



Firmware Update for Certain Pioneer In-Dash AV Receivers

November 22, 2019

Dear Valued Pioneer Customer:

We would like to inform you of the availability of a firmware update for certain Pioneer In-Dash AV Receivers. **This firmware update is only for the following Pioneer In-Dash AV Receivers sold in the United States and Canada.**

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|---------------------|
| DMH-1500NEX |
| DMH-C2500NEX |
| DMH-C2550NEX |
| DMH-C5500NEX |
| AVH-1500NEX |
| AVH-1550NEX |
| AVH-2500NEX |
| AVH-2550NEX |
| AVH-3500NEX |

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

This firmware update fixes the following issue:

- No sound from rear speakers when resuming music after finishing a call

To perform this update, the following items are needed:

- Pioneer DMH-1500NEX, DMH-C2500NEX, DMH-C2550NEX, DMH-C5500NEX, AVH-1500NEX, AVH-1550NEX, AVH-2500NEX, AVH-2550NEX, or AVH-3500NEX In-Dash 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 file for your receiver model and firmware version 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.