



INSTRUCTIONS FOR UPDATING THE MAP OF YOUR NAVIGATION AND THE SOFTWARE OF YOUR INFOTAINMENT SYSTEM

Your vehicle's touchscreen and the map of your navigation system need regular updates to be able to benefit from all recent evolutions/improvements available. You have chosen to perform this update/s by yourself, and we will guide you through this process.

You first need to download the " Citroën Update" Tool via PC or MAC. This tool will prepare the USB stick that you need to use in your vehicle. Just launch it and follow the instructions on the screen. Once your USB stick is ready, you can do the installation in your vehicle.

/!\ You need to have administrator rights to install the " Citroën Update" Tool on your computer. If you do not have them, please ask your preferred dealer to perform the update.

Transfer the updates into the vehicle:

The update of the map and of the software of the infotainment system (touch screen) may take some time (up to 60 min each).

Caution:

- For a non-electric vehicle (petrol/diesel) or Plugin Hybrid (PHEV):
 - 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)
 - **It is possible to drive during the updates, please be aware that you will have limited functionalities (see below) ***

For an electric vehicle (BEV):

- It is essential to start the vehicle by pressing on the brake pedal and then pushing the "START / STOP" button. Then maintain the brake pedal until the READY sign shows on the cluster.
- Stay in the driver's seat with the seatbelt on and the doors closed while the update is being performed
- **It is possible to drive during the updates, please be aware that you will have limited functionalities (see below) ***
- It is not possible to charge the battery while the update is being installed

Limited functionalities*:

- The GPS function will not be available during the update
- 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
- **/!** 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.

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PROCESS TO TRANSFER INTO THE VEHICLE
Insert the stick into the USB port of the vehicle.
Follow the dialogue on the touch screen.

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If you need to update:

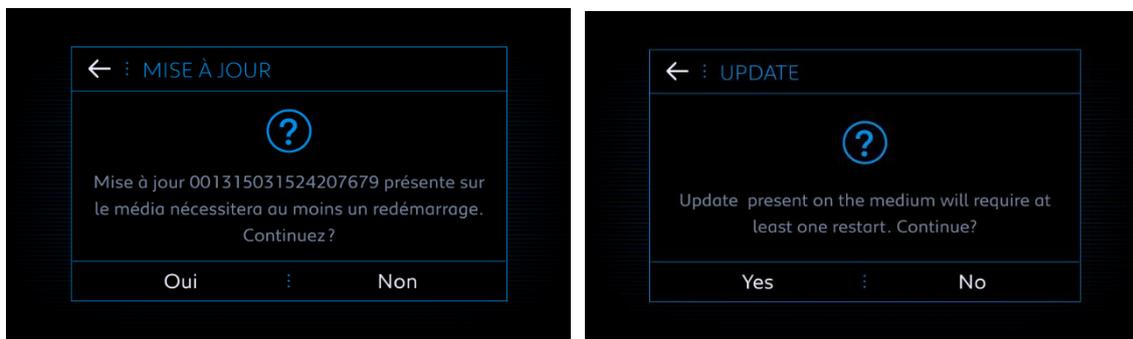
- The infotainment software only, go to step 1.1 (in case of error go to step 1.2)
- The map only, go to step 2.1 (in case of error go to step 2.2)
- Both your infotainment system and the map, go to step 1.1. The software will update first then the map.

Recommendation: If you need to update both the software and the map, we recommend to perform both updates at the same time.

1.1 Updating the software of the infotainment system

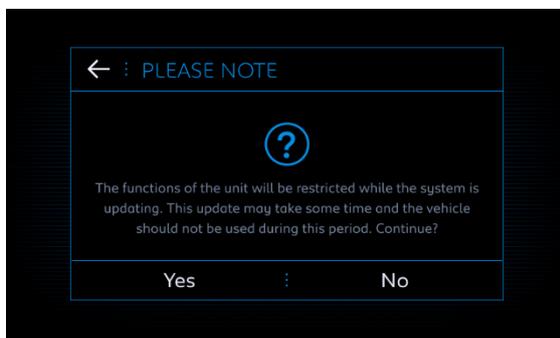
This message can appear on the screen « No media content on the USB memory stick ». Ignore this message and do not remove the USB stick. This message will disappear in 10 seconds. Then, follow the instructions on the screen.

1

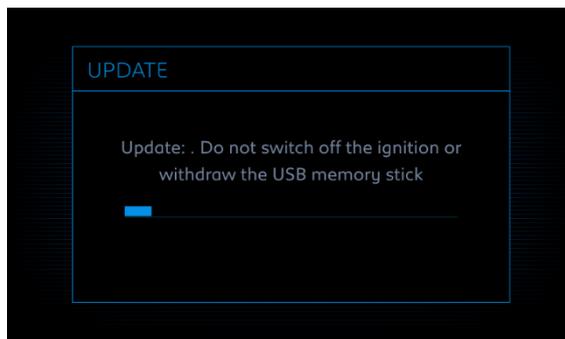


The number depends on the version of the software.

2



3





A few second after the step 3, the screen will be black for a moment, before going to step 4.



Update successful.

Important:

- If you do not remove the USB stick from the car, the system may offer to install the update again, do not hesitate to remove USB stick to avoid a second update.
- **If updating infotainment software only**, remove the USB stick. The system will restart.
- **If also updating the map**, the process will continue automatically. If this is not the case, do not hesitate to remove the USB stick and insert it again.

1.2 In case of error message

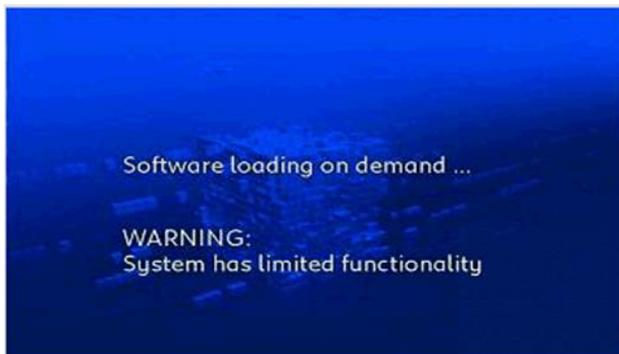
1



Note: If the update is not fully completed, the following message appears « FIRMWARE UPDATE FAILED DUE TO A CORRUPTED FILE »

First, please remove the USB stick.

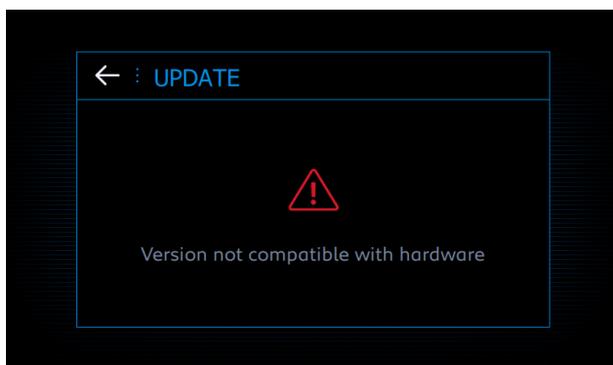
2



The screen restarts with the following message « SOFTWARE LOADING ON DEMAND... »

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

3





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.



2.1 Updating the map

1



2



Click on Install

3





4

According to vehicles' technical configuration, it may be possible to select country maps that you need. This allows to reduce the updating time.

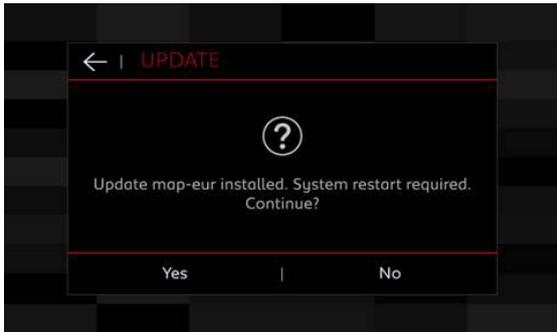


2.2 In case of error message

According to the vehicle's technical configuration, the update could stop during the process. An error message "Update Error" will then appear and you will see a black screen instead of the Map view in the navigation screen. If this happens, please remove the USB stick, and reinsert it again.

This will restart the installation and the problem should be solved.

1



2 You can now remove the USB stick. If you have not removed it, the following screen appears. You can still remove the USB stick.

