

UPDATING PROCEDURE : SOFTWARE UPDATE - NAC AUDIO-NAVIGATION

1. Preliminary operations

1.1. Part required

1 USB stick with a capacity between 8 and 32 GB and formatted to FAT 32.

1.2. Formatting the USB stick

Connect the USB stick to one of the USB ports on the local computer (PC).

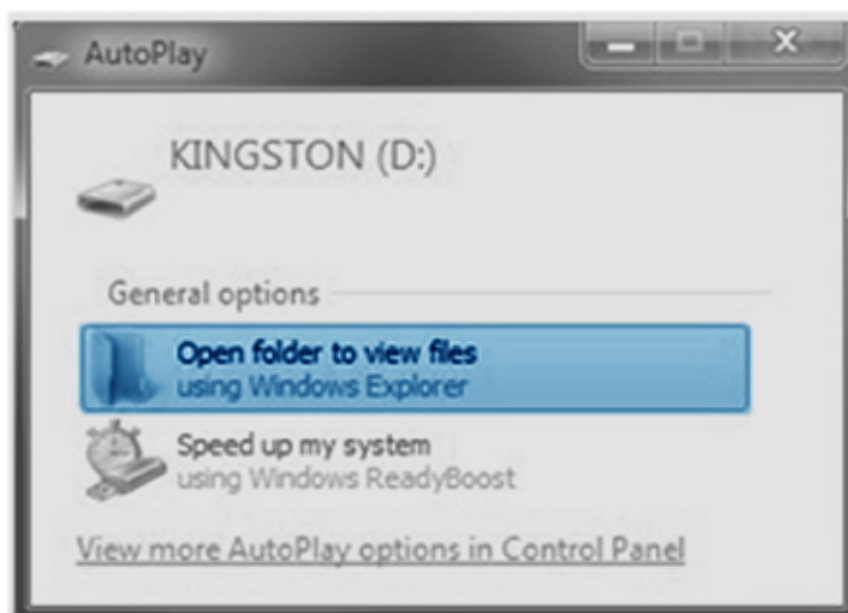


Figure : D5AM064D

Click on "Open the folder and display the files".

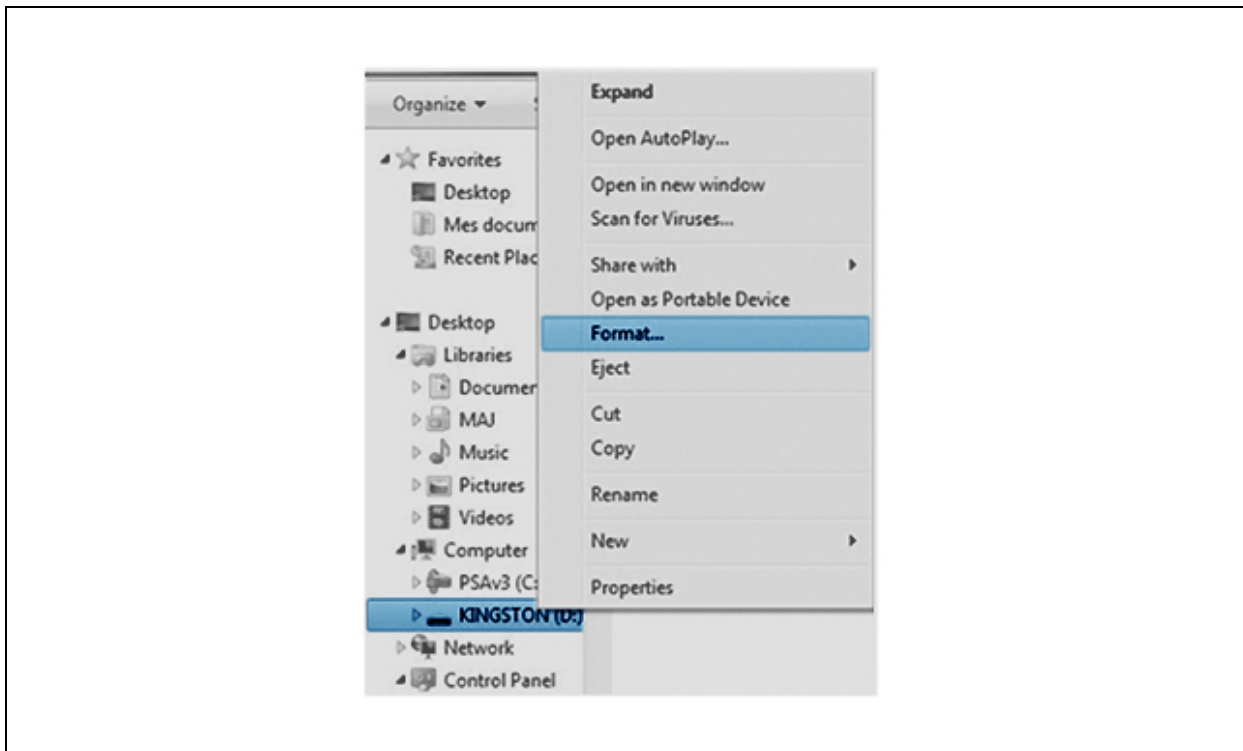


Figure : D5AM065D

Right-click on the removable disk where the USB stick has been connected "USB (X:)".

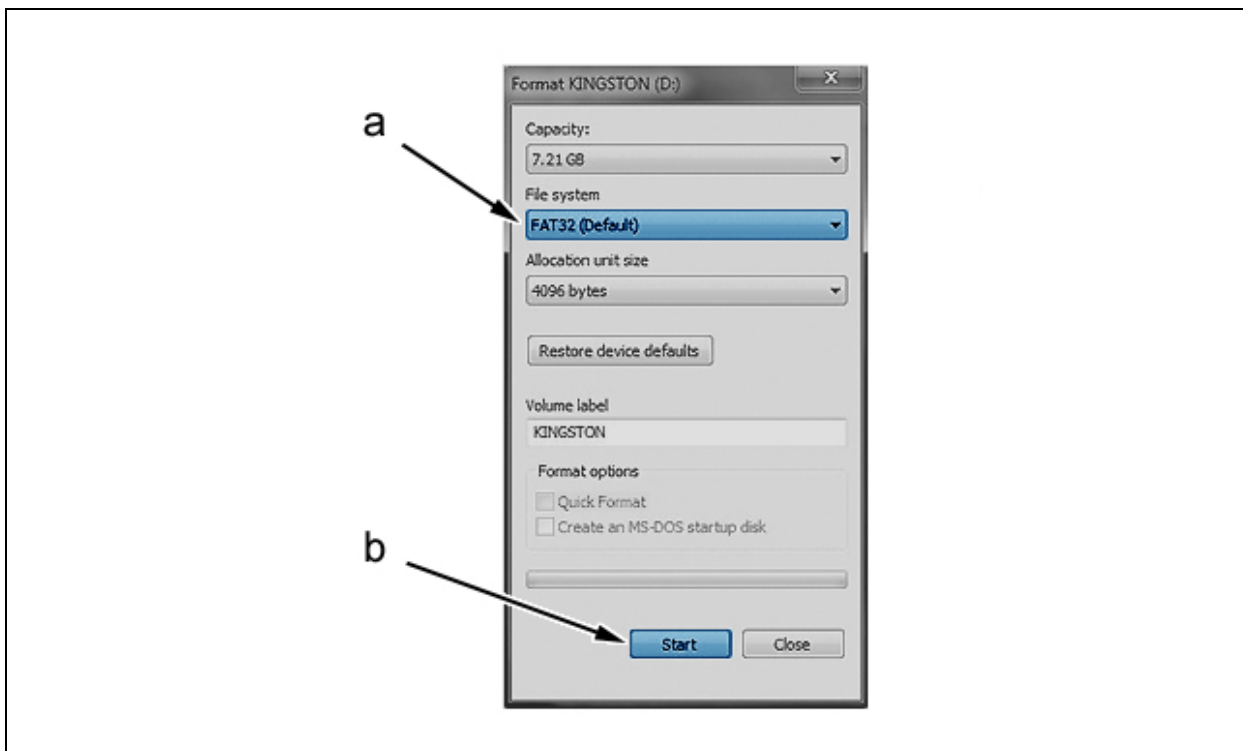


Figure : D5AM066D

Format the USB stick to FAT 32 :

- Uncheck "quick formatting"
- Select "Format"
- Select the file system FAT 32 (At "a")
- Click "Start" (At "b")

N.B. : Untick "Quick formatting".

N.B. : Formatting a 8 GB USB stick can take up to 30 minutes.

2. Preparing the software and licence update

N.B. : The preparation of the updating operation may take one hour (Outside of downloading time on the manufacturer's after sales documentation portal).

N.B. : "Internet Explorer" is the recommended browser to use for the manufacturer's aftersales documentation portal.

Create a specific directory on the local PC.

Connect to the manufacturer's portal.

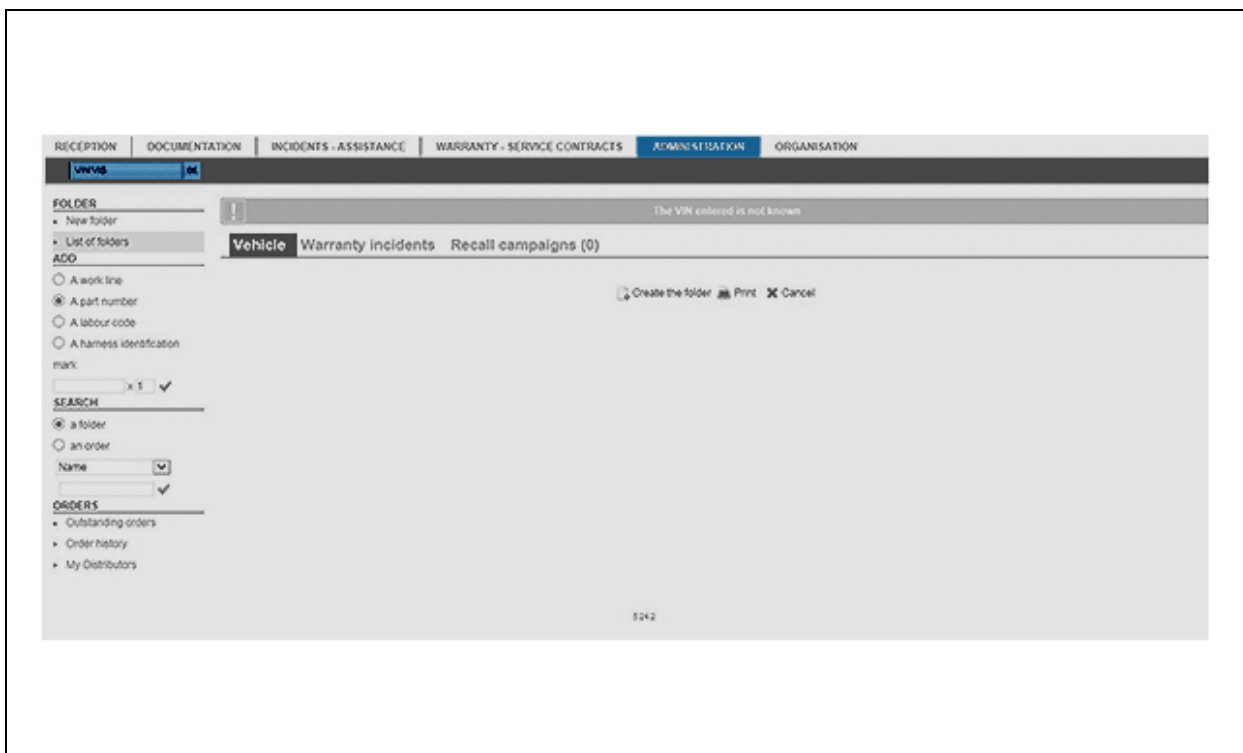


Figure : D5AM067D

Enter the VIN of the vehicle concerned.

Confirm by pressing "OK".

Select the section "ADMINISTRATION / Basket" or "RECEPTION / Warranty history".

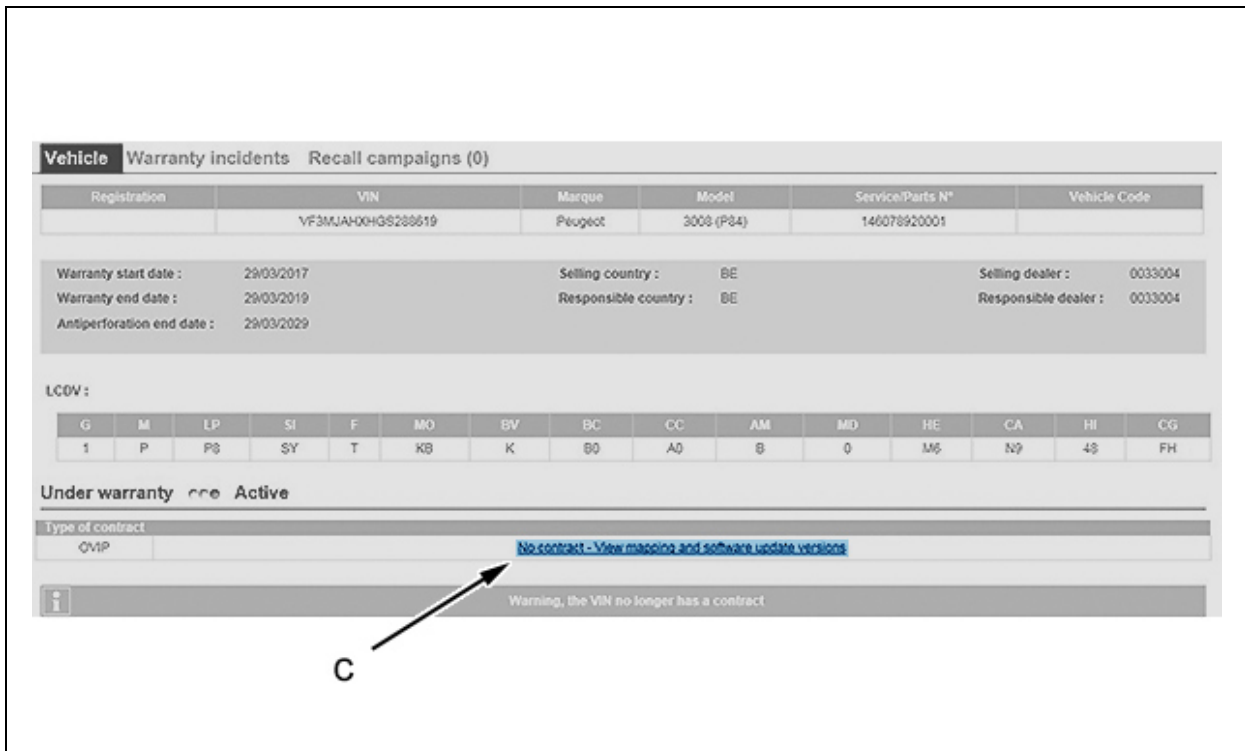


Figure : D5AM068D

Click on "View map and software update versions" (At "c").

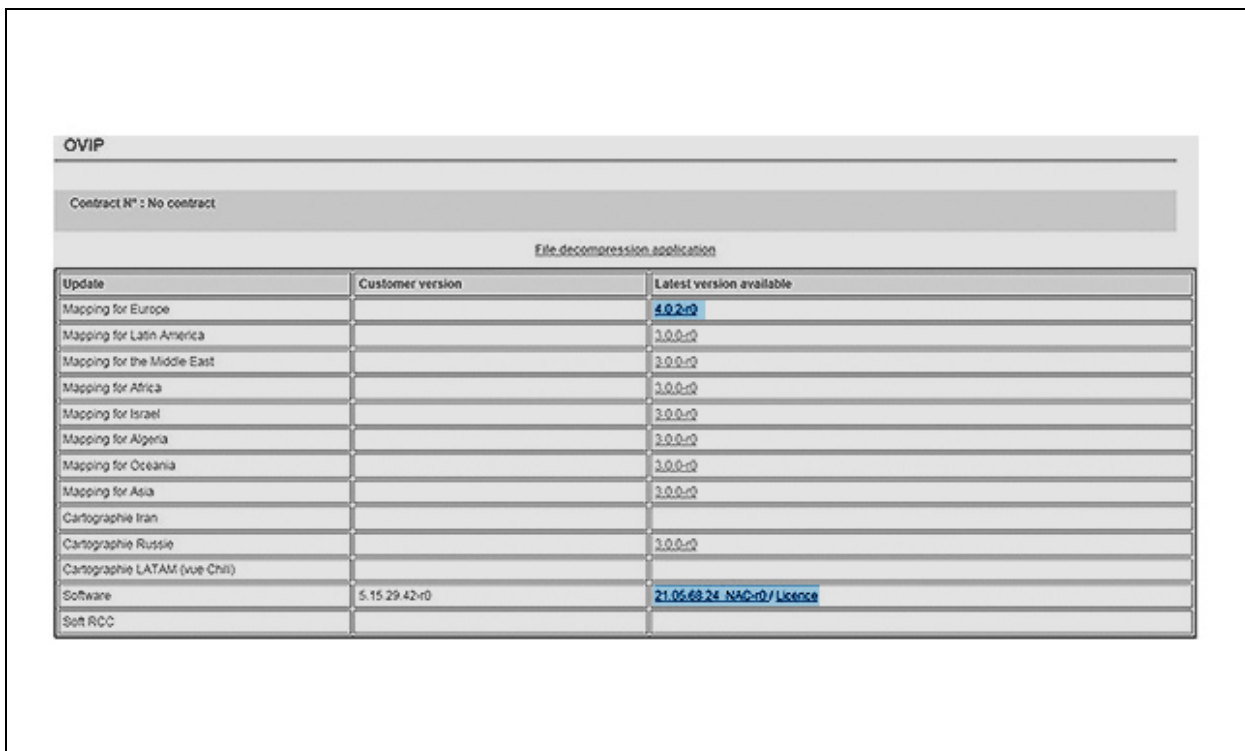


Figure : D5AM069D

The screen to view the map and software versions is displayed.

2.1. Downloading the decompression tool

N.B. : The various screens are displayed in the language configured on the PC (In English by default).

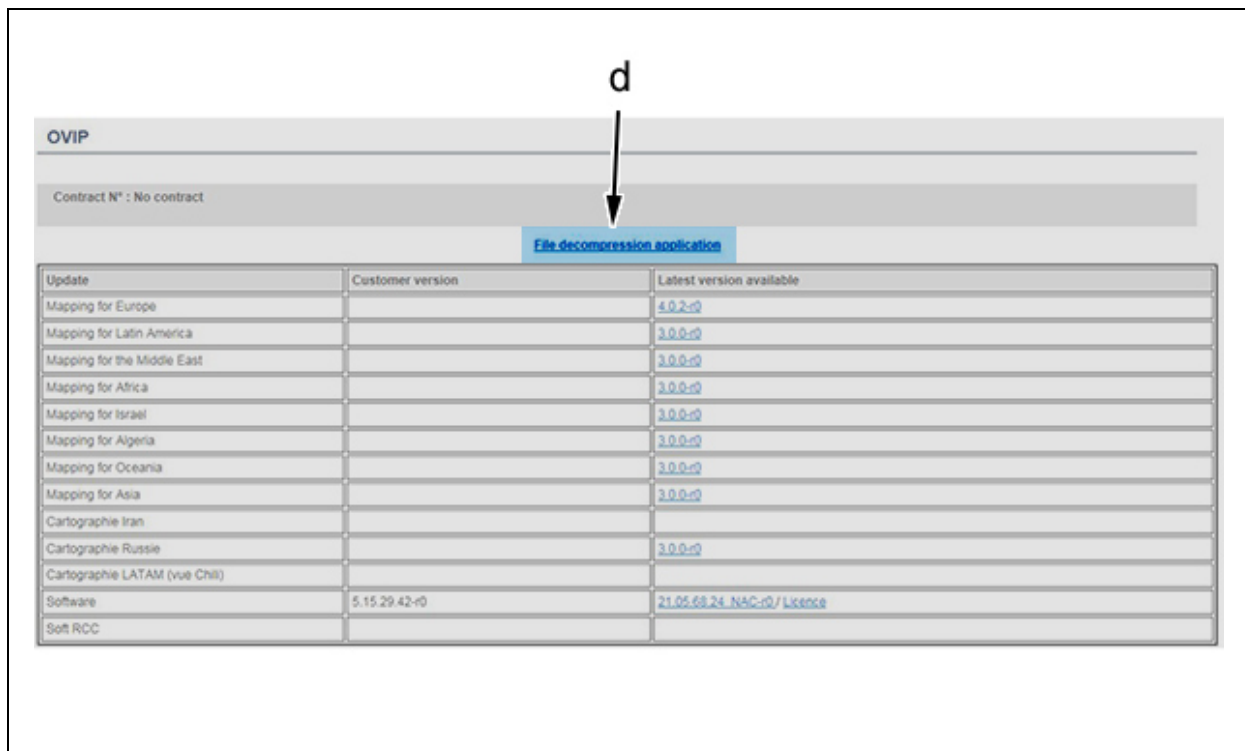


Figure : D5AM06AD

Click on the link "Decompression tool" (At "d").

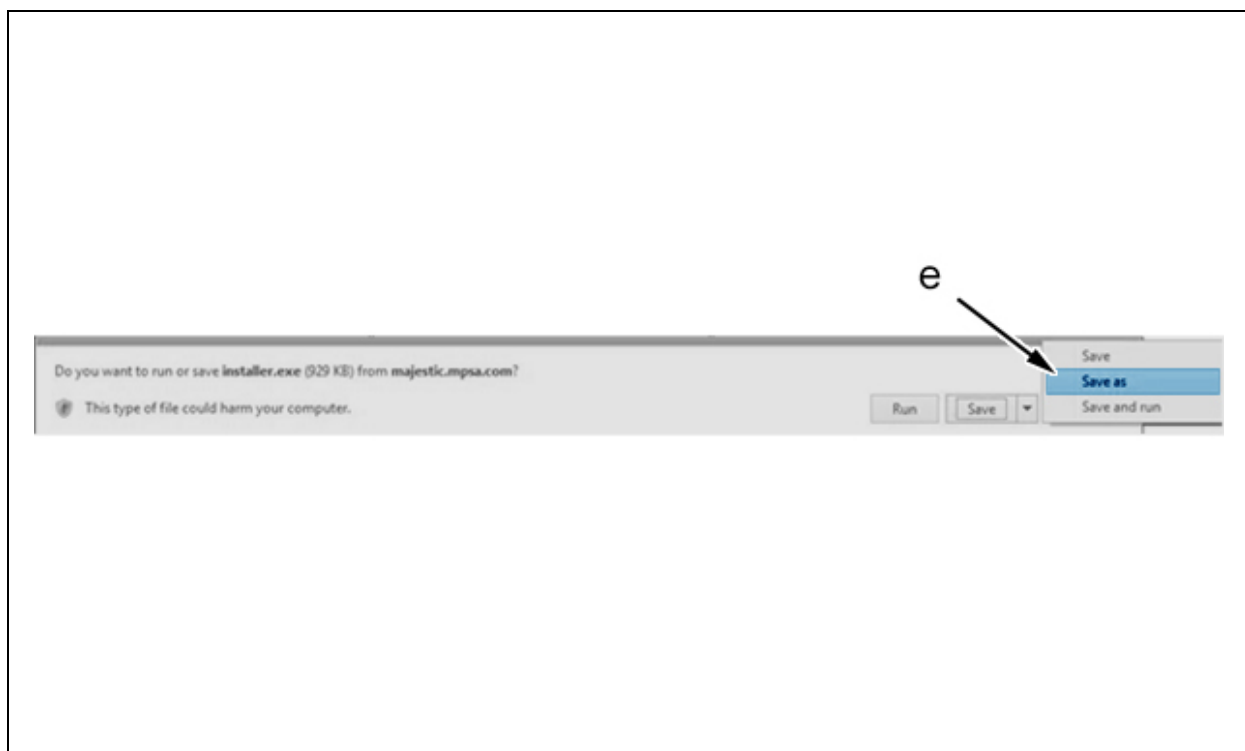


Figure : D5AM06BD

Open the "Save" drop-down menu to select "Save as" (At "e").

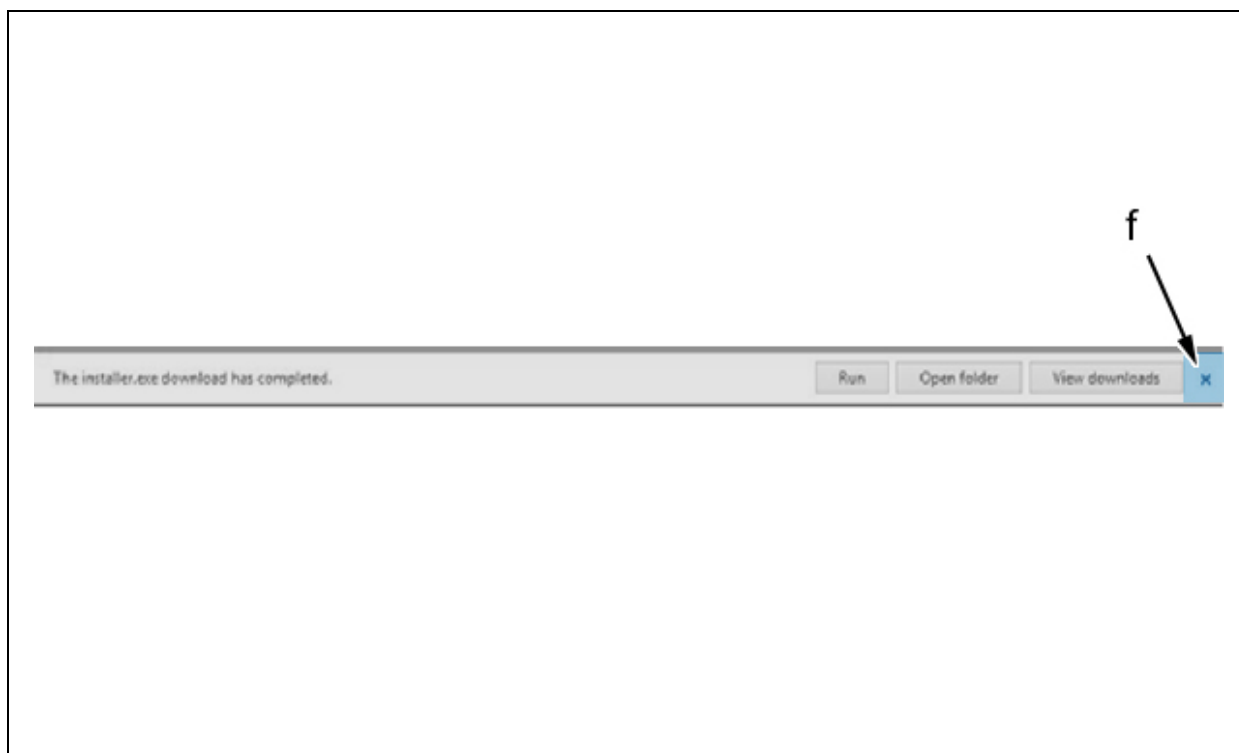


Figure : D5AM06WD

Ignore the error message that appears ; Click on the cross to close the window (At "f").
Save the file "Installer.exe" onto the local PC in the directory created specifically for the operation.

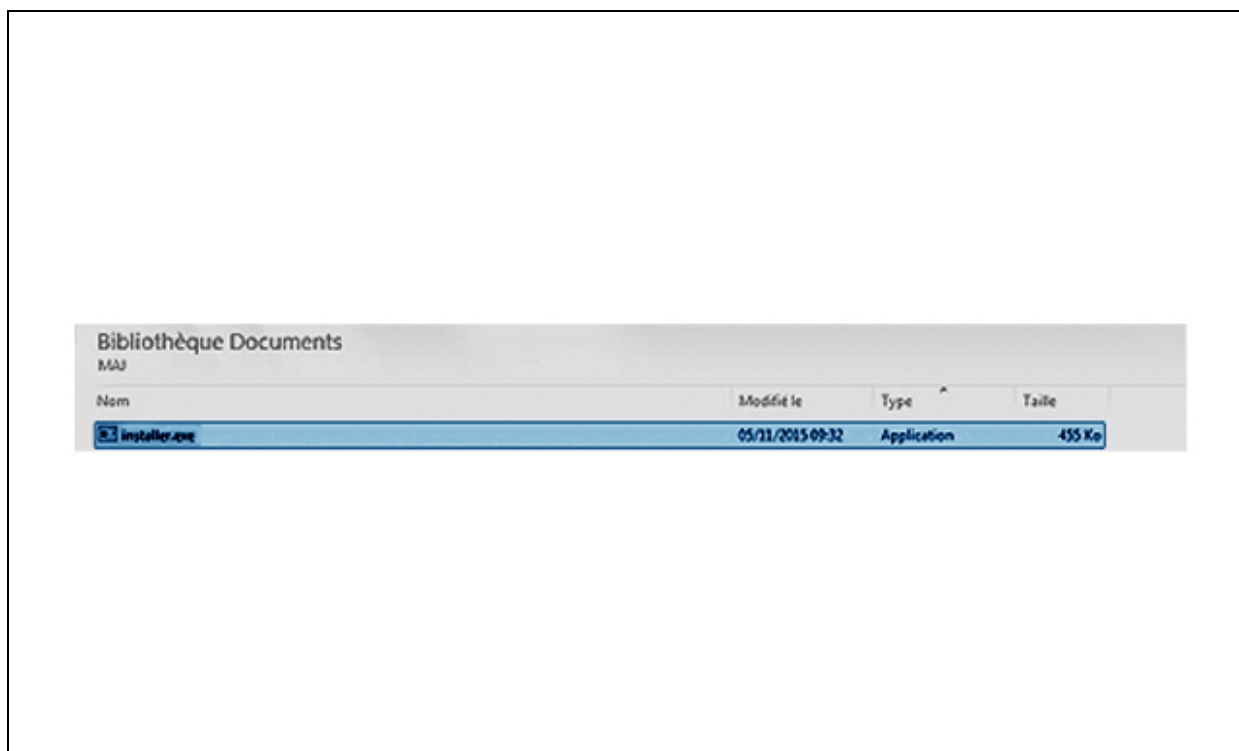


Figure : E3B70AYD

The downloaded file is called "Installer.exe".

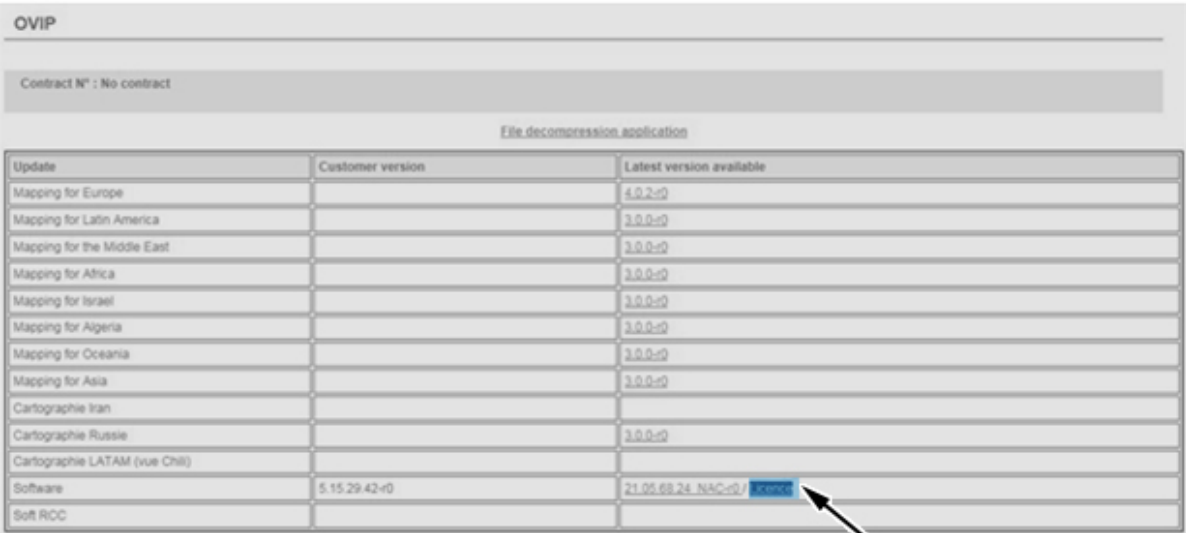
2.2. Downloading the licence and the software

CAUTION : Download the licence and the software at the same time and into the same folder as the

decompression tool.

CAUTION : Each licence is associated with a vehicle, retrieve the licence systematically for each vehicle . This license is also associated with the latest software available on the manufacturer's after-sales documentation portal

CAUTION : Keep the software in your file as long as a later version is not available.



Update	Customer version	Latest version available
Mapping for Europe		4.0.2-r0
Mapping for Latin America		3.0.0-r0
Mapping for the Middle East		3.0.0-r0
Mapping for Africa		3.0.0-r0
Mapping for Israel		3.0.0-r0
Mapping for Algeria		3.0.0-r0
Mapping for Oceania		3.0.0-r0
Mapping for Asia		3.0.0-r0
Cartographie Iran		
Cartographie Russie		3.0.0-r0
Cartographie LATAM (vue Chili)		
Software	5.15.29.42-r0	21.05.68.24_NAC-r0 g
Soft RCC		

Figure : D5AM06CD

Click on the licence link (At "g").

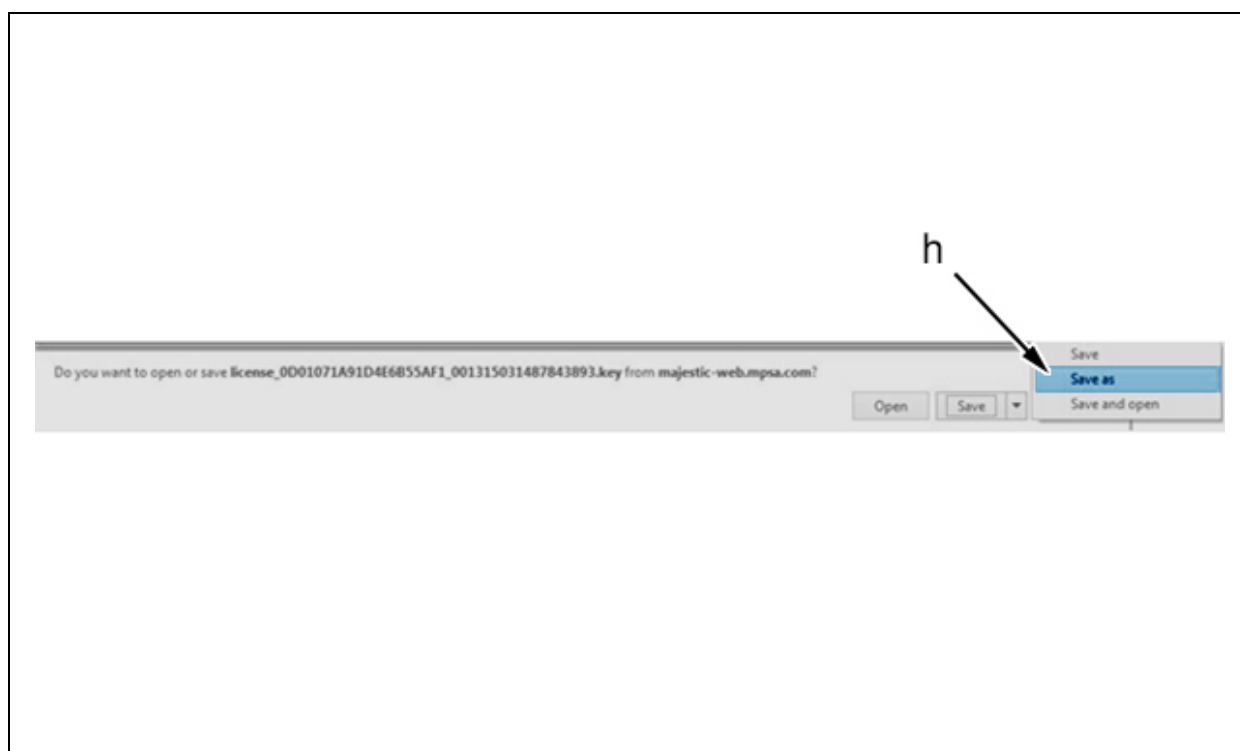
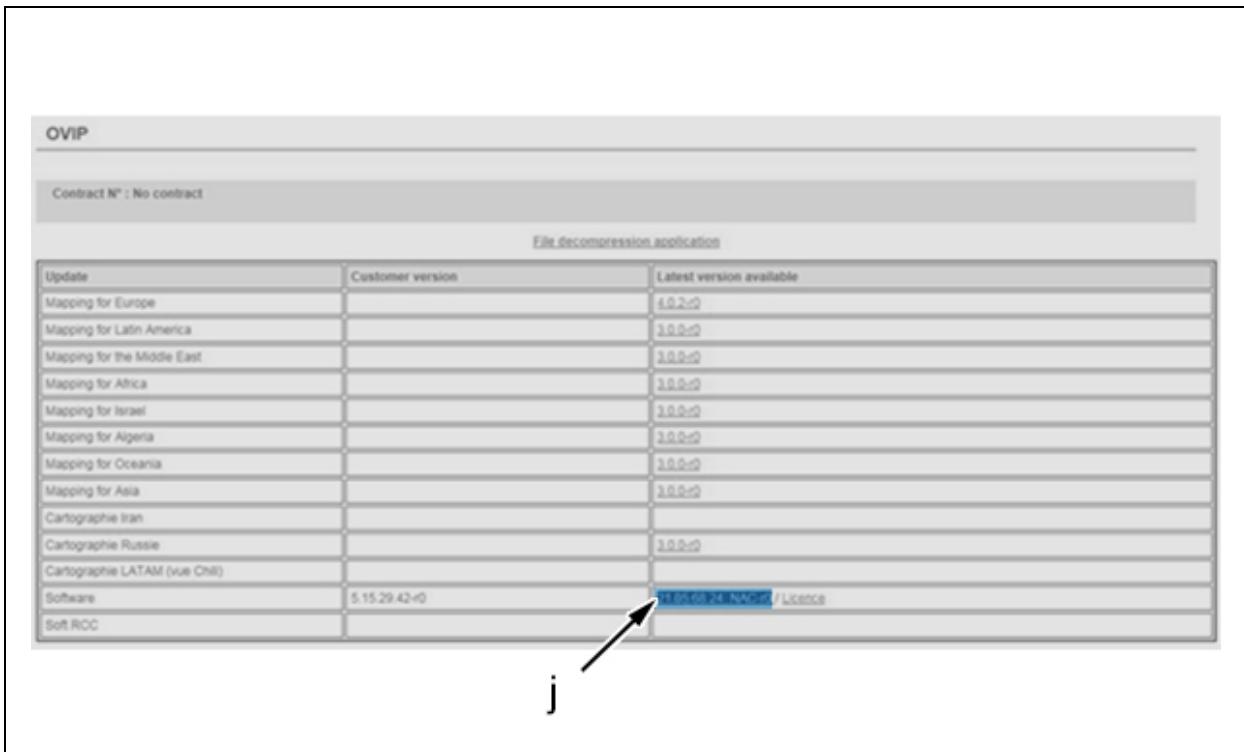


Figure : D5AM06DD

Open the "Save" drop-down menu to select "Save as" (At "h").
Save the licence file in the directory created specifically for the operation.



OVIP

Contract N° : No contract

File decompression application

Update	Customer version	Latest version available
Mapping for Europe		1.0.2-r0
Mapping for Latin America		1.0.0-r0
Mapping for the Middle East		1.0.0-r0
Mapping for Africa		1.0.0-r0
Mapping for Israel		1.0.0-r0
Mapping for Algeria		1.0.0-r0
Mapping for Oceania		1.0.0-r0
Mapping for Asia		1.0.0-r0
Cartographie Iran		
Cartographie Russie		1.0.0-r0
Cartographie LATAM (vue Chili)		
Software	5.15.29.42-r0	1.0.0-r0-N2017 / Licence
Soft ROC		

j

Figure : D5AM06ED

Click on the software link (At "j").

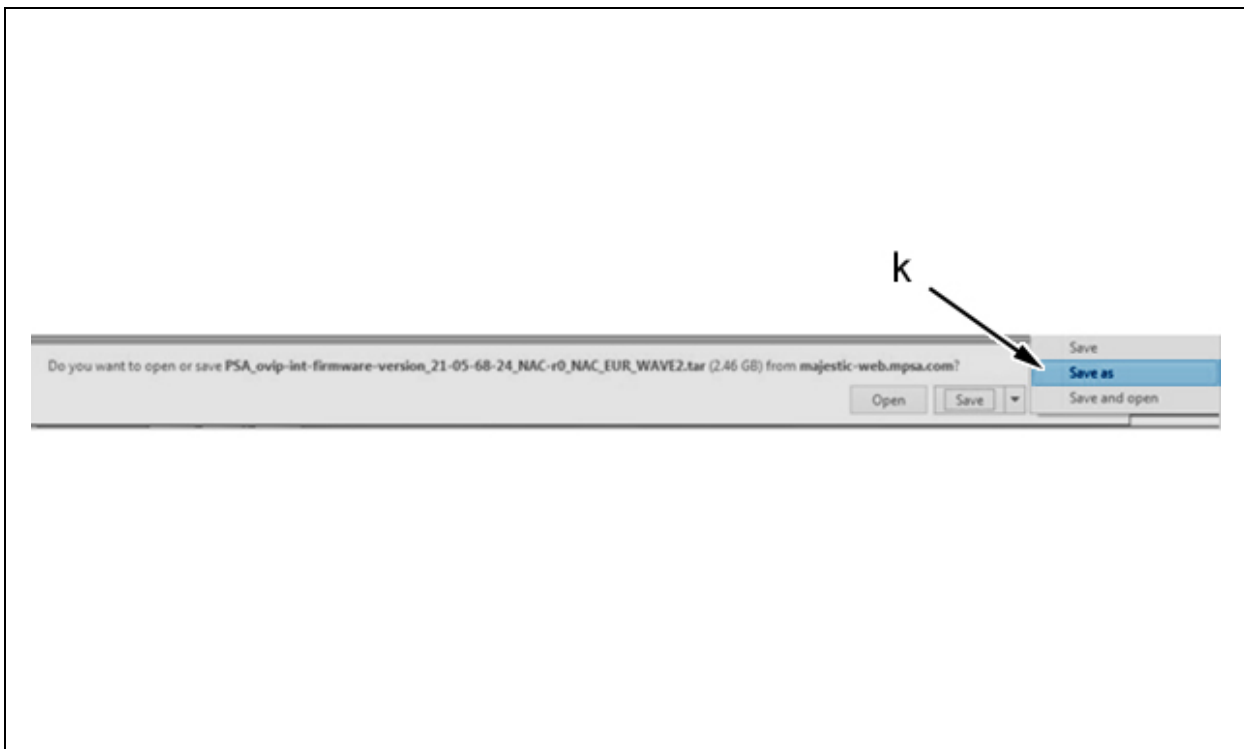


Figure : D5AM06FD

Open the "Save" drop-down menu to select "Save as" (At "k").
Save the software file into the directory created specifically for the operation.

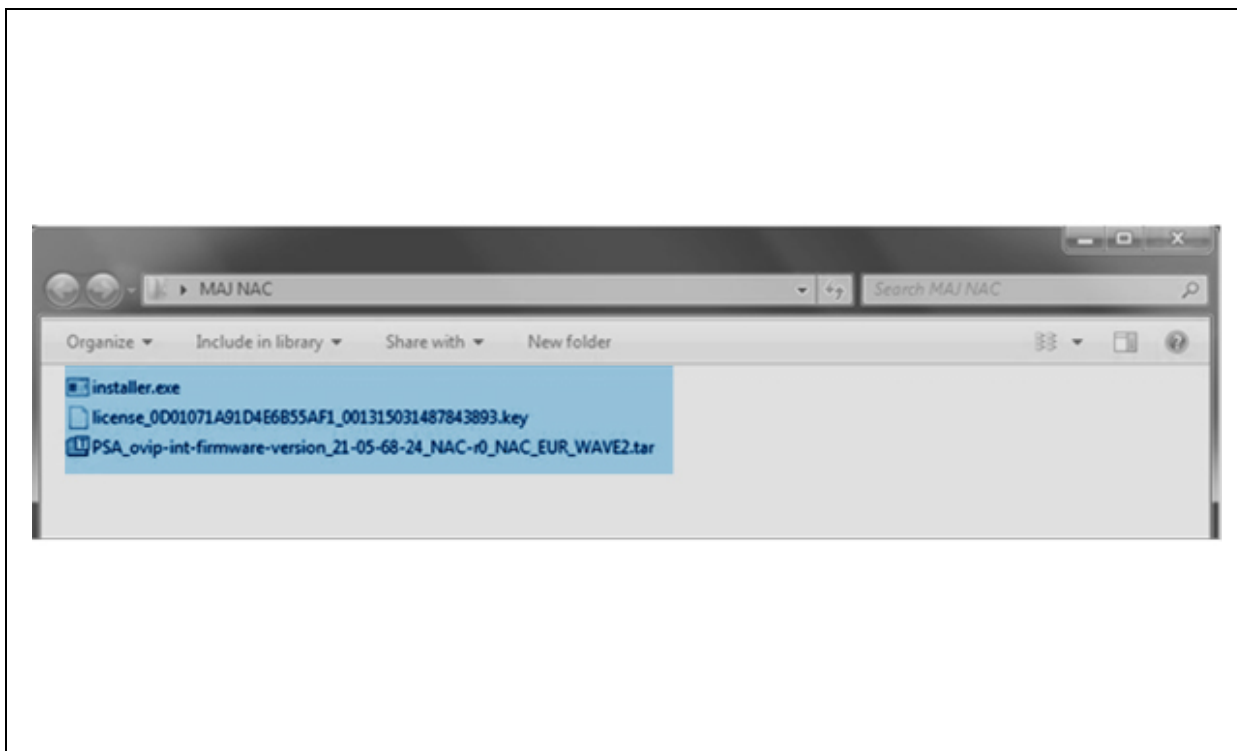


Figure : D5AM06GD

Check that the folder contains the files above (*. exe, *.key, *.tar).

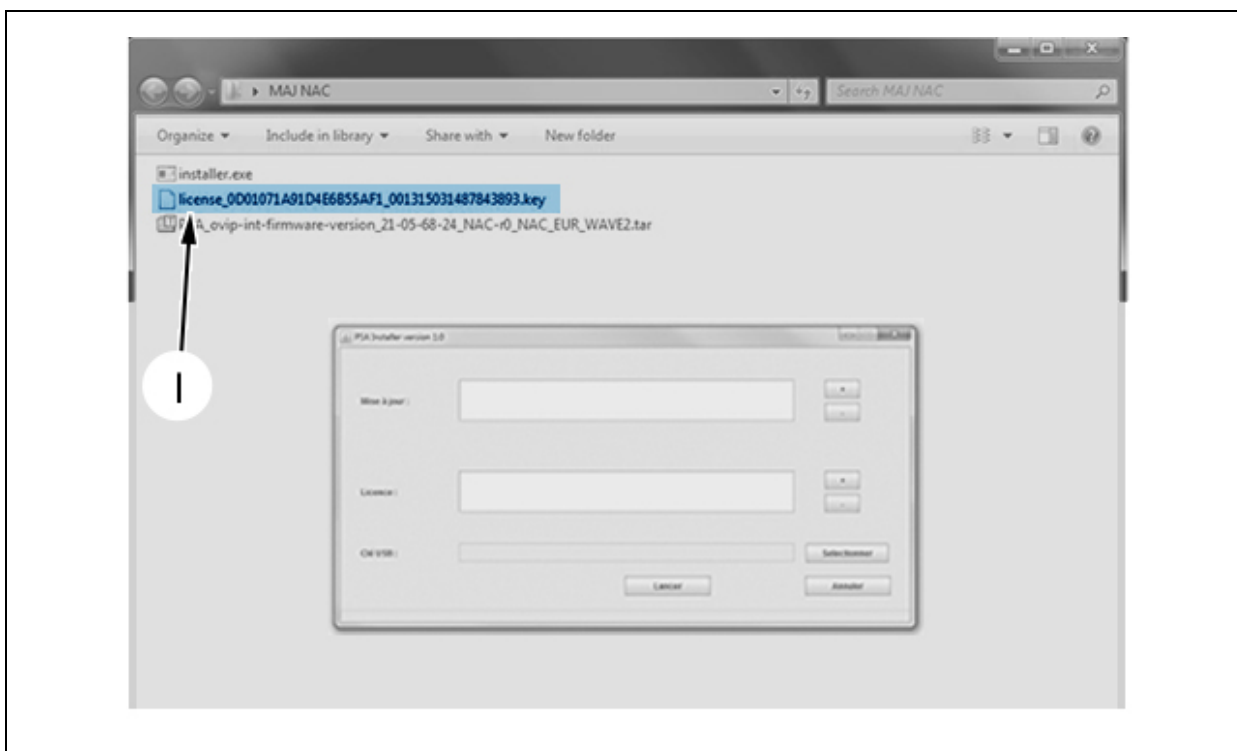


Figure : D5AM06HD

Run "Installer.exe" (At "I").

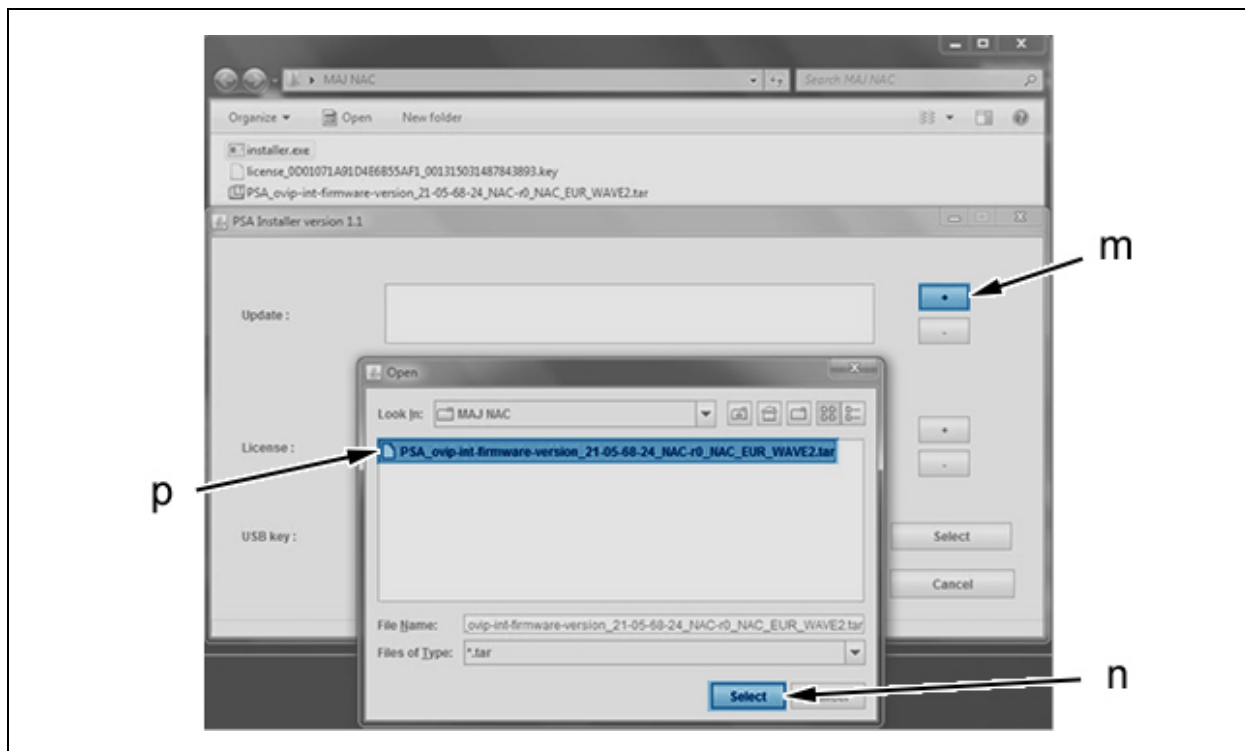


Figure : D5AM06ID

Click on the "+" (At "m").

Click on the software file added (At "p").

Click on "Select" (At "n").

N.B. : The software file is a "XXX_ovip-firmware-version_XX.tar" file.

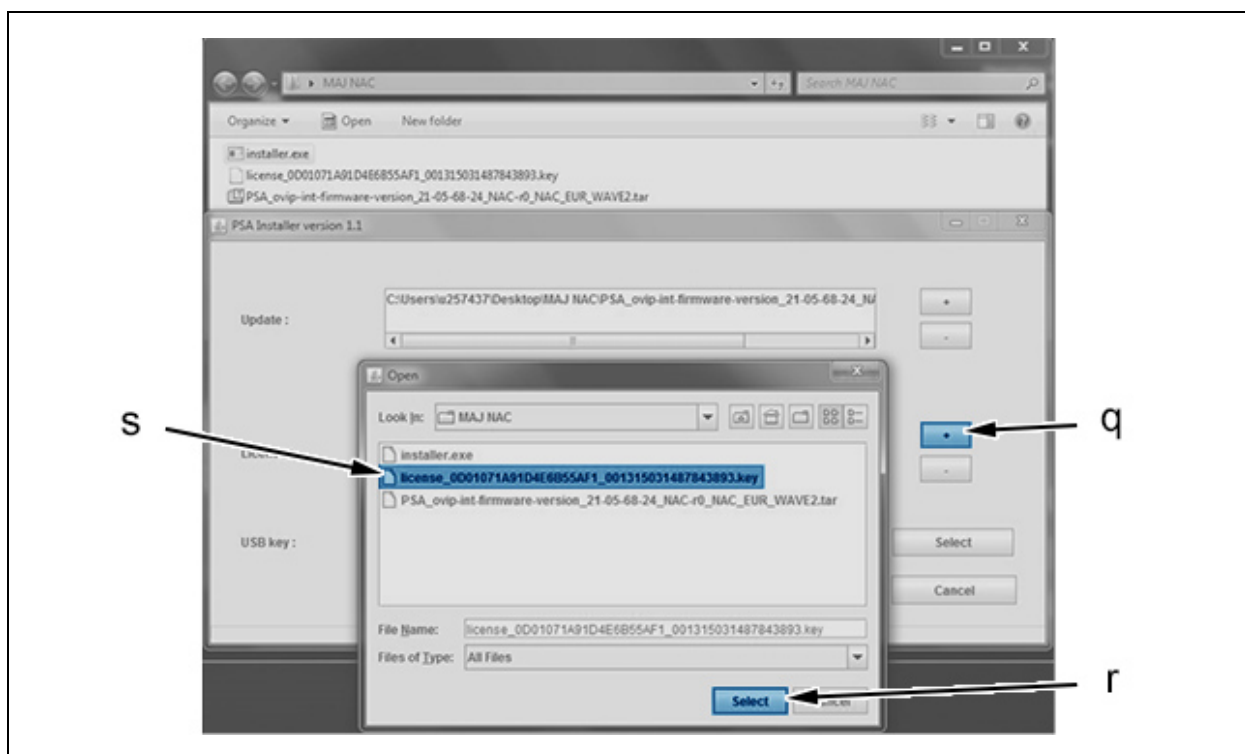


Figure : D5AM06JD

Click on the "+" (At "q").

Click on the licence file to be added (At "s").

Click on "Select" (At "r").

N.B. : The licence file is a "XXX.key" file.

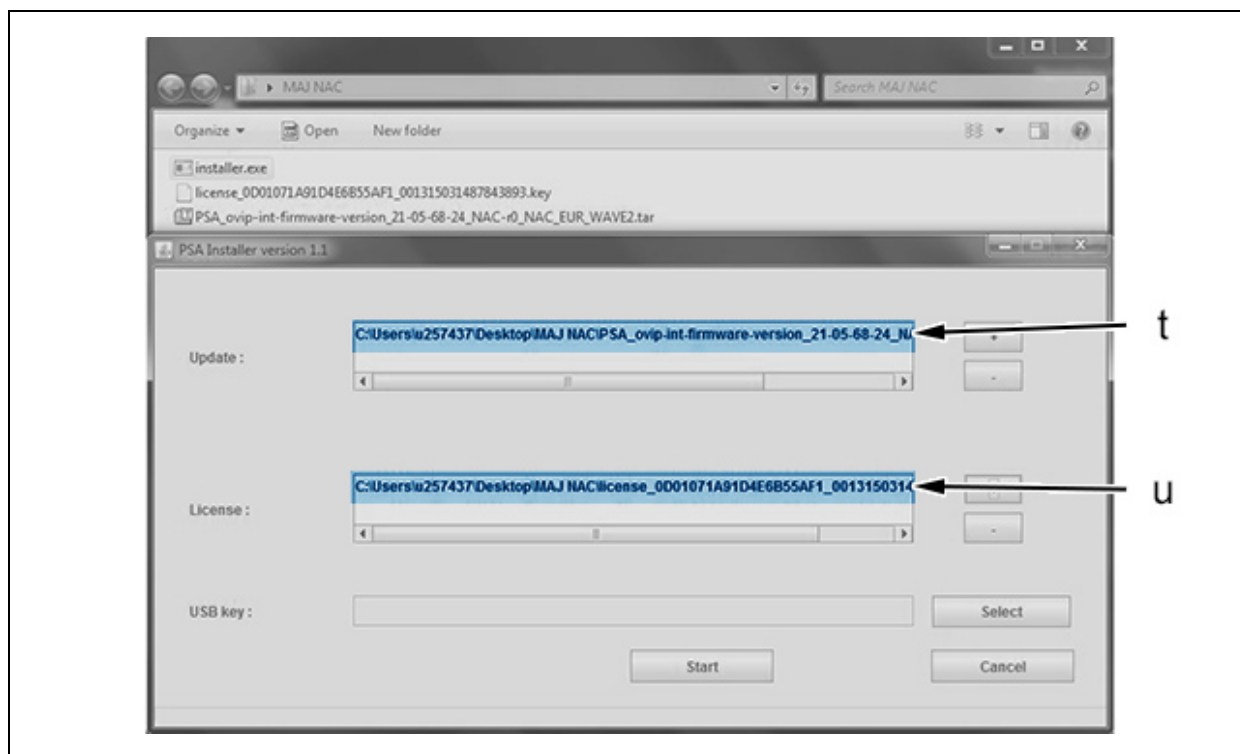


Figure : D5AM06KD

Check the presence of the file :

- Update (At "t")
- Licence (At "u")

Connect the blank USB stick with FAT 32 formatting to the local computer (PC).

N.B. : The root of the USB stick must be empty.

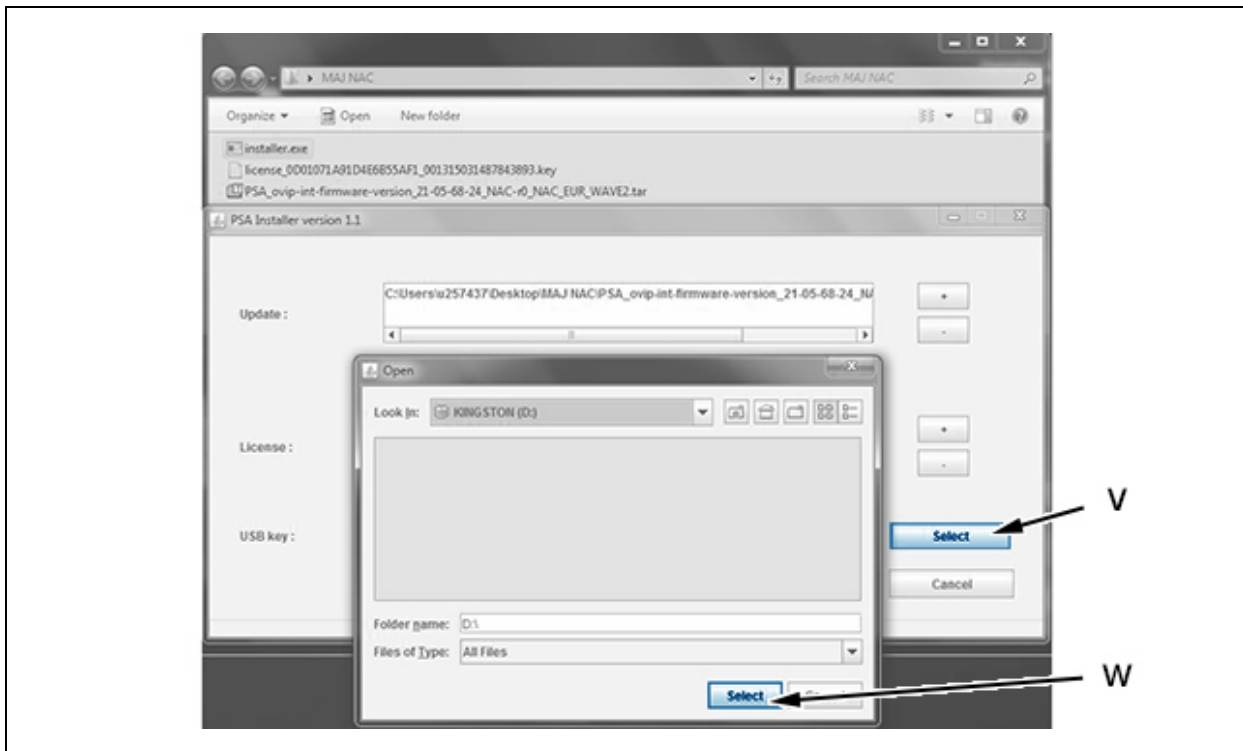


Figure : D5AM06LD

Click on "Select" (At "v").

Select the removable disc on which the USB stick has been inserted.

Click on "Select" (At "w").

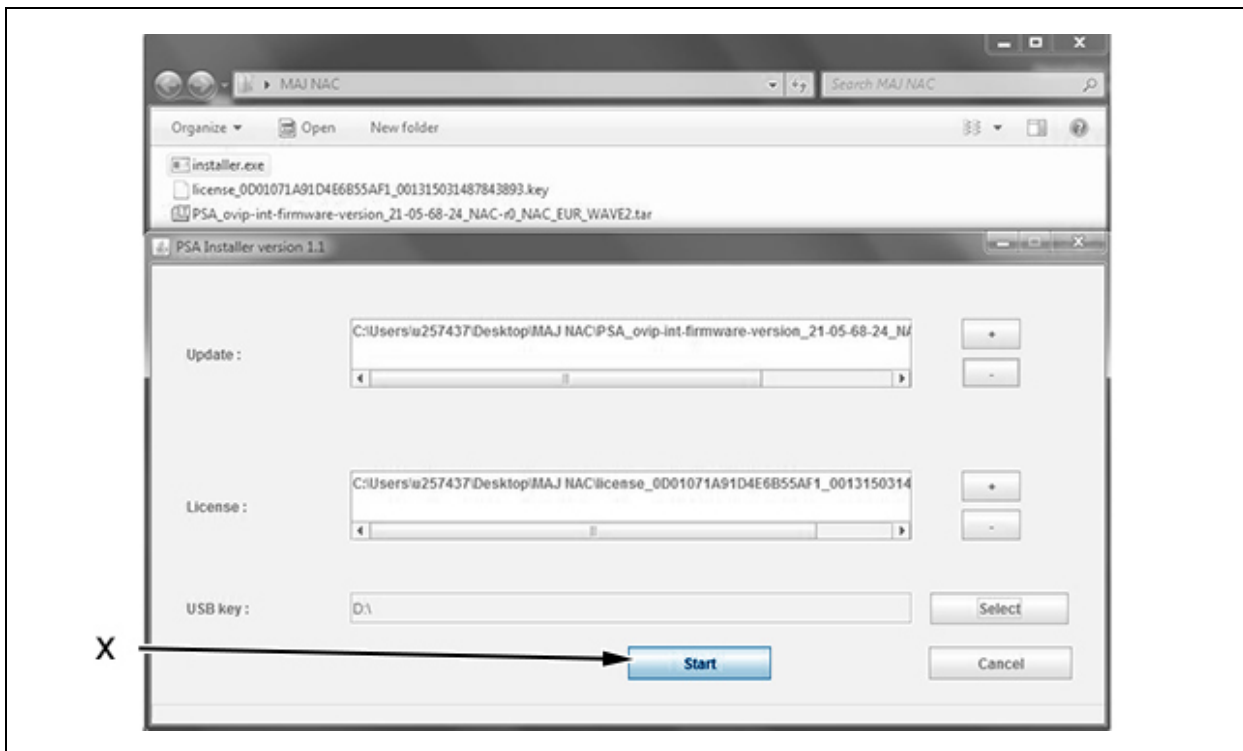


Figure : D5AM06MD

Click on "Start" to start the preparation of the USB stick (At "x").

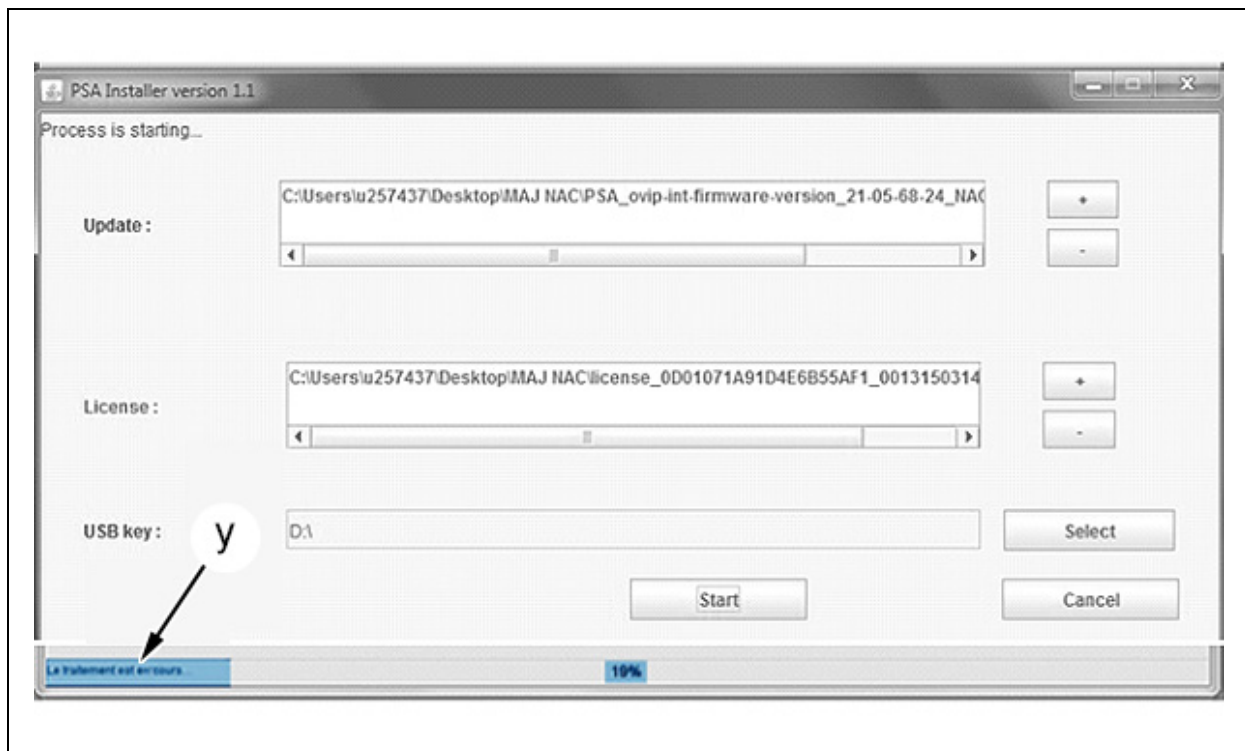


Figure : D5AM06ND

CAUTION : Do not click on "Start" again.

Displaying of the progress of the download in the progress bar (At "y").

N.B. : The progress of the download is only displayed after a few moments (2 minutes).

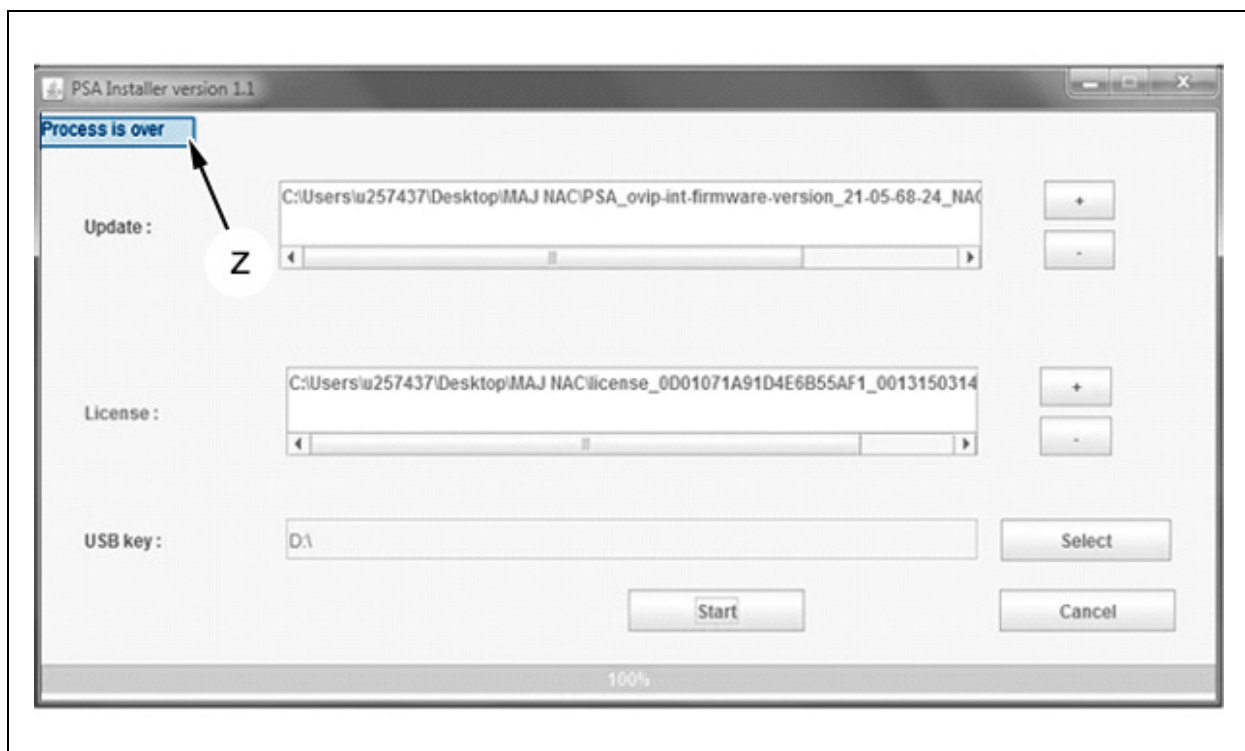


Figure : D5AM06OD

At the end of the download, the message "Processing complete!" is displayed (At "z").
Disconnect the USB stick from the PC.

3. Recommendations to avoid the risk of faults

CAUTION : Leave the engine running throughout the procedure to avoid going into economy mode : A switch to economy mode during the procedure may damage the audio-navigation system.

CAUTION : Disconnect any other media from the USB ports (Check that no media are connected to the USB port in the dashboard storage compartment and/or in the front central armrest) (*).

Recommendations to be followed throughout the updating operation :

- Do not use the NAC audio-navigation system
- Do not switch off the engine
- No other media must be connected to the USB port or be present in the CD player (*)
- The vehicle network must be present (communication and supply)
- Do not disconnect the USB stick

N.B. : (*) According to equipment.

4. Updating the vehicle's software

CAUTION : The operation must be performed with the engine running.

CAUTION : Wait for 2 minutes after the audio-navigation system home page NAC is displayed before carrying out the update.

Start the vehicle and connect the USB stick to a "Media or NAC" USB port.

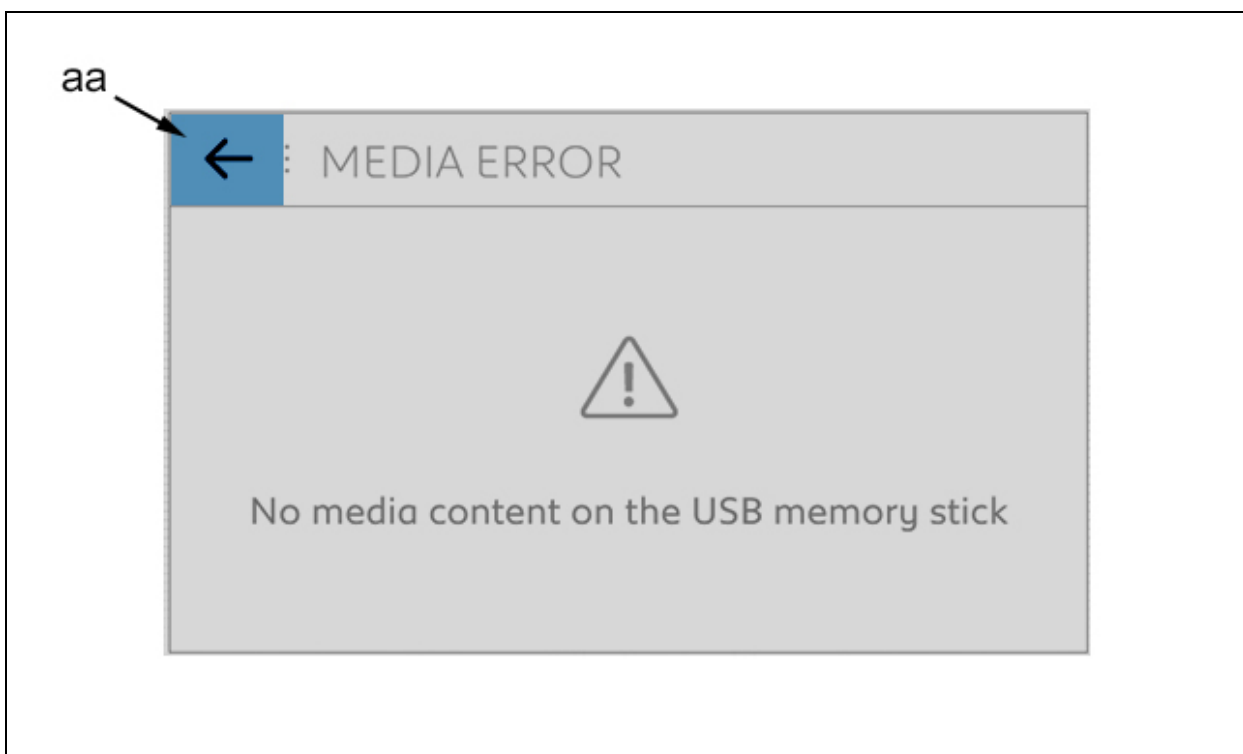


Figure : D5AM06PD

Display of the message : "No media content on the USB stick".
Click on the cross or the arrow to close the message (At "aa").

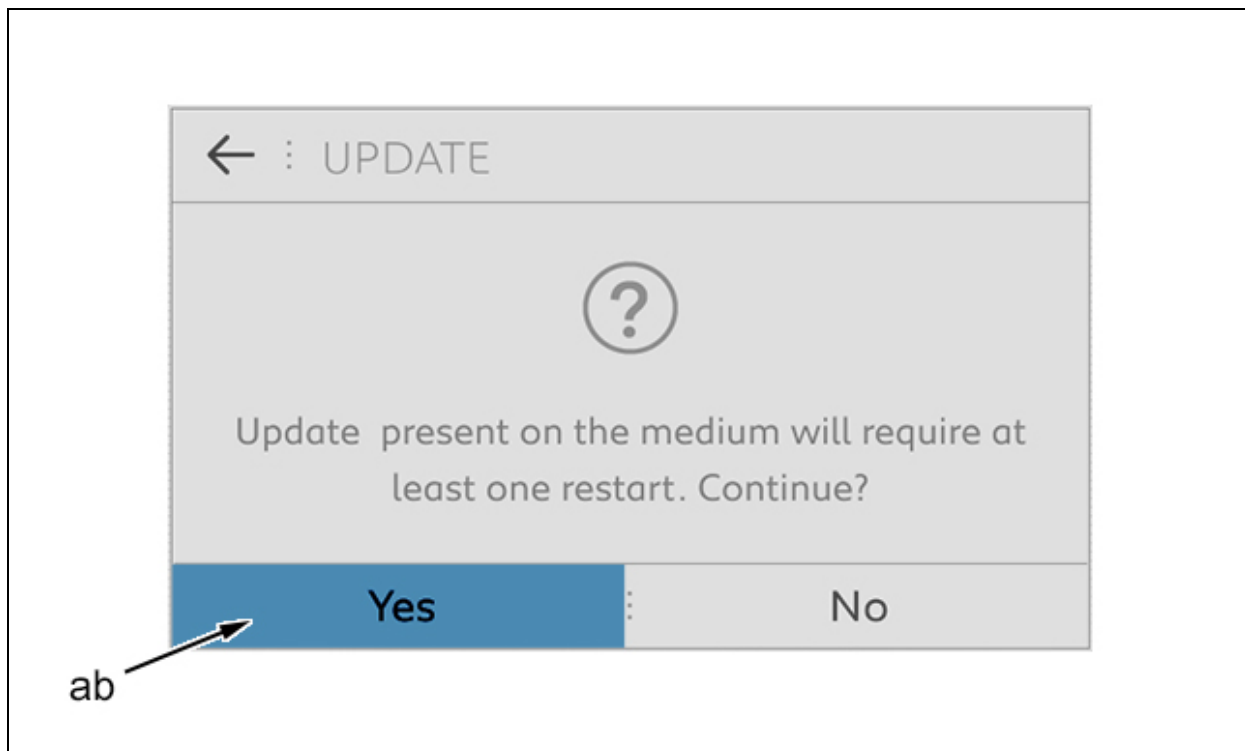


Figure : D5AM06QD

Display of the message : "Update present on the medium will require at least one restart . Continue? ".
Click on "YES" (At "ab").

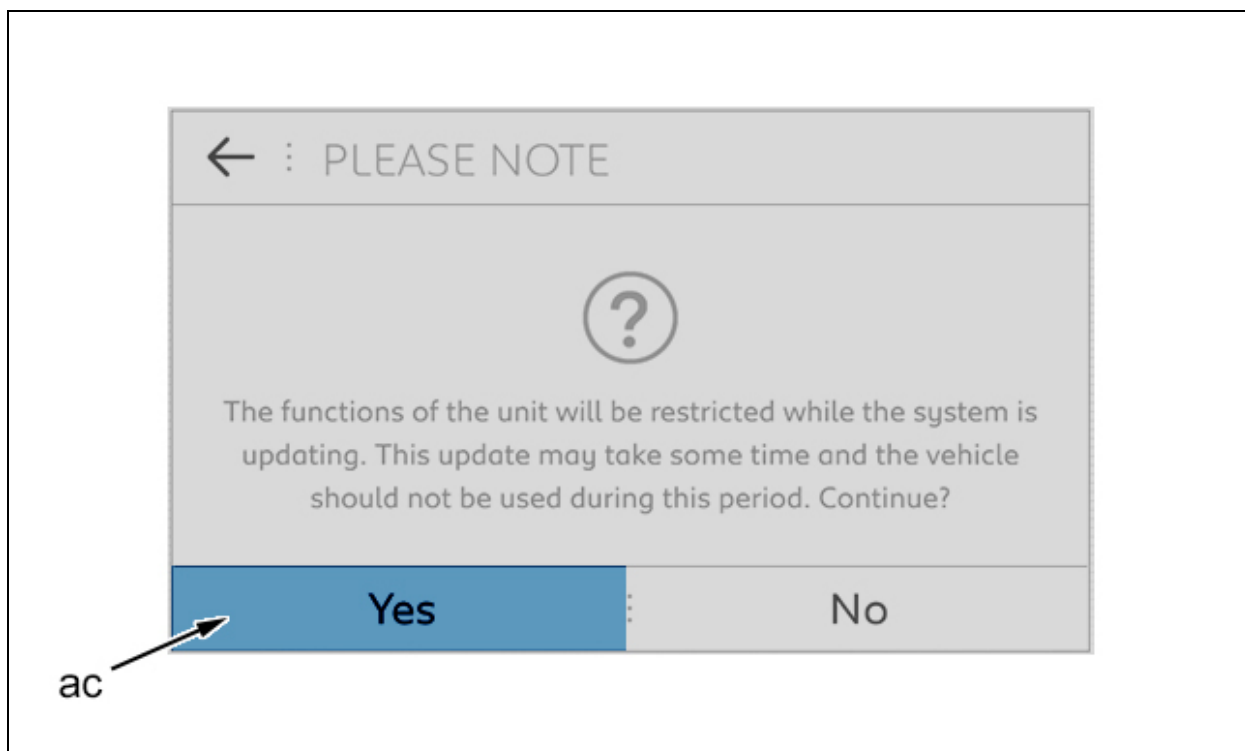


Figure : D5AM06RD

Display of the message : "The features of the unit will be limited during the system update . This update may take a few minutes and it is recommended that you do not use the car ".
Click on "YES" to start the update (At "ac").

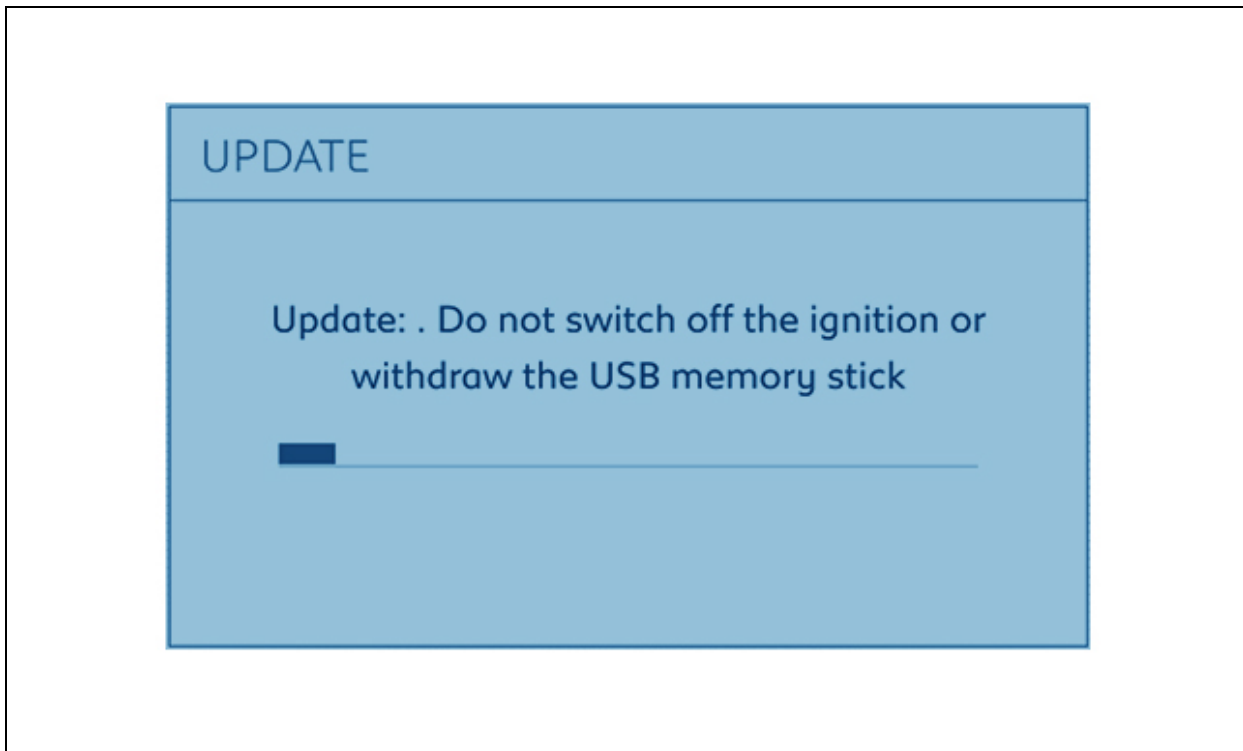


Figure : D5AM06SD

Display of the message : "Update : Do not switch off the ignition or withdraw the USB memory stick ".
The update information screen is displayed.

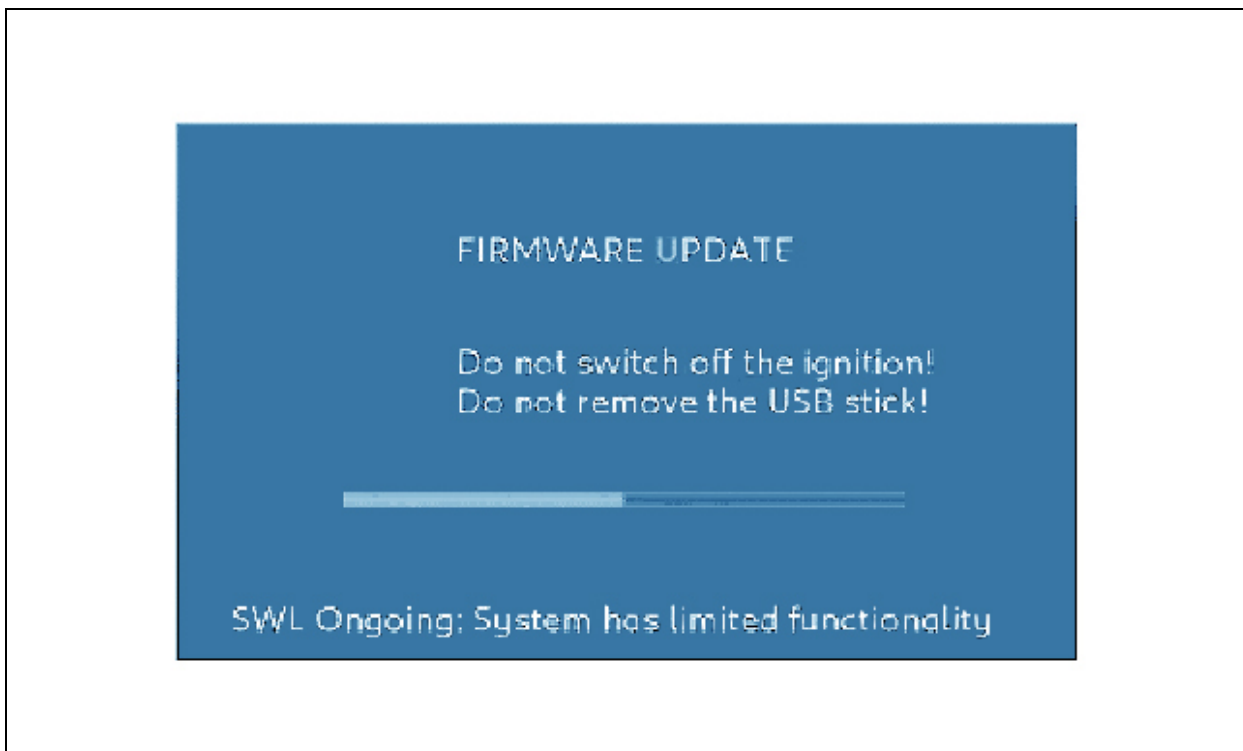


Figure : E3B70BFD

The screen becomes black for approximately 15 seconds before the "FIRMWARE UPDATE" screen appears.

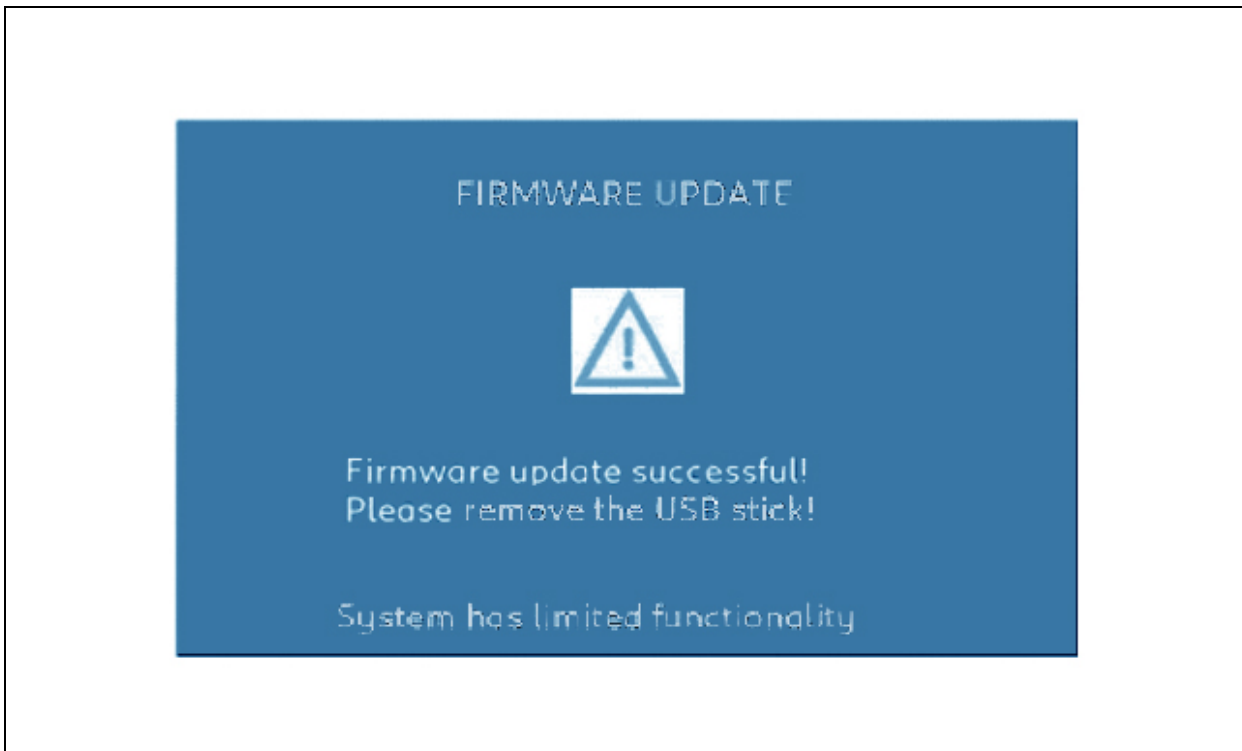


Figure : E3B70BGD

When the update is complete :

- Displaying of the message "Firmware update successful ! Please remove the USB stick"
- Disconnect the USB stick from the vehicle
- The screen becomes black for approximately 10 seconds
- Displaying of the system start-up page

5. Manufacturer traceability

5.1. Vehicle fitted with the Independent Telematic Unit

The vehicle should be parked in the open air (Optimisation of the GSM reception).

Run the engine for 10 minutes (Connection to the server).

5.2. Vehicle not fitted with the independent telematic unit

5.2.1 First option (recommended).

Connect the NAC audio-navigation system, using a Wi-Fi network with internet access.

N.B. : [Refer to the handbook for the connection procedure.](#)

5.2.2 2nd possibility.

The vehicle should be parked in the open air (Optimisation of the GSM reception).

Connect the NAC audio-navigation system, using a smartphone shown on the compatibility list with an internet plan

N.B. : [Refer to the handbook for the connection procedure.](#)

Run the engine for 10 minutes (Connection to the server).

Delete the Wi-Fi and Bluetooth connections used for connection to the servers.

N.B. : [Refer to the handbook for the connection procedure.](#)

6. Procedure in case of error message

6.1. Display of error messages

6.1.1 Update failure.

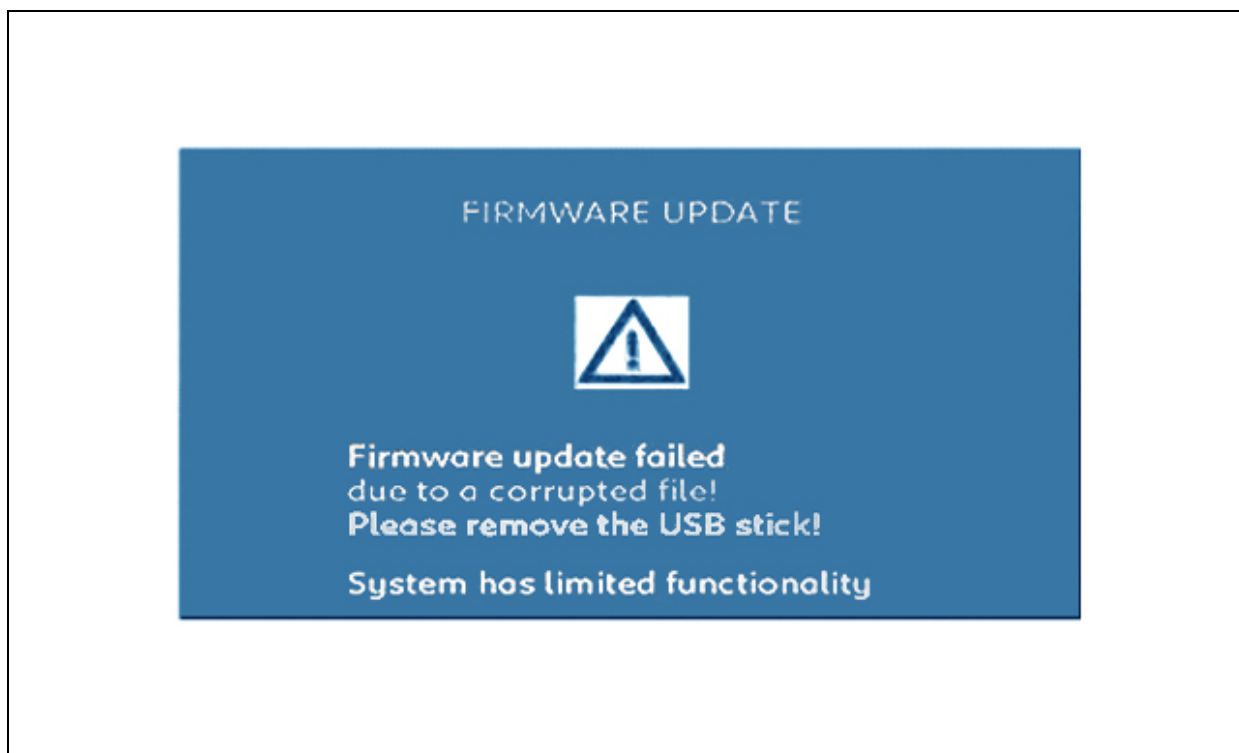


Figure : D5AM06TD

When the update has failed, messages are displayed :

- Firmware update failed due to a corrupted file !
- Please remove the USB stick !
- System has limited functionality

Disconnect the USB stick from the vehicle.

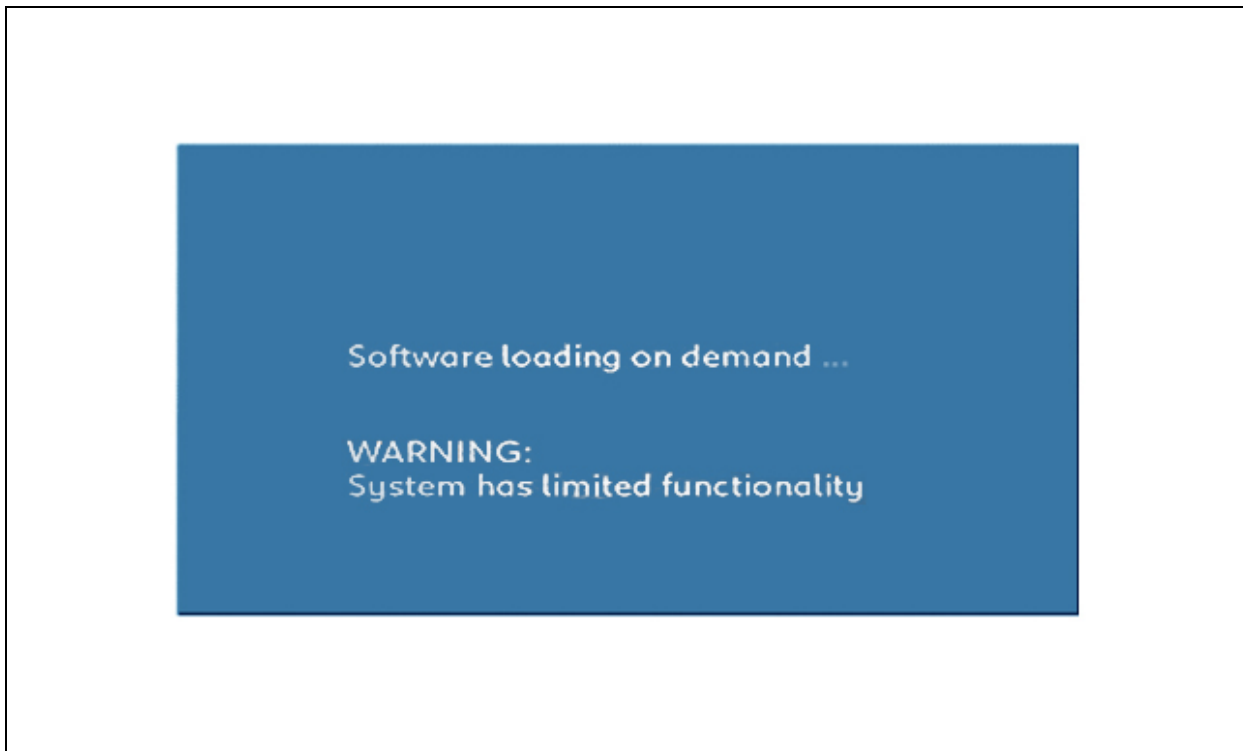


Figure : D5AM06UD

The NAC audio-navigation restarts.

Displaying of the messages :

- " Software loading on demand ..."
- "WARNING : System has limited functionality"

6.1.2Version not compatible with the hardware.

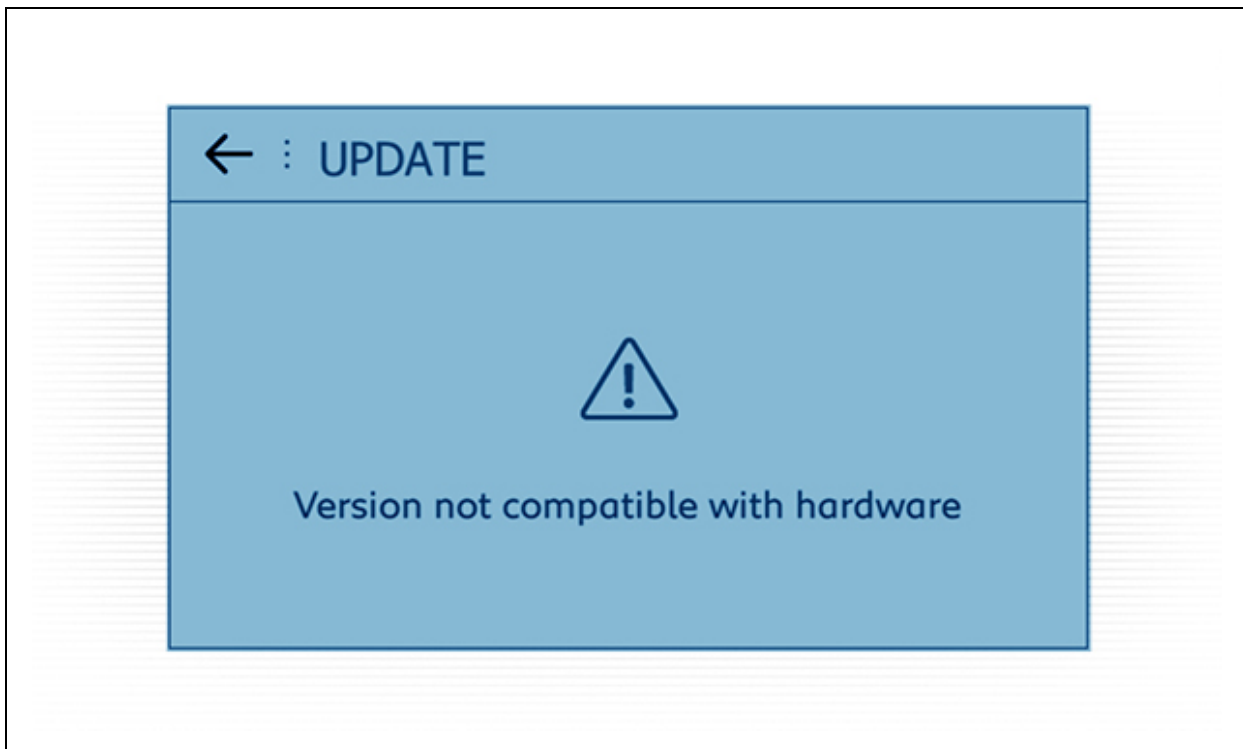


Figure : D5AM06VD

Display of the message : "Version not compatible with the hardware ".

6.2. Operations to be performed

6.2.1 Update failure.

Restarting of the update.

Connect the USB stick to a "Media or NAC" USB port.

N.B. : If the update still has not worked, repeat the entire update process with a new USB stick.

6.2.2 Version not compatible with the hardware.

6.2.2.1 Vehicle fitted with the Independent Telematic Unit .

The vehicle should be parked in the open air (Optimisation of the GSM reception).

Repeat the update procedure with the same USB stick ; The audio-navigation NAC will retrieve the correct licence via the GSM network.

6.2.2.2 Vehicle not fitted with the independent telematic unit.

6.2.2.2.1 First possibility (Action recommended).

Connect the NAC audio-navigation system, using a Wi-Fi network with internet access.

N.B. : Refer to the handbook for the connection procedure.

Repeat the update procedure with the same USB stick ; The audio-navigation NAC will retrieve the correct licence via the GSM network.

Delete the Wi-Fi and Bluetooth connections used for connection to the servers.

6.2.2.2.2 Second possibility.

The vehicle should be parked in the open air (Optimisation of the GSM reception).

Connect the NAC audio-navigation system, using a smartphone shown on the compatibility list with an internet plan

N.B. : Refer to the handbook for the connection procedure.

Repeat the update procedure with the same USB stick ; The audio-navigation NAC will retrieve the correct licence via the GSM network.

Delete the Wi-Fi and Bluetooth connections used for connection to the servers.

N.B. : Refer to the handbook for the connection procedure.