

Update guide for Uconnect 5

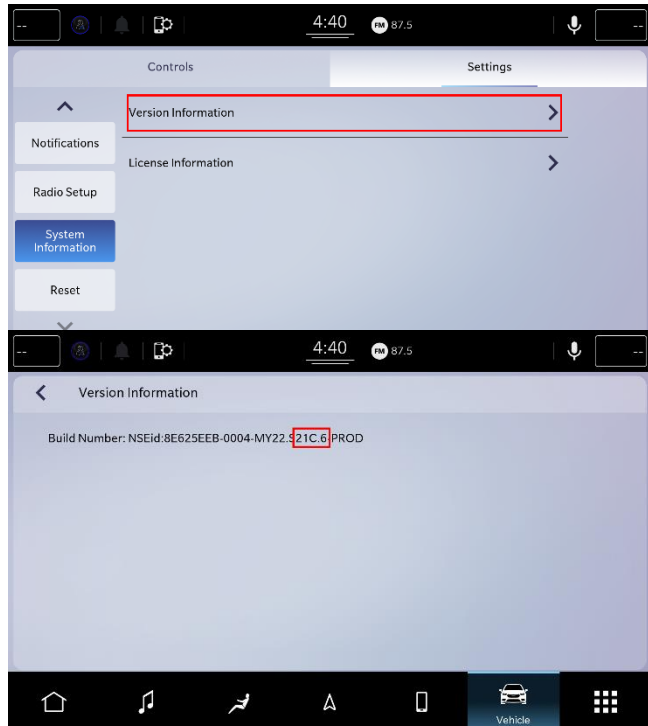
Without map

Checking the update compatibility

Check the firmware version.

Navigate to 'Vehicle' -> 'Settings' -> 'Version Information'. Here you can find the current firmware version of the device (marked in red).

Next, make sure that the firmware version displayed on the device (marked in red) is lower than the firmware version noted on the site (in the update description) where you downloaded the update. If the firmware version of your device is higher or equal than the firmware version that is stated on the update site, do not install this update: you are already on the most recent version.



Preparing the update

1. Get a usb drive

We will use a usb drive to get the update onto your unit.

The usb drive used needs to have **a minimum capacity of 8GB**.

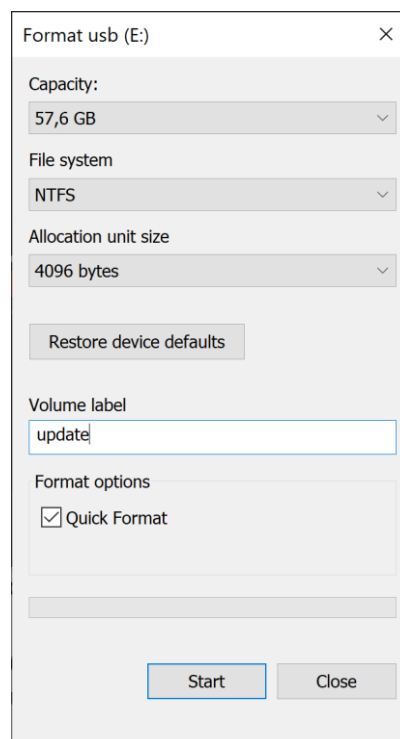
Note that all files on this usb drive will be deleted, so make sure it doesn't contain any important files.

2. Format the usb drive to NTFS

To make sure the unit can read files from our usb drive, we need to format it. To format it, plug it into a Windows computer. Then open explorer and in the menu on the left, right click on your usb drive, and select 'Format'. A popup like the one in the image on the right will be shown.

In this popup, select the biggest possible capacity, 'NTFS' under 'File system' and 'Default allocation size' under 'Allocation unit size'. Then, enter a name for the drive under 'Volume label' (it doesn't matter what you enter here), and press Start. If you get a warning, click OK.

WARNING: Formatting the drive will delete all files and other data from the drive. Make sure no important files are on the drive.

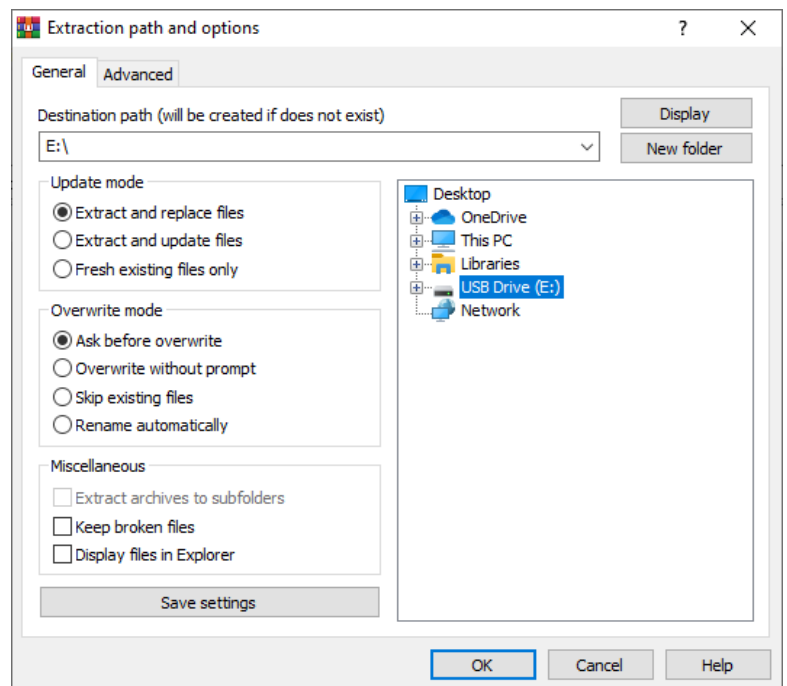


3. Put the update on the usb drive

If you haven't already, download the update from our site. This should be a .zip file. Store the file on your computer, **not on the drive itself**. Then, navigate to the file with Windows explorer and open it.

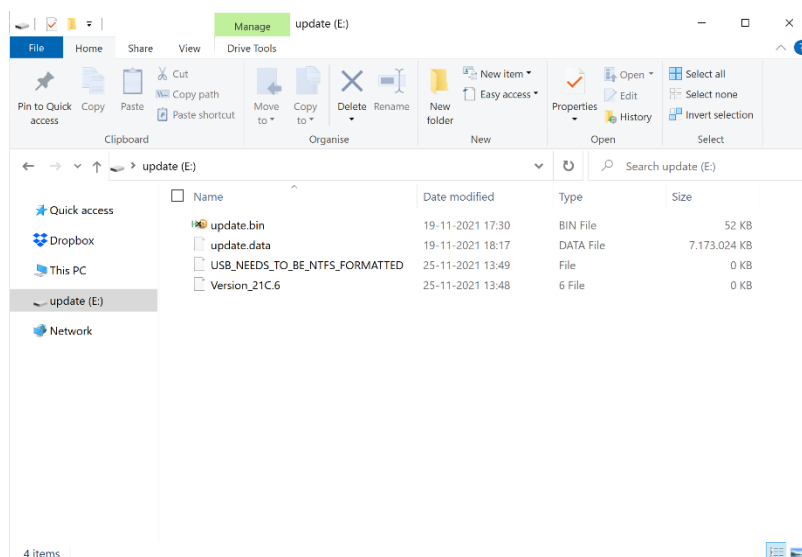
The program this file will be opened in may vary depending on your device. In this example we will use WinRAR. If you have no program yet to open .zip files, you can [download WinRAR](#) for free. Instructions may vary per program.

When you've opened the file, select 'Extract to' in the menu on the top. Then, in the popup, select the usb drive as the extraction destination like in the image on the right. **Place the files in the root of the usb drive, not in a (sub)folder, otherwise the update won't install properly.** Then press ok and the extraction will start. This may take a while.



4. Check the usb drive

After the extraction has finished, open the usb drive in explorer and verify that files are present in the **root of the drive, not in a (sub)folder**, like in the image below. Then, you can remove the drive from your computer.



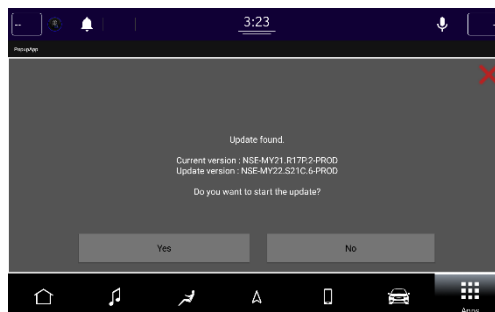
Installing the update

1. Insert the usb drive

Insert the drive into the usb-port in your car. You should see a pop-up like on the first image below appear on your head unit within a few seconds.

2. Start the update

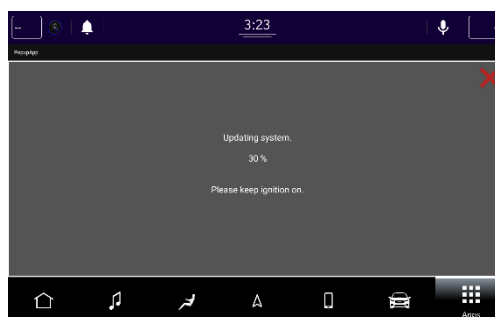
When you see the popup on the first image, select 'Yes' to start the update. Please keep the ignition turned on during the update. After pressing 'Yes', the head unit should start the update, like on the second image.



3. Waiting for the update to finish

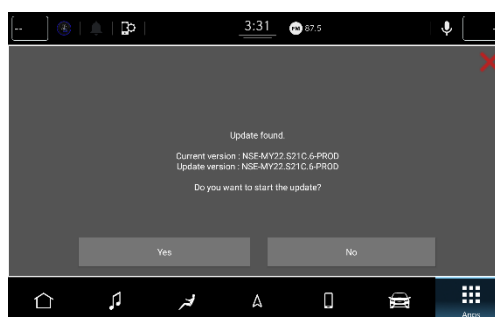
While the update is running, the usb drive should remain in your car, otherwise, the update will not install properly. Installing the update will take approximately 20 minutes.

During the update the unit will reboot and switch layout at least once, This is normal behaviour.



4. Check if update was successful

When the update has finished you will get the same update prompt as before. Now compare the current and update version. If they match the update was successful and you can remove the usb drive from the car.



Note: some features may not become available until after the car has gone to sleep. If you are missing features, try turning off your contact for an hour.

In some cases, the unit can hang during boot. If so just let the car stand with ignition on for 20 min, it should work after that.