pioneerelectronics.com/avicfirmware>; OR
3. Order by phone a SD card containing the free update by calling Pioneer Customer Service toll free at 800-421-1404 and then transferring to the Parts Order Department (select Option 1); OR
4. Arrange for an in-dash AVIC-U Series system to be shipped to Pioneer for installation of the free update by calling Pioneer Customer Service toll free at 800-421-1404 and then transferring to the Warranty & Service Department (select Option 1).

HOW TO DETERMINE IF THE FIRMWARE UPDATE HAS ALREADY BEEN INSTALLED:

To determine if the new firmware update has already been installed on an **AVIC-U310BT** please power on the system and do the following:

1. Press the "Menu" button;
2. Touch the "Settings" tab; then touch the "Service Information" tab;
3. The "Version" number and the "Device" number are both displayed -- please look at the "Version" number, which is displayed on the upper line; and
4. If the "Version" number is "1.0001" or an earlier/smaller number, please install the new firmware update. If the "Version" number is "1.0003" or a later/larger number, the system has already been updated with the new firmware.

QUESTIONS:

If you have any questions, please contact Pioneer Customer Service toll free at 800-421-1404. Pioneer service representatives are available Monday through Friday, 10:00 a.m. to 7:30 p.m. (Eastern Time), except on holidays.

Sincerely,

Pioneer Electronics (USA) Inc.