Software updating manual

Alpine model :

> G9.5 Model

Software Version :

> 2.0.5

Location:

> All service center

Software for solving symptoms

> ❑ Apple CarPlay screen freeze.

Create date: 20-Apr-2023

AATH	
Issued	Approved
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Software instruction

INSTRUCTION

- This software update use in Market only.
- Update Software to fix all issue as below.

❑ Apple CarPlay screen freeze.

IMPORTANT

- USB flash drive — there must be approximately 100 MB of free space or more than.
- The USB drive must not contain any other files. It may affect the process.
- The Audio unit will need to be turned on and running until the update is complete.
- Do not remove your USB drive or turn off your vehicle while this update is in progress.

1. Model list for each country and Symptom & Reproduce method.

1.1 Model list Model list for each country.

NO	G9.5 Software information				
	HATC	HAC-AO	ALPINE	Country	Project Code
	Part No.	Part No.	Product code		
1	39542-T8N -T011-M1	08A40-PJ7-AM01-E1	RH00390A01	AUS/NZ/MA/KN	G9.5
2	39542-T5L -Q011-M1	08A40-PJ7-AM01-B1	RH00407A01	AUS/NZ	

Noted: The software average total update time around 6 to 10 minutes.

1.2 Symptom & Reproduce method.

Issue no.	Claim Type	Symptom	Reproduce method.
1	Market claim	Apple CarPlay screen freeze.	1. Connect the phone to the Audio unit via a USB cable. 2. Used Google Map application on Apple CarPlay function. 3. After using Google Maps for around 10 to 30 minutes or Google Maps often to re-calculate the route, the Apple CarPlay screen will be freezing.

2. How to prepare Software Update file via USB flash drive.

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Copy the "DA20" in the Software folder to USB flash drive. **(This software use with all G9.5 Model)**

Software folder

G9.5-G0077_Apple CarPlay screen freeze issue MRHGK5850MT104044 > software > HIDTD_system_v2.0.5_2023.02.24 >

Name	Date modified	Type	Size
DA20	3/10/2023 9:20 AM	File folder	

- 10. Oct
- 4. MMTh
- G9.5 Software 2.0.2 Manual
- Revised Invoice claim from Ms. Ellen
- SDA3-2305_QR202210210044_Unable to change
- OneDrive - ALPSGROUP
- This PC
- 3D Objects
- Desktop
- Documents
- Downloads
- Music

Copy "DA20" to the USB flash drive..

USB flash drive (F:)

- This PC
- 3D Objects
- Desktop
- Documents
- Downloads
- Music
- Pictures
- Videos
- share (\\172.22.66.112) (A:)
- Local Disk (C:)
- New Volume (D:)
- New Volume (E:)
- USB Drive (F:)
- Common (\\172.22.66.182) (J:)
- AATH_Center (\\172.22.66.182) (Q:)
- aath-qa (\\172.22.66.162) (X:)
- USB Drive (F:)
  - DA20

DA20

SanDisk

3. How to start updating software.

3.1 Insert the USB flash drive into the USB port in the Audio unit. Please see the picture below.

Front side

Plug the USB flash drive

Back side

Importance: Please use USB port 2 for updating.

USB port 2
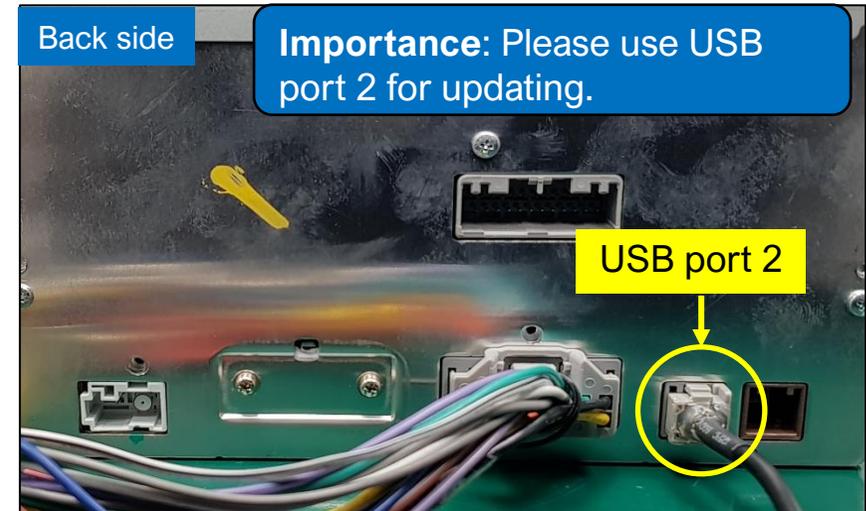
3.2 Turn on the Audio unit: Batt on and Acc on (Power must remain stable during the update).

3.3 The Audio unit will start updating software automatically and the screen will show in the order number 1 → 2 → 3

    1)   Honda logo boot up.

    2)   The Update request pop-up appears. Select "Yes".

    3)   The product will start to 1st Step upgrades the software.

①

②

AM 12:12

Please update to after turn on power of the vehicle!

Do you want to start the update?

Yes   No

③

Software update

Preparing the software update.
Do not remove USB memory or switch off ACC.

16%
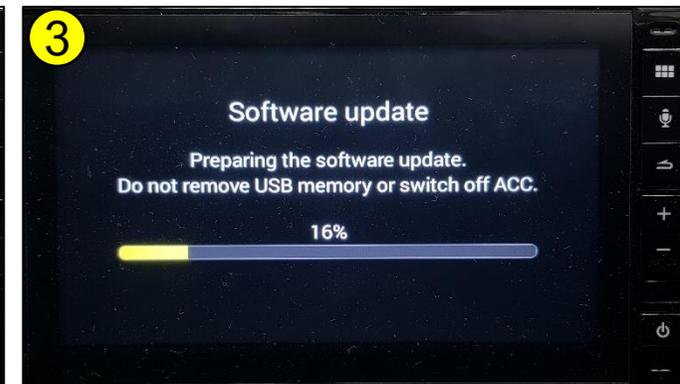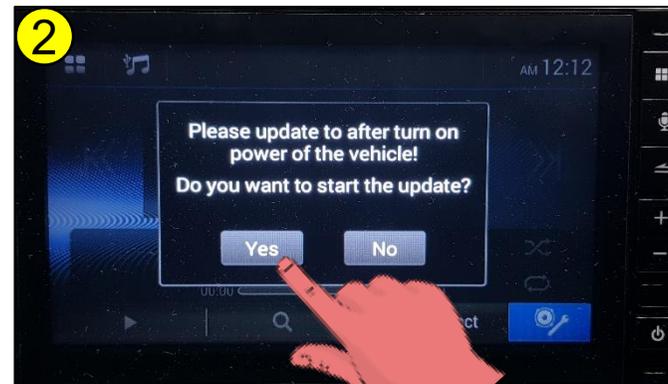
3. How to start updating software.

3.4 When update software 1st step is 100% complete, The product will automatically reboot 1 times and then start to 2nd step update. Please see screen show in the order number 4→ 5→6.

    4)   1st step is 100% complete.

    5)   The product will automatically reboot 1 times.

    6)   Start to 2nd step update.

④

Software update
Update preparing has been completed.
The system automatically starts up and updating.
100%

⑤

⑥

Software update
Update in progress. Please wait...
Do not remove USB memory or switch off ACC.
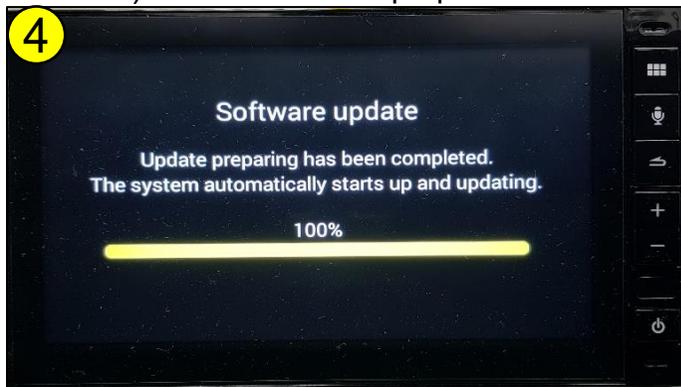
3. How to start updating software.

3.5 Update software 2nd step is 100% complete, The product will automatically reboot 1 times and the screen will show in the order number 7→8→9.

7) The produce will automatically reboot 1 times and return to normal display.
8) Approximately 5 to 10 sec, screen will show information "Latest software has been installed…." pop-up appears. Select "Ok"
9) Remove the USB flash drive from Audio unit.
10) Please **reset** the audio unit by Select the Setup → General → About and than touch on "Restore Factory Setting"
11) After do reset the Audio unit. The program update is complete.

Remove USB flash drive.
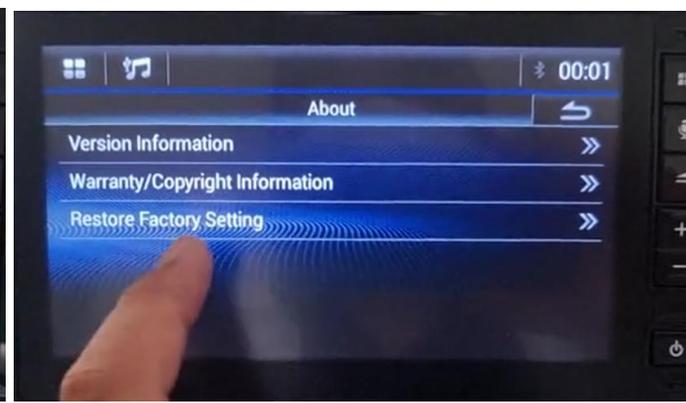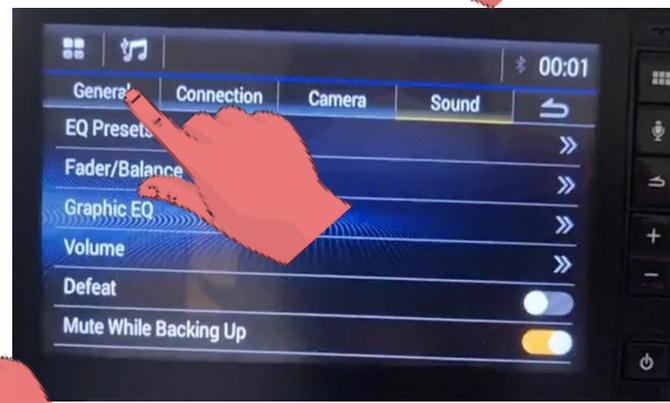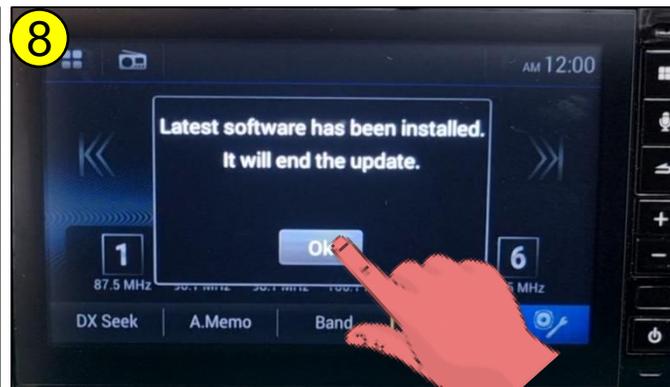
Noted: The software average total update time is 6 to 10 minutes.

4. How to verify Software version after updating

4.1. Press "**Settings**" icon on screen and then selecting "**General**" and then select **"About"** and Version information by press "Enter". Please see screen show in the order number 4→ 5→6.

  10) Select "Setting" icon.
  11) Select "General" icon.
  12) Select "About" icon.
  13) Select "Version information" icon.
  14) Audio unit will show Version information screen.

Software version screen
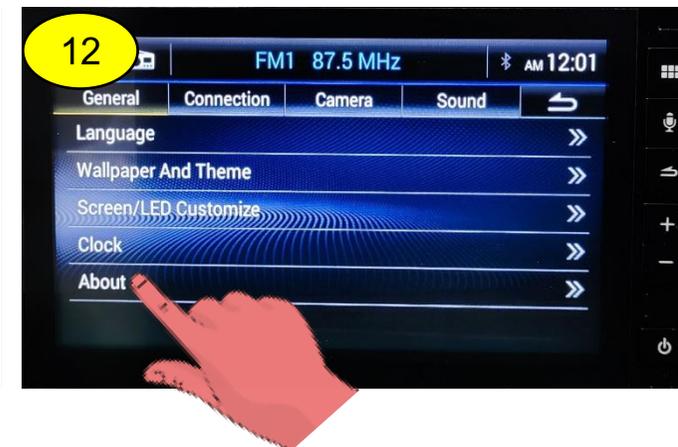
4. How to verify Software version after updating

4.2 The latest software version will display on screen. Please compare software version on screen with software list. All version in the yellow frame are correct.

NO	HATC Part No.	HAC-AO Part No.	ALPINE Product code	Software version	Project Code
1	39542-T8N -T011-M1	08A40-PJ7-AM01-E1	RH00390A01	SYS Ver: **RH00390A01**_2.0.5 (2023.02.24) Firmware version: S2066_0.066 (0.1.2)	G9.5
2	39542-T5L -Q011-M1	08A40-PJ7-AM01-B1	RH00407A01	SYS Ver: **RH00407A0**1_2.0.5 (2023.02.24) Firmware version: S2066_0.066 (0.1.2)	

G9.5 Software list

SYSTEM Version: _2.0.5 (2023.02.24)
Firmware version: S2066_**RH00390A01**0.066 (0.1.2)

RH00390A01

SYSTEM Version: **RH00407A01**_2.0.5 (2023.02.24)
Firmware version: S2066_0.066 (0.1.2

RH00407A01

END