



## Firmware Update (version 8.12) for Certain Pioneer In-Dash AV Receivers

November 19, 2019

Dear Valued Pioneer Customer:

We would like to inform you of the availability of a firmware update (version 8.12) for certain Pioneer In-Dash AV Receivers. **This firmware update is only for the following Pioneer In-Dash AV Receivers sold in the Singapore, Malaysia, Indonesia, Philippines, Sri Lanka, Vietnam, Thailand, Cambodia, Myanmar and Laos: AVH-Z5250BT / AVH-Z2250BT.**

**Installation on any other product could cause irreversible damage.**

This firmware update:

- Fixed the problem that there is no sound from rear speakers after finishing a call.

To perform this update, the following items are needed:

- Pioneer In-Dash AV Receiver: AVH-Z5250BT / AVH-Z2250BT.
- Blank USB storage device (no files), 2 GB or larger in capacity, formatted to FAT32

Instructions on installing the firmware are provided on the same page as the firmware update. Installation of the update should take no more than ten 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.pioneer.com.sg/sg/support/firmware/index.html/>
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 the nearest Pioneer Customer Service at your country. You can refer to [www.pioneer.com.sg/sg/support/service/index.html](http://www.pioneer.com.sg/sg/support/service/index.html) for more information.

Sincerely,

**Pioneer Electronics AsiaCentre Pte. Ltd.**