General procedure for updating NAC firmware

1) Preparing your USB stick:

We recommend using a USB stick with a **minimum 16 GB** capacity.

The USB stick must be empty and formatted to FAT32. If you are unsure of how to proceed, here is how to format your USB stick to FAT32:

/ !\ Formatting will delete all the data on the drive. If you want to keep the data, save it on another storage medium.

For Microsoft Windows users:

- Plug the USB stick into your computer.
- Open File Explorer (press "Windows" and "E" together).
- Right-click on the external drive concerned then left-click on "Format".
- Select "File System" FAT32 (default).
- Left-click on "OK".

For Apple users:

- Plug the USB stick into your computer.
- Open the "Disk Utility" app in the "Utilities" folder in the "Apps" folder.
- Select your USB stick in "External".
- Select the "MS DOS (FAT)" format and "Master Boot Record (MBR)".
- Left click on "Delete".

NB: The system files generated on the USB stick by Apple when you plug it into your Mac may disrupt its later use in your vehicle. To solve this problem, we recommend you use the ***CleanMyDrive*** *app available free at the App Store (https://itunes.apple.com/gb/app/cleanmydrive-2/id523620159?mt=12)*

2) Downloading update files:

To update the firmware of your system, you need to download two files:

- The firmware update, compressed in .tar format:

Example:

PSA_ovip-int-firmware-version_21-05-90-42_NAC-r1_NAC_EUR_WAVE2.tar	13/11/2017 12:38	tar Archive

- The licence file, which has a *.key extension:

Example:

license_0D01021889D4E6FE115B_001315031501521229.key	13/11/2017 13:18	KEY File

NB:

The file download time of these files on your computer may range from several tens of minutes to several hours depending on your internet connection (equipment, speed).

If you have any problems with the download, please refer to the following aids:

https://peugeot-fr.fr.custhelp.com/app/answers/detail/a_id/29547/kw/mise%20%C3%A0%20jour

https://citroen-fr-fr.custhelp.com/app/answers/detail/a_id/29547/kw/mise%20%C3%A0%20jour

Once you have downloaded the files on your computer, you need to extract the files from the .tar folder to be copied on to your USB stick.

3) Unzipping the downloaded file:

Here is how to unzip the required files from the .tar file downloaded on your computer:

For Microsoft Windows users:

- Right-click on the file and select your unzip tool (for example, 7 Zip or Win Zip) and click on "Extract here" to save the files on your computer.
  If you don't have an unzip tool, we recommend that you install 7 Zip on your computer beforehand (http://www.7-zip.org/download.html)

For Apple users:

- We recommend you use the "Unarchiver" app available free at the App Store *(*https://itunes.apple.com/fr/app/the-unarchiver/id425424353?mt=12*)*

The extraction will generate an SWL folder on your computer containing the update file, as well as an "UpdateInfo.xml" file, which you will not need later.

4) Copying the files on to your USB stick:

You now need to copy the extracted files on to your USB stick:

- Copy the extracted SWL file to the USB stick.
- Create a "Licence" folder on your USB stick (**please use this exact spelling**) and copy your *.key format licence file into it.

The file tree of your USB stick must be consistent with the following:

You are now ready to update your car's system.

5) Updating mapping in-car using a USB stick:

The update of your system takes several tens of minutes.

Conditions to be respected for a successful update:

- **The engine must be running throughout the entire update.**
- **We recommend that you do not drive throughout the entire update. Park your car in the open air rather than a confined space (i.e. a garage).**
- **It is however possible to drive during the update.**
- **/ !** During the update, all the functions of the system are unavailable, including the GPS, radio, telephone and Park Assist (sensors/camera).
- **/ !** Do not remove the USB stick from the car before the update process is complete.
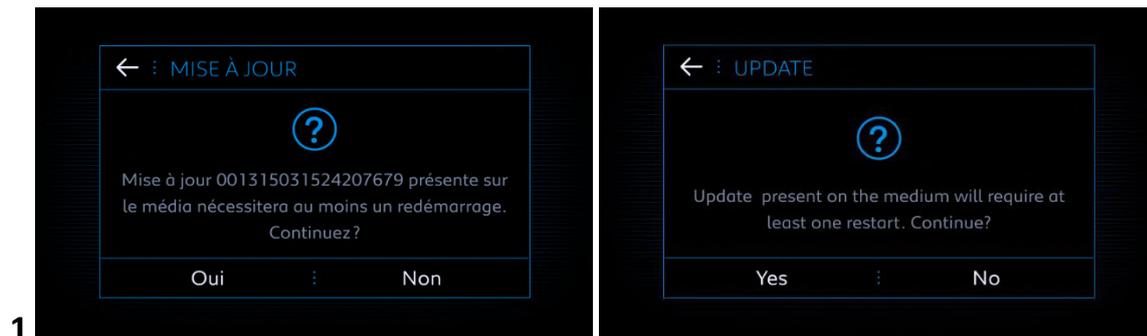
Key tips:

- Before initiating the update process, set the air conditioning to the desired level. It will remain functional but you will not be able to adjust the settings during the update (only the demisting function remains accessible via the console buttons). We also advise you not to activate the heating seats.
- The Park Assist functions are also unavailable, so pay attention when manoeuvring.
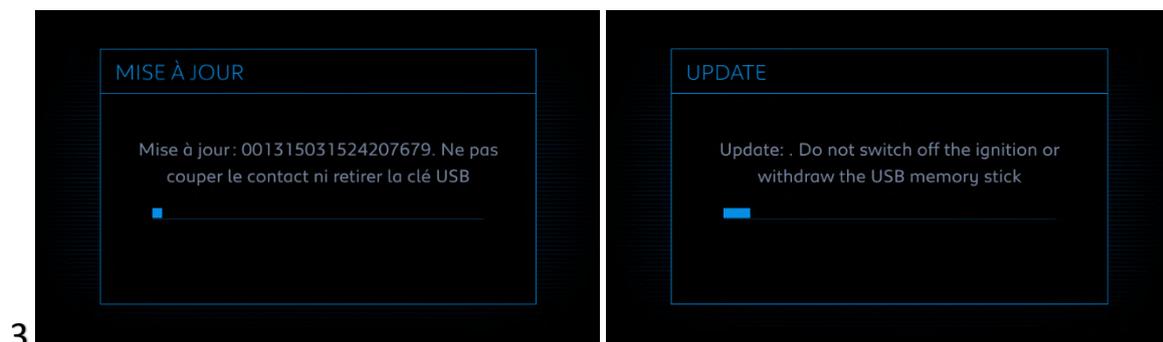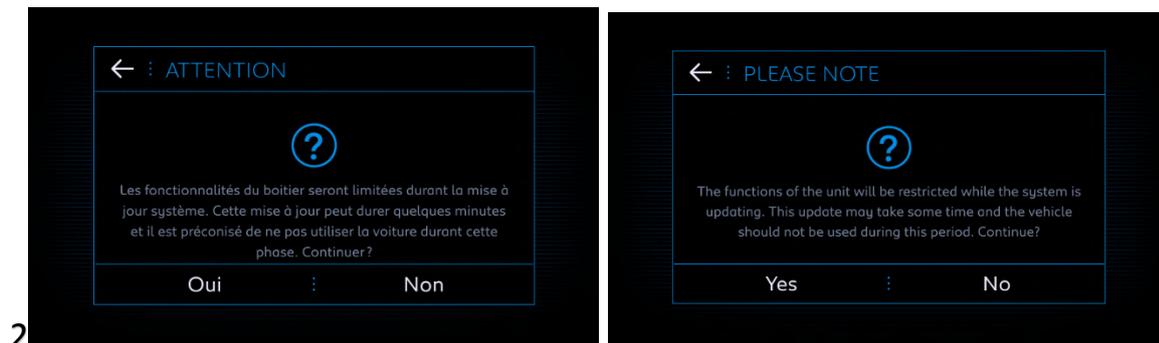
<u>Procedure:</u>

- Plug the USB stick into the car's USB socket.
- An initial message is displayed saying "No multimedia content on the USB stick". Ignore this message and do not remove the USB stick. The message will disappear after ten seconds and be replaced by step 1 (below). Follow the instructions below on the touchscreen

/ !\ Start the installation with your car parked and engine running (you can drive once step 3 is under way).
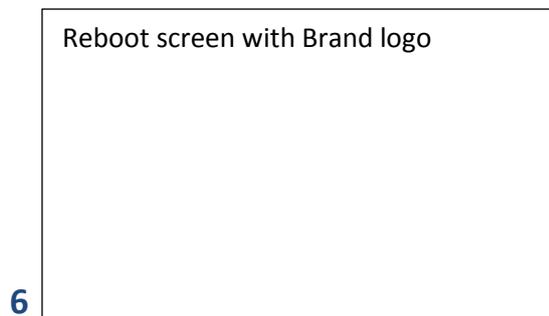

1

(Rem: the number displayed according to the firmware version)

2

3

Several tens of seconds after step 3, the screen will remain black for a moment before moving on to step 4.

4

FIRMWARE UPDATE

Do not switch off the ignition!
Do not remove the USB stick!

SWL Ongoing: System has limited functionality

5

FIRMWARE UPDATE

⚠️

Firmware update successful!
Please remove the USB stick!

System has limited functionality

Remove your USB stick.

```
Reboot screen with Brand logo




```

6

Rebooting the product

The update is complete.

NB: If you have left your key inserted at this point, you can remove it while ignoring any messages asking you to complete the update again.

Error messages:

1

If the update is not fully completed, the following message appears: "FIRMWARE UPDATE FAILED DUE TO A CORRUPTED FILE".
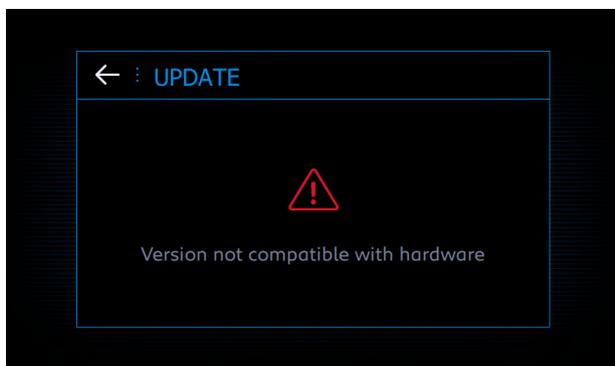
Remove the USB stick.

The NAC restarts with the message; "SOFTWARE LOADING ON DEMAND".

Reinsert the USB stick. If the update does not initiate, start the entire procedure again with a new USB stick.

2

If the "Version incompatible with hardware" message is displayed, the files on the stick or the formatting of the stick itself are incorrect. Start the entire procedure again with a new USB stick.

General procedure for updating NAC mapping

1. Preparing your USB stick:

We recommend using a USB stick with a **minimum 16 GB** capacity. (Some mapping updates requires a 32 GB capacity.)

The USB stick must be empty and formatted to FAT32. If you are unsure of how to proceed, here is how to format your USB stick to FAT32:

/ !\ Formatting will delete all the data on the drive. If you want to keep the data, save it on another storage medium.

For Microsoft Windows users:

- Plug the USB stick into your computer.
- Open File Explorer (press "Windows" and "E" together).
- Right-click on the external drive concerned then left-click on "Format".
- Select "File System" FAT32 (default).
- Left-click on "OK".

For Apple users:

- Plug the USB stick into your computer.
- Open the "Disk Utility" app in the "Utilities" folder in the "Apps" folder.
- Select your USB stick in "External".
- Select the "MS DOS (FAT)" format and "Master Boot Record (MBR)".
- Left click on "Delete".

*NB: The system files generated on the USB stick by Apple when you plug it into your Mac may disrupt its later use in your vehicle. To solve this problem, we recommend you use the **CleanMyDrive** app available free at the App Store (https://itunes.apple.com/fr/app/cleanmydrive-2/id523620159?mt=12)*

2. Downloading update files:

To update your mapping, you need to download a file:

- The mapping update, compressed in .tar format:

Example:

| PSA_map-eur_6.0.1-r0-NAC_EUR_WAVE2.tar | 13/11/2017 15:31 | tar Archive |

NB: **The file download time on your computer may range from several tens of minutes to several hours depending on your internet connection (equipment, speed).**

If you have any problems with the download, please refer to the following aids:

https://peugeot-fr.fr.custhelp.com/app/answers/detail/a_id/29547/kw/mise%20%C3%A0%20jour

https://citroen-fr-fr.custhelp.com/app/answers/detail/a_id/29547/kw/mise%20%C3%A0%20jour

Once you have downloaded the files on your computer, you need to extract the files from the .tar folder to be copied on to your USB stick.

3. Unzipping the downloaded file:

Here is how to unzip the required files from the .tar file downloaded on your computer:

For Microsoft Windows users:

- Right-click on the file and select your unzip tool (for example, 7 Zip or Win Zip) and click on "Extract here" to save the files on your computer.
  *If you don't have an unzip tool, we recommend that you install 7 Zip on your computer beforehand (*http://www.7-zip.org/download.html *)*

For Apple users:

- We recommend you use the "Unarchiver" app available free at the App Store *(*https://itunes.apple.com/fr/app/the-unarchiver/id425424353?mt=12*)*

The extraction will generate an SWL folder on your computer containing the update files, as well as an "UpdateInfo.xml" file, which you will not need later.

4. Copying the files on to your USB stick:

You now need to copy the extracted files on to your USB stick:

- Copy the extracted SWL file to the USB stick.

You are now ready to update your car's mapping.

5. Updating mapping in-car using a USB stick:
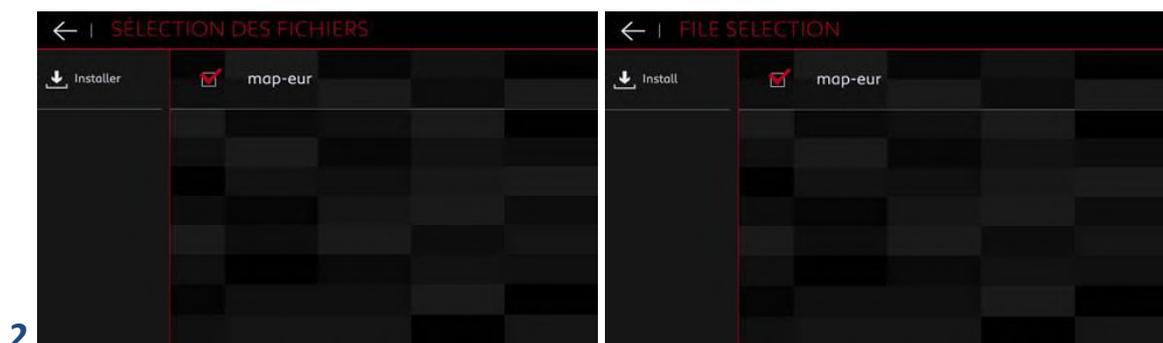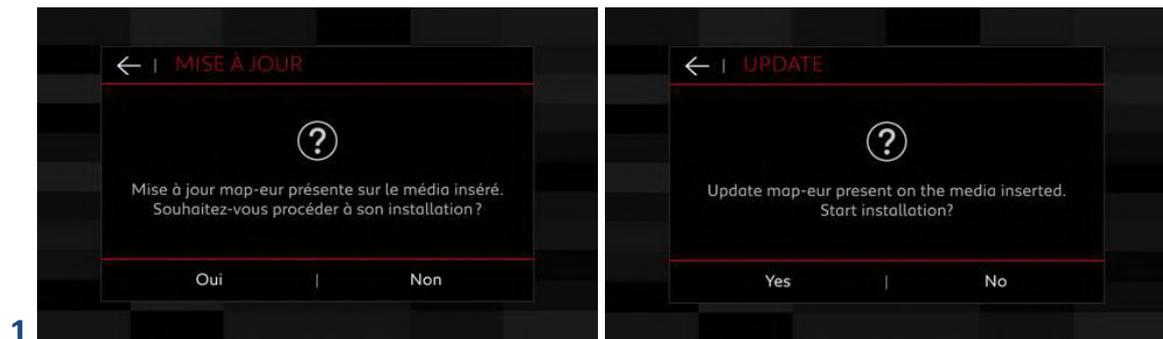
The update takes several tens of minutes.

Conditions to be respected for a successful update:

- **The engine must be running throughout the entire update.**
- **We recommend that you do not drive throughout the entire update. Park your car in the open air rather than a confined space (i.e. a garage).**
- **It is however possible to drive during the update.**
- **/ !** The GPS function will not be available during the update.
- **/ !** Do not remove the USB stick from the car before the update process is complete.
  / ! Do not turn off your engine before the update process is complete.
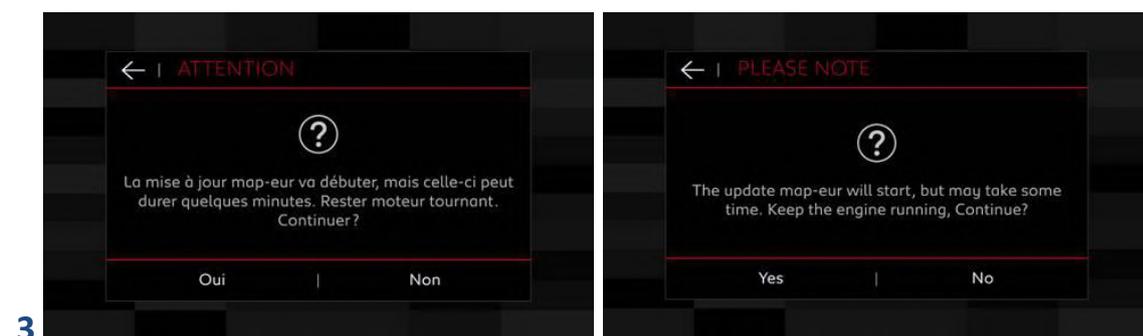
Procedure:

- Plug the USB stick into the car's USB socket.
- An initial message is displayed saying "No multimedia content on the USB stick". Ignore this message and do not remove the USB stick. The message will disappear after ten seconds to be replaced by step 1 (below). Follow the instructions below on the touchscreen
/ !\ Start the download with your car parked and engine running (you can drive once step 4 is under way).
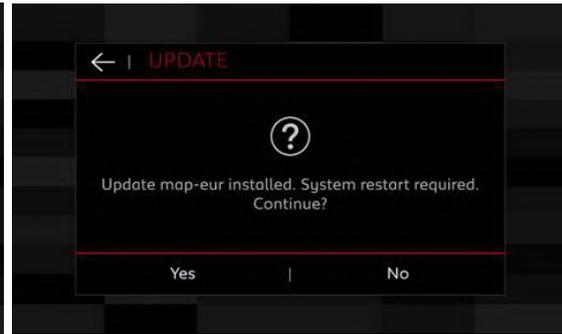
FR / EN

1

2

Click on "Install"

3

4

MISE À JOUR

Mise à jour : map-eur. Ne pas couper le contact ni retirer la clé USB

UPDATE

Update: map-eur. Do not switch off the ignition or withdraw the USB memory stick

5

MISE À JOUR

La mise à jour map-eur a été effectuée avec succès. Un redémarrage du système est nécessaire. Continuer ?

Oui | Non

UPDATE

Update map-eur installed. System restart required. Continue?
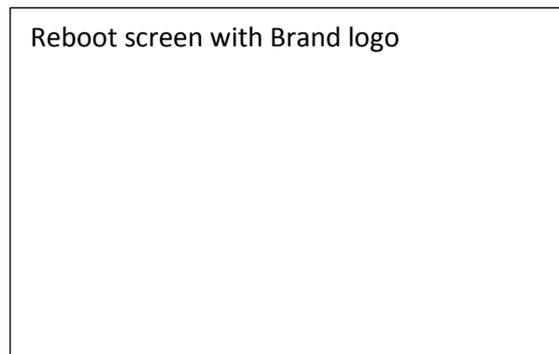
Yes | No

6

Reboot screen with Brand logo

You can now remove the USB stick. If you haven't removed it, screen 7 will be displayed.

7

MISE À JOUR

Mise à jour map-eur présente sur le média inséré. Souhaitez-vous procéder à son installation ?

Oui | Non

UPDATE

Update map-eur present on the media inserted. Start installation?

Yes | No