



Firmware Update for Certain Pioneer In-Dash AV Receivers

December 1, 2023

Dear Valued Pioneer Customer:

We would like to inform you of the availability of a firmware update for **only the following Pioneer In-Dash AV Receivers sold in the United States and Canada. Installation on any other product could cause irreversible damage.**

DMH-WT3800NEX

This firmware update corrects the following matter.

- Fixed an issue where USB video could not be displayed on the rear monitor.
- * Availability of non-Pioneer content and services, including apps and connectivity, may change without notice due to changes in operating systems, firmware or app versions; changes to, restrictions on or discontinuation of the service or service plans; non-Pioneer hardware changes; or other events.

To perform this update, the following items are needed:

- Pioneer In-Dash AV Receiver
- Blank USB storage device (no files), 512 MB or larger in capacity, formatted to FAT32 or NTFS.

Instructions on installing the firmware are provided on the same page as the firmware update. Installation of the update should take about fifteen minutes to complete.

How to Obtain the Free Firmware Update:

1. Download the firmware update files to a computer from the Pioneer website:
<https://www.pioneerelectronics.com/PUSA/Support/Downloads>
2. Transfer the files to the USB storage device for insertion into the Pioneer In-Dash AV Receiver.

Questions

If you have any questions, please contact Pioneer Customer Service toll free at 1-800-421-1404, Monday through Friday, 7:30 AM - 11:30 AM and 12:30 PM - 4:00 PM (Pacific Time), excluding holidays, or online through [parts.pioneerelectronics.com/contact](https://www.pioneerelectronics.com/contact).

Sincerely,

Pioneer Electronics (USA) Inc.