

Updating your Infotainment system

BEFORE STARTING THE UPDATE

Before starting this process, you will need to have the updated software loaded to a formatted USB drive.

To format the stick, download the VAUXHALL UPDATE exe. file from your MyVauxhall account onto your PC or Mac.

This will ensure the USB drive is in the required format and has the correct content to perform software updates.

PERFORMING THE SOFTWARE UPDATES

Please note - updates can be large files so may take a long time to process

For petrol, diesel & hybrid vehicles:

- The engine must be kept running while the updates are being installed.
- It is recommended not to drive while the updates are being installed. However, it is possible to drive during the update.
- Park your car in the open rather than a confined area (ie garage).

Electric vehicles:

- It is essential to have vehicle « Ready » (Indicator light « Ready » on the dashboard),
- You will need to stay in the drivers seat, with the door closed and your seatbelt on, while the update are being installed.
- It is possible to drive during the update.
- It is not possible to charge battery while updates are being installed.

- You should not remove the USB drive until the update process is complete
- You should not turn off your engine before the update process is complete

During the update:

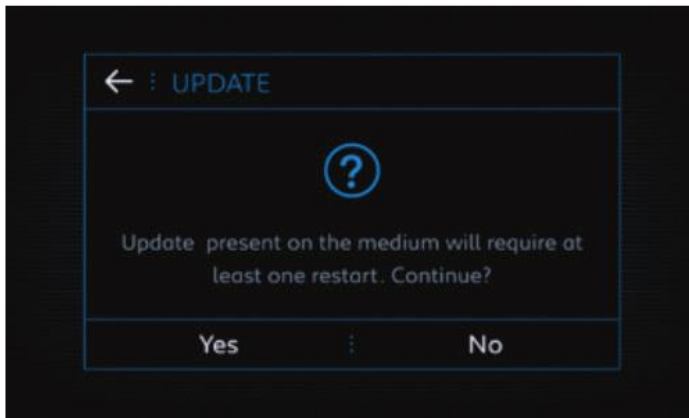
- Before starting the update process, we recommend you set the air conditioning as desired, as you will not be able to adjust it during the update. Only the demist function remains accessible via the dashboard button. We also advise you not to activate the heated seats
- The GPS function will not be available during the update
- Parking aids will also unavailable during the update, so please be careful when manoeuvring, should you need to drive



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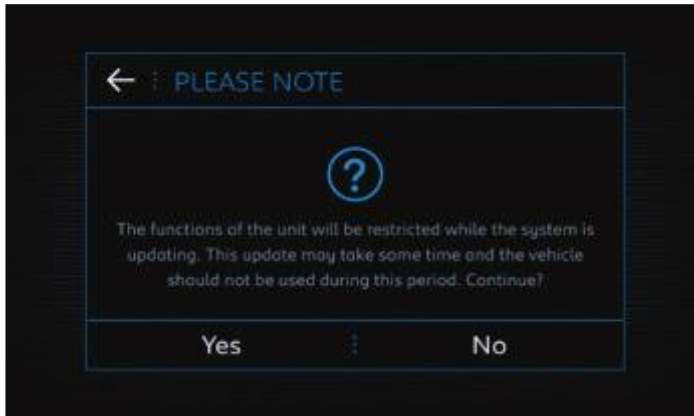
- Insert the formatted USB drive into the vehicle's USB slot.
- Follow the instructions that appear on the your touchscreen, as shown below
- If you see the message 'any content on the USB drive' on screen – you can ignore it, and the message will disappear after 10 seconds. Do not remove the USB drive.



STEP 1

Starting the process - the message may also contain the firmware update number.

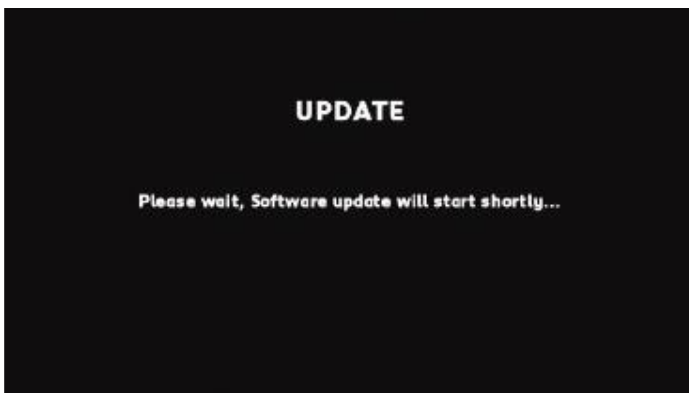
Tap 'Yes' on the screen to proceed.



STEP 2

Confirmation that some of the vehicle functionality is not available during the update.

Tap 'Yes' on the screen to proceed.



STEP 3

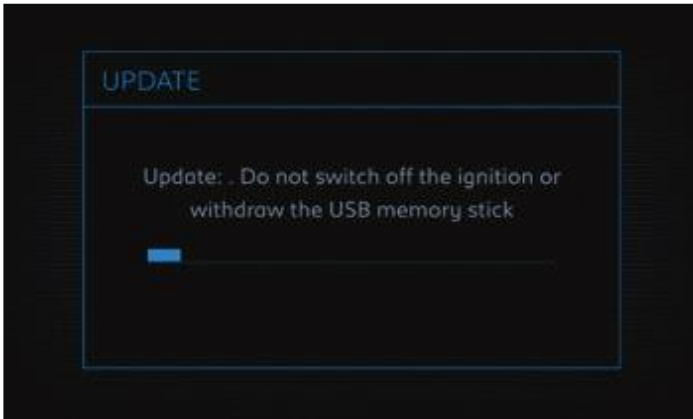
The system will prepare the update - this may take a few moments.



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You need take no action for the next three steps



STEP 4

The system will now download the update from the USB drive.

The screen will go black for a few seconds.



STEP 5

The update will be installed onto the system.

This may take several minutes.



STEP 6

Once this message appears, the infotainment system has been successfully updated.

If you need to update the mapping software the next steps will start automatically - just leave the USB stick plugged in.

If you're only updating the infotainment system, then all you need do is remove the USB stick and the system will reboot.



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TROUBLESHOOTING



If the update fails, you will see the following message:

« FIRMWARE UPDATE FAILED
DUE TO A CORRUPTED FILE »

If you see this message, remove the USB drive.

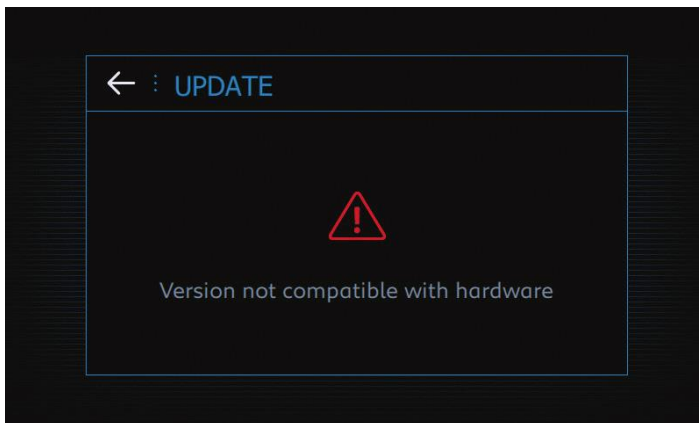
The screen will re-start.



When you see: « Software loading on demand... », re-insert the USB drive.

If the error persists, it indicates there is an issue with the update file, in which case you'll need to start again with a fresh update file.

Please refer to the 'Before starting the update' section of this guide.



If you see the message: «Version not compatible with hardware», it indicates that the wrong update has been loaded to the USB drive and you'll need to start again with the correct update file.

Please refer to the 'Before starting the update' section of this guide.



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Updating your Mapping software

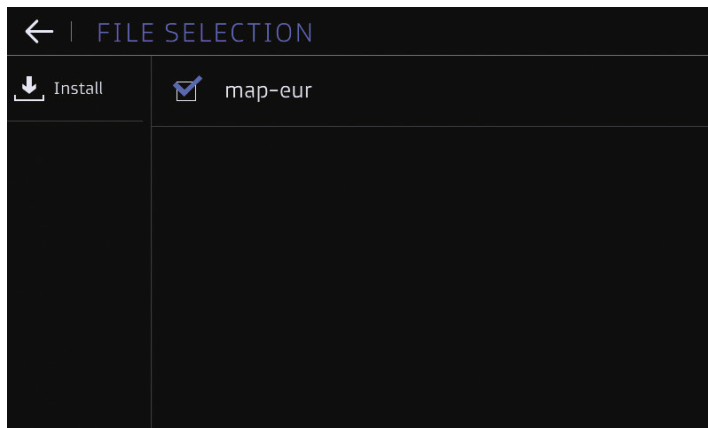
If you are only updating your mapping software, you can start from this step, provided you have correctly loaded the mapping software to your USB drive.



STEP 1

This message will inform you which map data you have loaded on your USB drive.

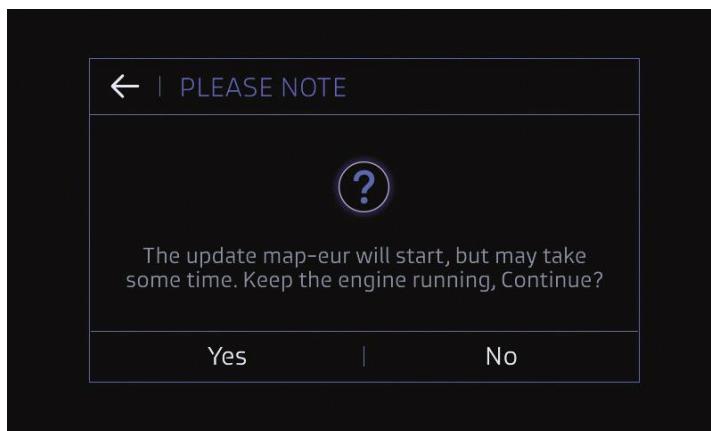
Tap 'Yes' on the screen to proceed.



STEP 2

If you have multiple map data, you can select which one you wish to load here.

Once you have ticked the appropriate map from the list tap 'Install' on the screen.



STEP 3

This message reminds you that you should keep your engine running.

Tap 'Yes' on the screen to proceed.

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The installation process will begin



STEP 4

This message will remain whilst the map data is loaded into the system.



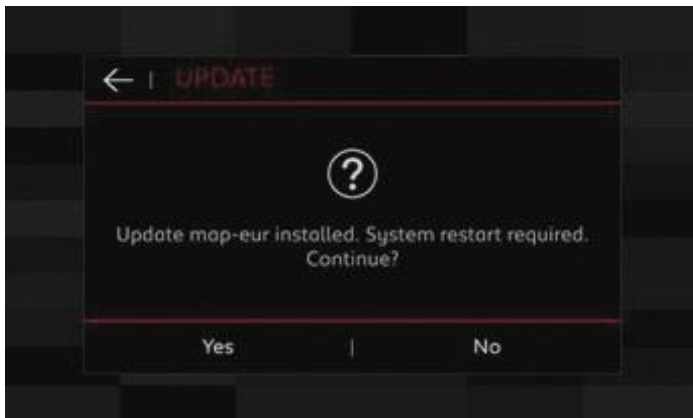
STEP 5

You may be able to select which countries you wish to update.

By selecting only the countries you need, you can reduce the time the update takes.

*PROCEDURE IN CASE OF ERROR MESSAGE:

According to vehicle technical configuration, it may occur that the update stops during the process indicating the error message « Update Error » and resulting in a black screen instead of the Map view in the navigation screen. If this happens, please remove the USB stick and plug it in again. This will restart the installation and the problem should be solved.



STEP 6

Once the installation is complete, tap "Yes" on the screen to restart your system.

You can now remove your USB drive.

If you do not remove your USB drive after the system restarts, you will be asked if you wish to install the update again.

Simply tap 'No' and remove the USB drive.