REPAIR PROCEDURE : CREATING SPYLOGS – NAC AUDIO-NAVIGATION

ANALOGUE CONNECTED NAVIGATION OR DIGITAL CONNECTED NAVIGATION

1. SPYLOG : Introduction

1.1. Role

Derived from the words SPY and LOG, a SPYLOG is a file recording the internal events of the NAC audio-navigation.
The SPYLOG is created by the on-board electronics operating system at the request of the user.
The SPYLOG monitors and records in sequence the events and the value of certain variables affecting a particular process.
The SPYLOG allows the experts to analyse step by step the internal activity of the programme and its interactions with the environment.
In the case of the NAC audio-navigation, the operating system creates a SPY folder in which it stores various SPYLOG files and sub-folders.

1.2. Use

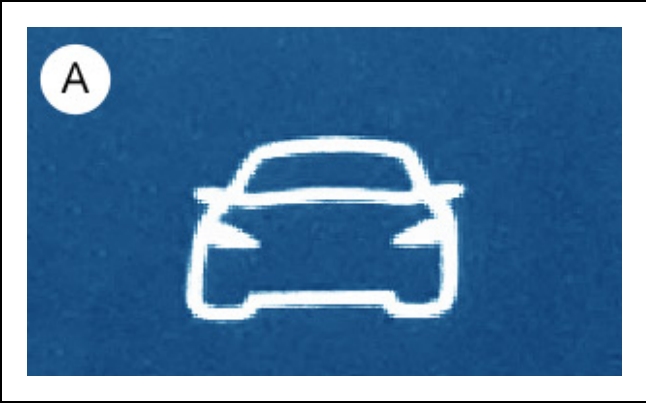A SPYLOG must be generated in the following cases :
- NAC audio-navigation fault
- Freezing of the NAC audio/navigation screen (In this case, configuration of the date and time and saving on a USB stick are not possible, saving of the SPYLOG in the telematic unit is still possible in accordance with the procedure described in the section "Saving the SPYLOG (Trace)")
- Unwanted restarting of the NAC audio-navigation (In this case, wait until the system has restarted fully before generating the SPYLOG)

A SPYLOG must also be generated if a technical service bulletin (TSB) stipulates this.

2. SPYLOG : Method of application

CAUTION : Wait for 5 minutes after the audio-navigation system NAC has started up before creating a SPYLOG.

2.1. Creation of a SPYLOG

button	Description
	"A" "DRIVE" button
 Figure : D5AM05KT	

Methodology :
- Press and hold the "DRIVE" key for between 5 and 8 seconds (*)
- An audible confirmation tone is emitted approximately 5 seconds after releasing the "DRIVE" button
- The SPYLOGs are saved internally

N.B. : (*) From software version 21.06.47.34, a beep is emitted when the button is released to confirm that a SPYLOG has been created.

2.2. Recovery of SPYLOGs saved internally

button	Description
	"B" "MEDIA" button
Figure : D5AM05LT	

Methodology :
- Connect the USB key (*)
- Press the "MEDIA" key for between 5 and 8 seconds

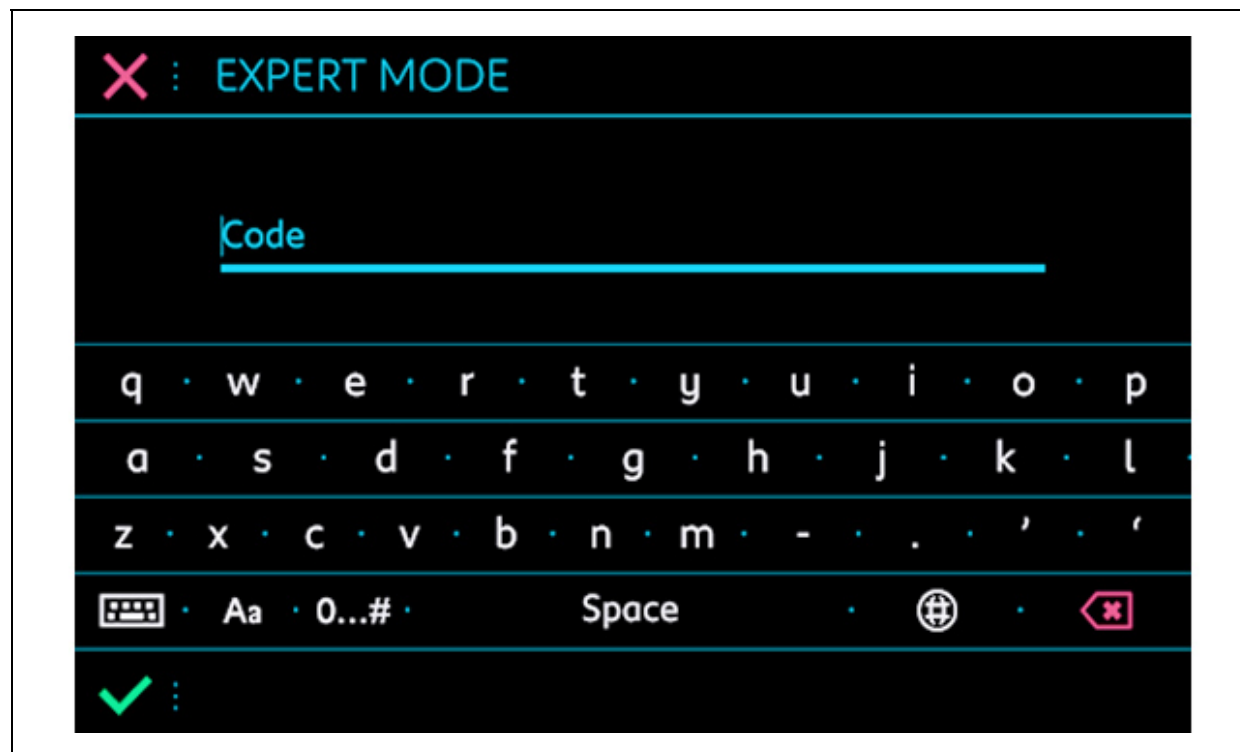**N.B.** : (*) USB stick with a minimum of 1 GB formatted in FAT 32.

Figure : D5AM05ND

Methodology (continued) :
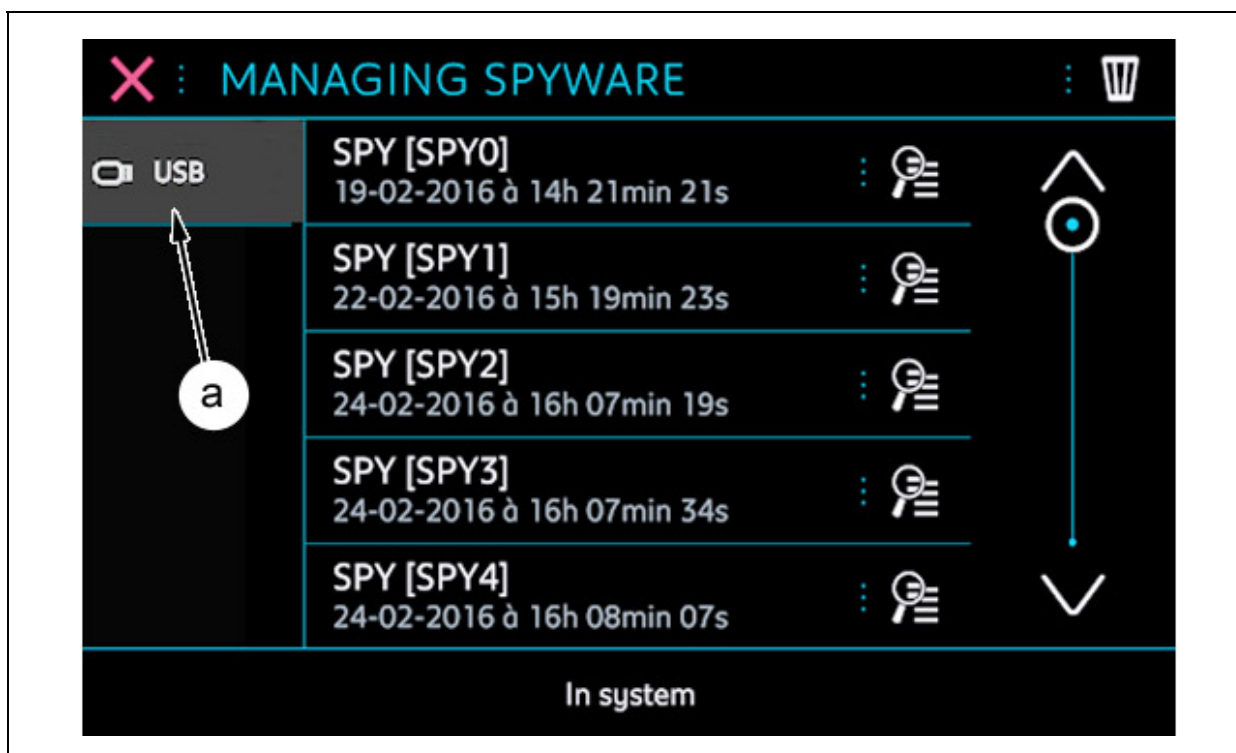- Enter the code 1111
- Confirm

Figure : D5AM05OD

Methodology (continued) :
- Make a copy on the USB stick
- Press the USB symbol (at "a")
- Wait for the USB symbol (in "a") to be available again (no longer greyed out)
- Remove the USB stick

N.B. : The copy on the USB stick does not erase the SPYLOGs.

2.3. If SPYLOG is not recovered or if there is a black screen

Download the following file.

Access by internet
Website link
https://emedia-servicebox.mpsa.com/DS/IFD/donnees/spylog/Spylog_auto.zip

Perform the following operations :
- Unzip the file to the root of a blank USB stick formatted to FAT32
- Insert the USB stick into the vehicle socket and wait at least 5 minutes

N.B. : The insertion of the USB stick automatically creates a SPYLOG.

3. SPYLOG : Important comments

CAUTION : Only send the file corresponding to the period during which the fault was found.

The SPYLOGs are created until the total size reaches 300 MB. When the limit is reached, the oldest SPYLOG is deleted.

4. SPYLOG : Expected format

Figure : D5AM060D

"b" File .
"c" Marks.
The complete file "spy_export_xxx" must be attached.

> **CAUTION** : Deleting the trace results in the loss of the file history.

The naming rule is as follows: : spy_export_[3 figures : Counter][2 figures : Day][2 figures : months][4 figures : model year][6 figures : Time:Minute:Second][2 figures 00].
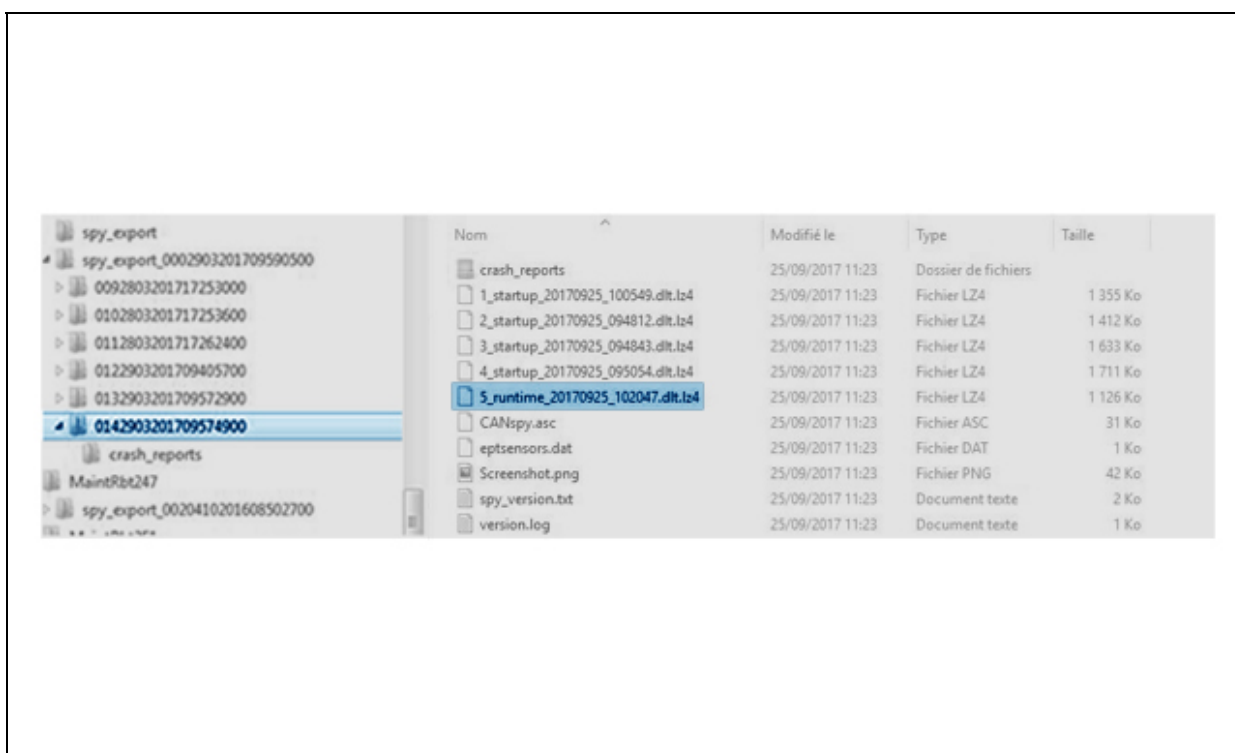

Figure : D5AM07PD

CAUTION : Check if the "runtime" file is present.

CAUTION : A file containing 2 or 3 traces is not sufficient to analyse a problem.

The file can only be analysed from 4 traces.
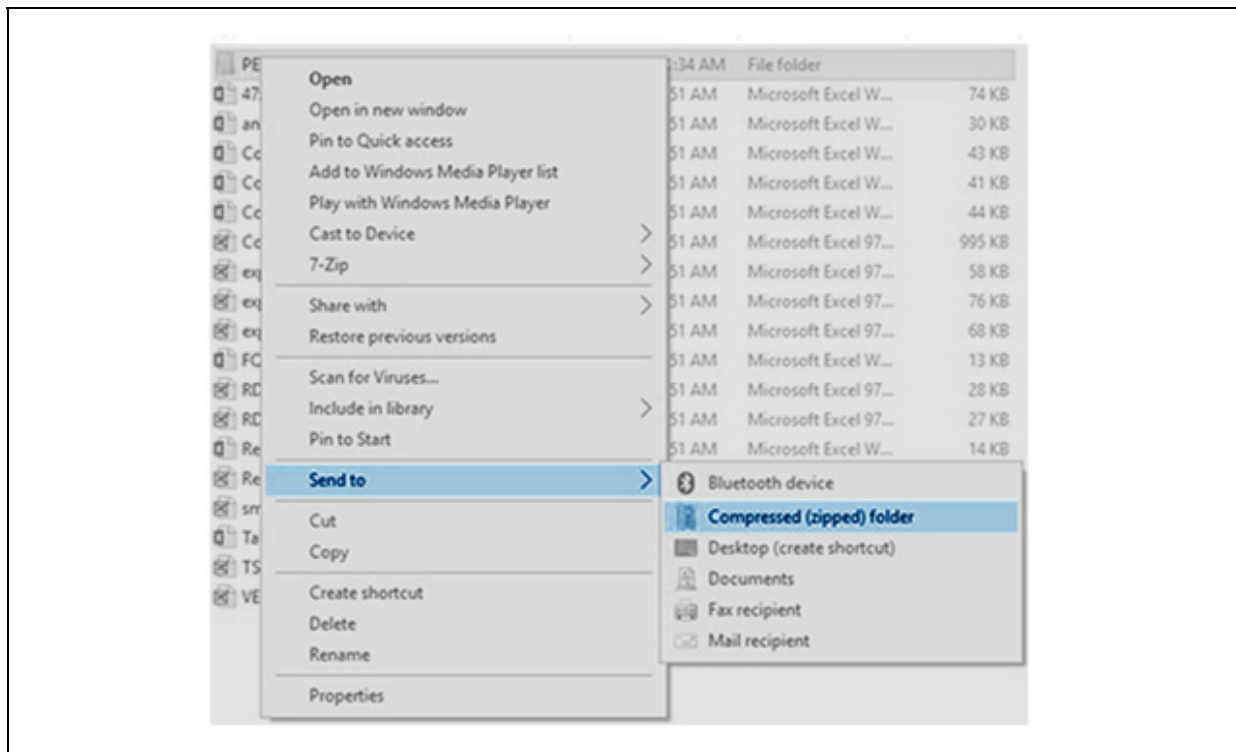The file can contain a maximum of 8 traces.

Figure : D5AM062D

CAUTION : Only send the file corresponding to the period during which the fault was found.

The SPYLOG file must be compressed before sending.