


NOTICE

- 1) Ensure that the battery is sufficiently charged, and the vehicle is set to “IGN On” to prevent a battery drain during the update.
- 2) Technician must confirm Activation State prior to update.
- 3) Do not remove the USB stick or turn off the ignition switch during the update. This will prevent the update from occurring.
- 4) If services continue to fail, consult Service Desk (1-866-433-2357) for further diagnostics and troubleshooting.

Parts Information:

Software Type	Model	Part Number	Image	Comment
Modem SW Update	Nexo (FE)	96560-PGEN5		<p>If you have not received a USB stick please order it from your facing PDC by providing the applicable campaign Nexo VIN.</p> <p>Lost or replacement USB sticks can be ordered through your facing PDC.</p>

NOTE

Software provided will include one USB stick. After SW has been updated, remove USB stick, and confirm Blue Link services are activated and functional.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Nexo (FE)	10D214R0	Modem SW Update	0.3 M/H	96560-M5100	M73	ZZ3

Note 1: Capture photo of the Software Version via STUI in the GDS. You must attach photo of Software Version in order to submit the campaign claim. Claims submitted where the picture does not have the Software Version will be subject to charge back.

Note 2: Submit Claim on Campaign Claim Entry Screen.

Note 3: If a part that is not covered by this campaign is in need of replacement while performing this service campaign and the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.

Service Procedure:

Section A. Confirm Software

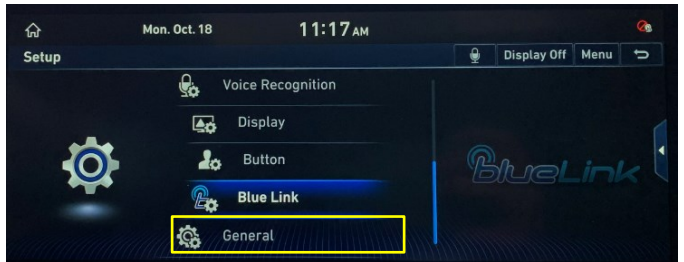
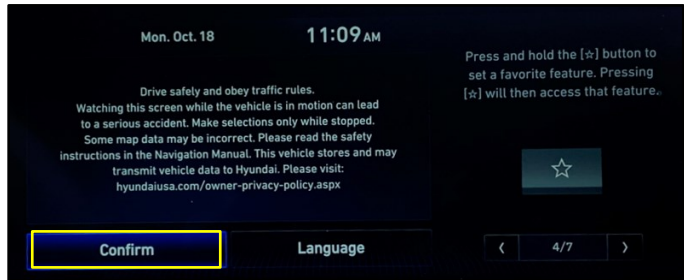
1. Turn the vehicle **On**.

2. Select **Confirm** on the Head Unit (HU) display.

3. Press the hard key **Setup** button.

4. Scroll down and select **General**.

5. Select **SW Info/Update** and check SW version:
 - a. If SW version ends in **201230** (date:12/30/2020) then proceed to **Section B: Install Software**.
 - b. If SW version ends in any other date, update is not necessary.



NOTICE

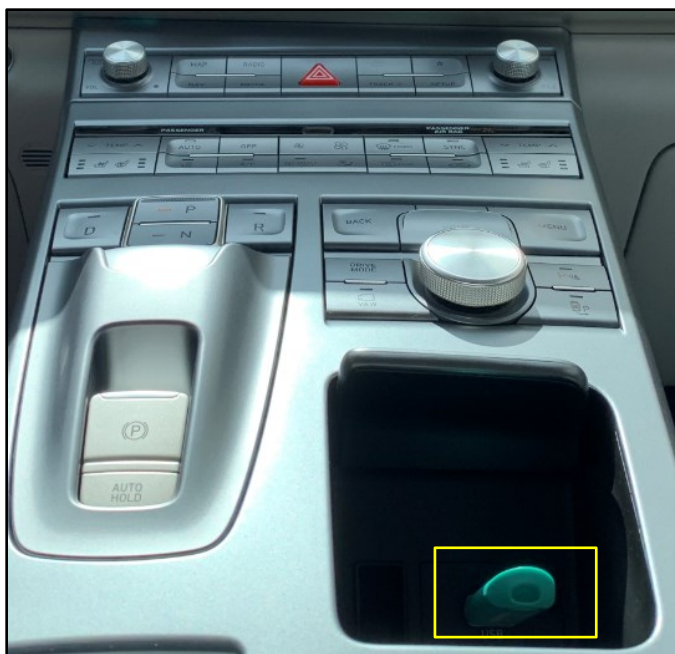
Capture a photo of the Software Version via STUI in the GDS. You must attach photo of the Software Version.

Section B. Install Software

- 1. Plug in USB Stick into USB Port.

NOTICE

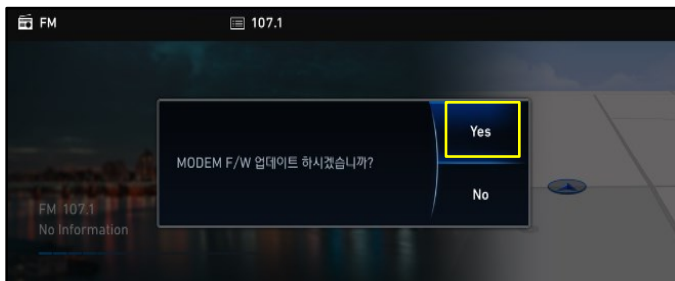
Pop-up window will display after USB stick is entered.



- 2. Select **Yes** and SW update will begin.

NOTICE

Update will take approximately 5 minutes.



- 3. Update will begin.

NOTICE

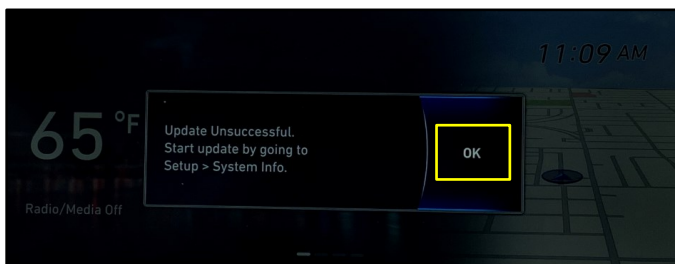
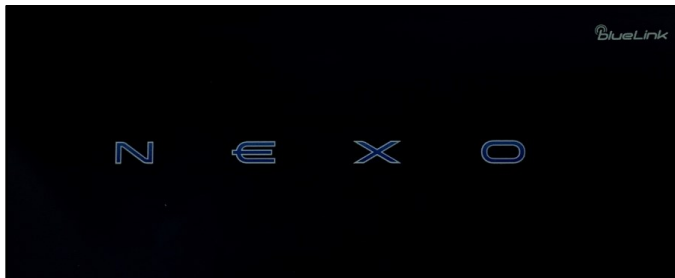
System will reboot once update is complete.



- 4. After update is complete, remove USB stick and proceed to **Section C.**

Service Activation:

- a. USB stick is safe to remove once the AVN unit reboots and the *Nexo* splash screen is displayed.
- b. After update, an “*Update Unsuccessful*” will be displayed – this is normal. Press ok and proceed to **Section C.**

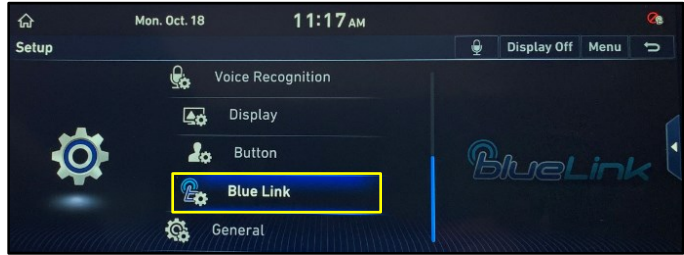


Section C. Service Activation

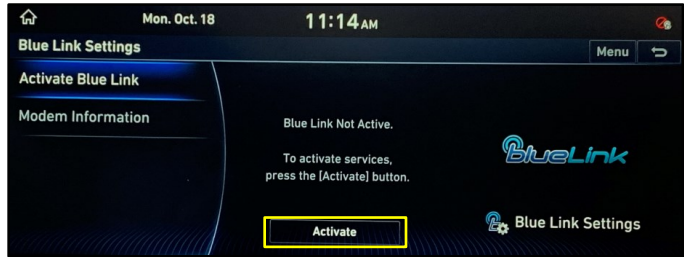
- 1. Select hard key **Setup**.
- 2. Scroll down on the Setup screen and select **Blue Link** icon.



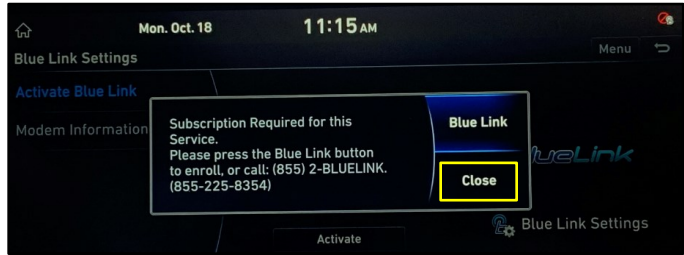
- 3. Select **Activate**.



- 4. Technician may receive the following notification, "Subscription Required for this Service."



Close notification and proceed to the next step.



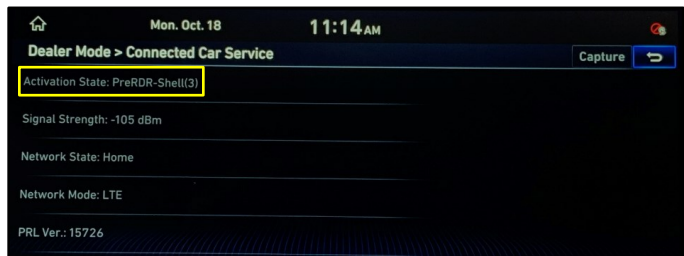
NOTICE

If technician receives "Enrollment Successful", proceed to **Section D**.

- 5. Proceed to **Section D** and confirm the device is in the correct Activation State.

NOTICE

After SW is updated, Activation State should be either **Pre-RDR Basic (2)**, **Pre-RDR Shell (3)**, or **Enrolled (4)**.



Section D: Confirm Activation State

1. Navigate to the radio screen, perform the following steps with the volume and tune knob:

Set volume to 7, then press the tune knob.

Set volume to 3, then press the tune knob.

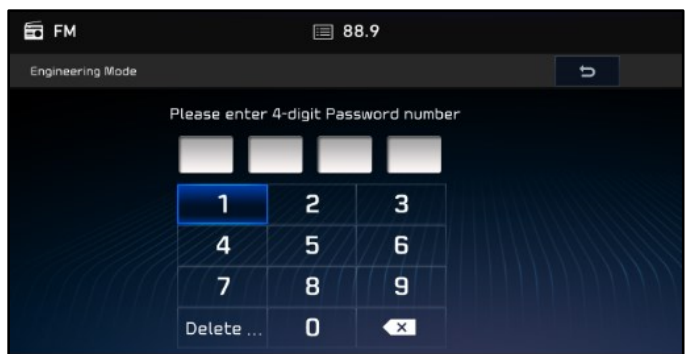
Set volume to 1, then press the tune knob.



2. Enter 4-digit password: **2400**.

NOTICE

Password will place technician in Dealer Mode.



3. Select **Connected Car** icon.

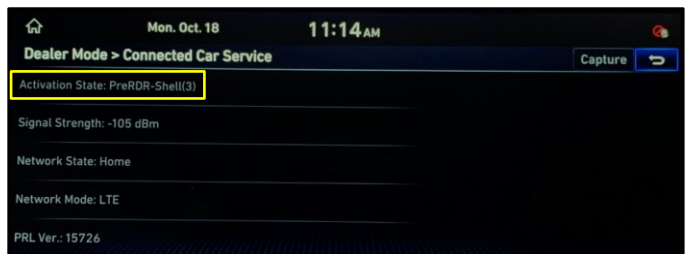


4. Confirm Activation State is no longer **Factory (0)**.

Correction Activation State: **Pre-RDR-Shell (3)**. It's also possible vehicle will display **Enrolled (4)**.

NOTICE

After SW is updated, Activation State should be either **Pre-RDR Basic (2)**, **Pre-RDR Shell (3)**, or **Enrolled (4)**.



5. For customers who are **Enrolled (4)**, confirm Blue Link Services are activated and functional.

NOTICE

For enrolled Customers, please check:

- SOS & Service Link
- Remote Services
- Point of Interest (If Customer is Subscribed)

6. The service procedure is now complete.