



Firmware Update (version 8.13) for Certain Pioneer In-Dash AV Receivers

October 19, 2018

Dear Valued Pioneer Customer:

We would like to inform you of the availability of a firmware update (version 8.13) for **only the following Pioneer In-Dash AV Receivers sold in the United States and Canada: AVH-601EX, AVH-600EX, AVH-501EX and AVH-500EX. Installation on any other product could cause irreversible damage.**

This firmware update fixes an issue where the Pioneer In-Dash AV Receiver changes the audio source to Bluetooth Audio when a connected Android device receives an alert. To perform this update, the following items are needed:

- Pioneer In-Dash AV Receiver: AVH-601EX, AVH-600EX, AVH-501EX, or AVH-500EX.
- 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:
<https://www.pioneerelectronics.com/PUSA/Support/Downloads>
2. Transfer the files to the USB storage device for insertion into the Pioneer In-Dash 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.