

## **Free Firmware Update for AVIC-X920BT**

### **NEW Free Firmware Update (Version 2.003000) Now Available for AVIC-X920BT in-dash navigation system**

**August 11, 2010**

Dear Valued Pioneer Customer:

We would like to inform you of the availability of a NEW free firmware update (version 2.003000; *released in August 2010*) for the AVIC-X920BT in-dash navigation system. This firmware update applies only to models sold in the United States.

**This firmware update (version 2.003000) contains important improvements addressing Bluetooth Hands-Free and Voice Recognition operations.**

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-X920BT**.

Even if you are not currently experiencing any issues with your AVIC-X920BT 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-X920BT](#), and transfer the update to a micro SD card for insertion into the AVIC-X920BT; 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-Z120BT 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-X920BT**, please power on the system and do the following:

1. Press the "HOME" button; then touch the "Settings" tab;
2. Touch the "System Settings" tab; then touch the "Service Information" tab;
3. Press and hold the top left corner of the "Service Information" screen;
4. The "Platform version" number and the "Application version" number are both displayed -- please look at the "Application Version" number, which is displayed on the second line; and
5. If the "Version" number is "2.002100" or an earlier/smaller number, please install the new firmware update. If the "Version" number is "2.003000" 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.**