



## Firmware Update (version 1.02) for AVH-W4400NEX

October 25, 2019

### Dear Valued Pioneer Customer:

We would like to inform you of the availability of a firmware update (version 1.02) for Pioneer AVH-W4400NEX In-Dash AV Receivers. **This firmware update is only for AVH-W4400NEX receivers sold in the United States and Canada.**

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

This firmware update (version 1.02) fixes the following problem:

- Phone call buttons on steering wheel do not work when using Android Auto

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

- Pioneer AVH-W4400NEX In-Dash AV Receiver
- Blank (does not contain any files) SD memory card or USB storage device, 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](http://pioneerelectronics.com/firmware)
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](http://parts.pioneerelectronics.com/contact).

Sincerely,

**Pioneer Electronics (USA) Inc.**