



Firmware Update (version 1.01) for Certain Pioneer In-Dash Navigation AV Receivers

November 21, 2018

Dear Valued Pioneer Customer:

We would like to inform you of the availability of a firmware update (version 1.01) for certain Pioneer In-Dash Navigation AV Receivers. **This firmware update is only for the following Pioneer In-Dash Navigation AV Receivers sold in the United States and Canada: AVIC-W8400NEX and AVIC-W6400NEX.**

Warning: Installation on any other product could cause irreversible damage.

This firmware update (version 1.01):

- Improves stability
- Fixes the following issues:
 - Black screen appears when switching DVD source to CarPlay
 - “License file error” message appears when launching navigation

In order to perform this update, the following items are needed:

- Pioneer AVIC-W8400NEX or AVIC-W6400NEX In-Dash Navigation AV Receiver
- Blank USB storage device (no files), 2 GB or larger in capacity, formatted to FAT32

Instructions on installing the firmware are provided on the same page as the firmware update. Installation of the update should take no more than ten minutes to complete.

How to Obtain the Free Firmware Update:

1. Download the firmware update files to a computer from the Pioneer website:
pioneerelectronics.com/firmware
2. Transfer the files to the USB storage device for insertion into the Pioneer In-Dash Navigation AV Receiver.

Questions

If you have any questions, please contact Pioneer Customer Service toll free at 1-800-421-1404, Monday through Friday, 7:30 AM - 11:30 AM and 12:30 PM - 4:00 PM (Pacific Time), excluding holidays, or online through parts.pioneerelectronics.com/contact.

Sincerely,

Pioneer Electronics (USA) Inc.