



## INSTRUCTIONS FOR UPDATING THE TOUCHSCREEN NAVIGATION SYSTEM

The application « CITROEN UPDATE” allows to updating the navigation system. This application prepares the USB stick that you will need to use in your vehicle.

This app is a tool downloadable on PC or MAC to manage all the preparation steps of the USB stick that you will need to use in your vehicle (download, decompression, formatting the USB key in FAT32, copy on the key).

! You have to have administrator right to install this app on your computer.

Link to :

> Windows version (PC): [https://citroen-update.cppv2.awsmpsa.com/Citroen\\_Update\\_Setup\\_0.1.24.exe](https://citroen-update.cppv2.awsmpsa.com/Citroen_Update_Setup_0.1.24.exe)

> OSx version (Apple): [https://citroen-update.cppv2.awsmpsa.com/Citroen\\_Update.dmg](https://citroen-update.cppv2.awsmpsa.com/Citroen_Update.dmg)

Once the download is over a shortcut icon is installed on the desktop of your computer

**Use an empty USB key, capacity 32 Gb,**

Launch « CITROEN UPDATE » and follow the screen instructions. Once your USB stick ready, you can go to step 5.

If you don't want download «CITROEN UPDATE » on your computer, please follow the step 1 to 4

### 1) PREPARING YOUR USB STICK:

**Use an empty USB key, capacity 32 Gb.**

**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 FAT 32

! Reinitialise the USB stick before downloading any updates. Formatting it erases any files present on the USB stick.

#### **For Microsoft Windows users :**

USB stick < 64 Go	USB stick > or = 64 Go
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- Insert the USB stick on your computer
- Run file Explorer (press "Windows" et "E " keys simultaneously).
- Right click the removable disk involved
- Left click « format »
- Check the files system : FAT 32 (default)
- Left click "Start"

- Insert the USB stick on your computer
- Use : <http://www.ridgecrop.demon.co.uk/guiformat.exe>

### **For Apple users :**

- Insert the USB stick on 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"

*The system files generated on the USB stick by Apple when you plug in 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) DOWNLOAD THE NAVIGATION SYSTEM :**

To update your navigation system, you need to download 2 files :


The navigation system, compressed in .tar format

EX :

 PSA_rcc-firmware_1_074_16-1B116.tar	29/03/2018 10:36	tar Archive	4 212 570 Ko
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The license, compressed in. Key format

EX :

 license_2D075039000261701209.key	29/03/2018 10:28	Fichier KEY	11 Ko
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**Nota : The files 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 problem concerning the download, you can find help from :

[https://citroen-uk-en.custhelp.com/app/answers/detail/a\\_id/28976/kw/map/related/1](https://citroen-uk-en.custhelp.com/app/answers/detail/a_id/28976/kw/map/related/1)

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

### 3) UNZIPPING THE DOWLOAD FILE :

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

#### **For Microsoft Windows users:**

- We recommend you to install 7-Zip on your computer beforehand (<http://www.7-zip.org/download.html> )
- Right click on the file and select your unzip tool and click on « extract here » to save the file on your computer

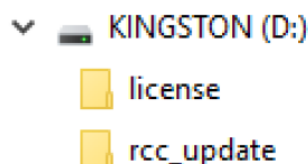
#### **For Apple users :**

- We recommend your to use the « Unarchiver' app available on the App Store (<https://itunes.apple.com/fr/app/the-unarchiver/id425424353?mt=12>)

The extraction ill 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 YOUR USB STICK :

You need to copy the extracted files on your USB stick.  
Copy the file 'rcc\_update' and 'license' to the USB stick.



**You are right to update the navigation system on your vehicle.**

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### 5) TRANSFER THE UPDATES INTO THE VEHICLE :

**The updating of the map may range several tens of minutes.**

#### **Caution :**

- **It is essential to keep the engine running while the updates are being installed**

- **It is recommended not to drive while the updates are being installed. Park your car in the open air rather than a confined area (i.e garage)**
- **However, it is possible to drive while the updates**
  
- **/!\** 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.

Caution :

- Before starting the update process, set the air conditioning at your convenience, it will be functional but no adjustment will be possible during the operation (only the defogging function remains accessible via the buttons on the console).
- We also advise you not to activate the heated seats.
- Parking aids are also unavailable, so be careful when manoeuvring.

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**PROCESS TO TRANSFER INTO THE VEHICLE**

**Insert the key into the USB port of the vehicle.  
Follow the dialogue on the touch screen.**

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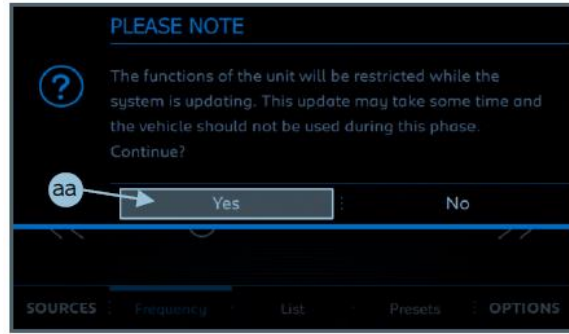
**5.1 Updating the touchscreen navigation system**

This message can appear on the screen « any content on the USB Stick ». Ignore this message and don't remove the USB stick. This message will disappear in 10 seconds. Then, follow the instructions on the screen.

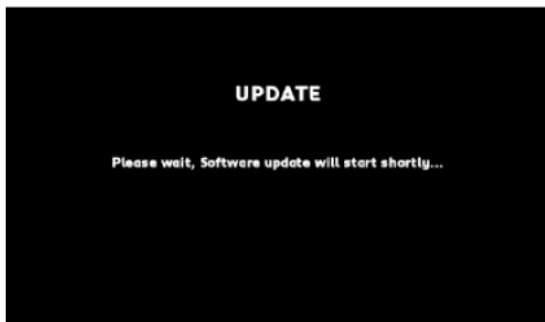
1.1



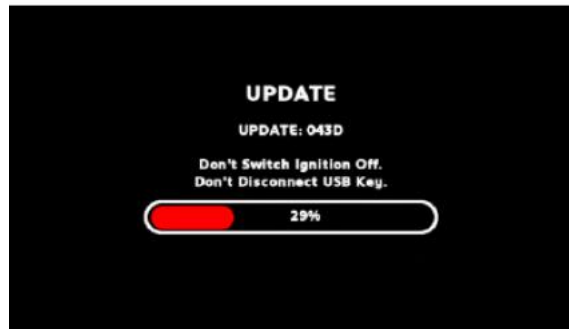
1.2



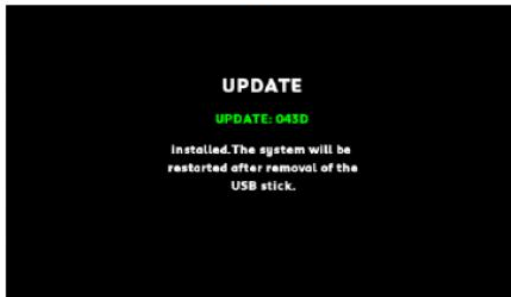
1.3



1.4



1.5



Update successful. You can remove the USB stick

Procedure in case of error message

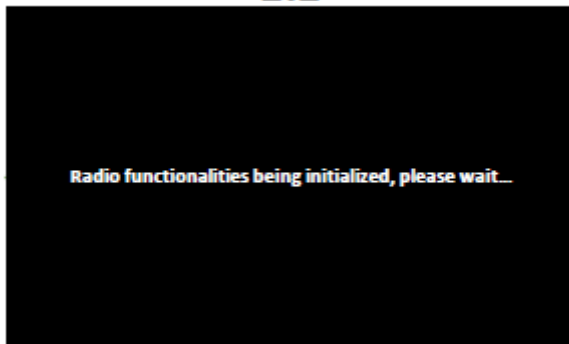
## 2.1



If the following message appears « Version not compatible with the hardware », the files on the stick or the formatting of the stick itself are incorrect.

Start the entire procedure again with a new USB stick.

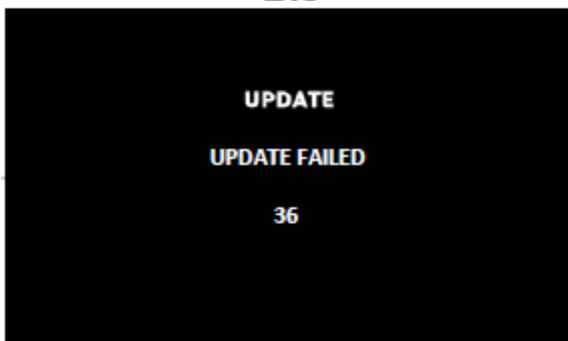
## 2.2



If the following message appears « Radio functionalities being initialized »:

- Stop engine.
- Wait several second.
- Restart vehicle.

## 2.3



If the following message appears « update failed »

- Remove the USB stick
- Stop engine

- Disconnect the vehicle battery
- Wait 5 minutes
- Reconnect the vehicle battery
- Insert the USB stick
- Start the entire procedure again with USB stick.