



Firmware Update for Pioneer DMH-WT3800NEX In-Dash AV Receivers

April 29, 2024

Dear Valued Pioneer Customer:

We would like to inform you of the availability of a firmware update **only for Pioneer DMH-WT3800NEX In-Dash AV Receivers sold in the United States and Canada. Installation on any other product could cause irreversible damage.**

This firmware update provides the following:

- Corrects an issue with voice agent responses being cut off or not occurring.

To perform this update, the following items are needed:

- Pioneer DMH-WT3800NEX 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.