



Firmware Update (version 1.04) for AVIC-W8400NEX

October 25, 2019

Dear Valued Pioneer Customer:

We would like to inform you of the availability of a firmware update (version 1.04) for Pioneer AVIC-W8400NEX In-Dash Navigation AV Receivers. **This firmware update is only for AVIC-W8400NEX Receivers sold in the United States and Canada.**

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

This firmware update (version 1.04) fixes the following problems:

- After updating the map using an external SD card, the map is not displayed
- Phone call buttons on steering wheel do not work when using Android Auto
- Trip monitor log cannot be saved in external memory

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

- Pioneer AVIC-W8400NEX In-Dash Navigation 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
2. Transfer the files to the USB storage device for insertion into the Pioneer In-Dash Navigation 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.

Sincerely,

Pioneer Electronics (USA) Inc.