

Notice about Free AVIC-Z3 Firmware Update to Resolve Software Issue during Updating of Music Database

June 26, 2009

Dear Valued Pioneer Customer:

We would like to inform you of the availability of a free firmware update for the AVIC-Z3 to resolve a software issue that arises when a user attempts to update the AVIC-Z3's Gracenote music database. Pioneer has become aware that the AVIC-Z3 does not recognize the disc containing the music database update and consequently does not perform the update. Importantly, this software issue does not pose any health or safety risk, and there is no risk of property damage.

To resolve this software issue, Pioneer is offering a free firmware update (version 3.100400).

The free firmware update is ONLY for the AVIC-Z3 -- please DO NOT use this firmware update for the AVIC-Z1, AVIC-Z2 or AVIC-Z110BT, as those models are not affected by the above-described software issue and this firmware update could damage those models.

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](#)], and burn the update onto a computer disc (CD-R) for insertion into the AVIC-Z3 system; OR
2. Order on-line a CD-ROM containing the free update by accessing the following URL:<http://parts.pioneerelectronics.com/avicfirmware>; OR
3. Order by phone a CD-ROM 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 AVIC-Z3 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).

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.