

Turin - 09/11/2021

- Service Campaign

6382

TBM - NO GEOLOCATION FUNCTION

On a batch of Alfa Romeo Giulia and Stelvio vehicles, the 3D geolocation function on the RadioNav may not be detected correctly. For this reason, it is necessary to install some software updates on the RadioNav to restore the correct operation of the geolocation function.

Therefore, it is necessary to intervene during pre-delivery inspections on vehicles still in stock, or at the first service opportunity for vehicles which have already been delivered, by implementing the attached operating cycle to upgrade all vehicles.

BRAND	ALFA
MODEL	620 - GIULIA 630 - STELVIO
PRODUCTION PERIOD	from JULY 2021 to SEPTEMBER 2021
CONCERNED VEHICLES	All vehicles with the chassis numbers listed in SiGi
PROBLEM / FAULT	TBM - no geolocation function
PLANNED OPERATION	Update of radio SW, radio Owner Handbook and map version
SPECIAL TOOLS	• wiTECH 2.0 with registered micro POD MDP

REMUNERATION

Manpower and material	
Cost	A01
Campaign	6382
Operation	Time
A- Operation 1 (Radio SW update, radio Owner Handbook update and map version check)	0.70
B- Operation 1+2 (Radio SW update, radio Owner Handbook update and map version check + map update)	0.85
Miscellaneous costs (mail, etc.)	
Cost	A10
Campaign	6382

OPERATING CYCLE

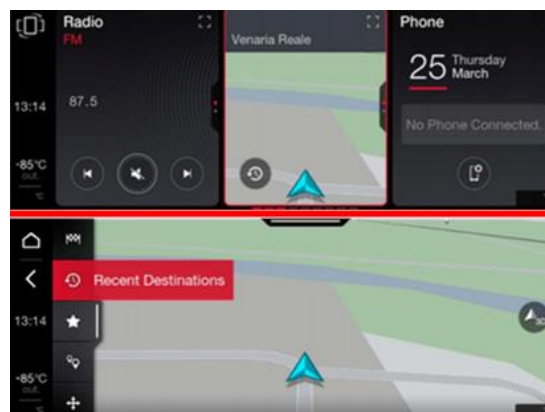
Operation 1 - Radio SW update, radio Owner Handbook update and map version check.

Radio software check

- Check the Body Computer software version:
 - select the "Settings" widget
 - select "System"
 - Select "Update software"
 - take note of the "Current version".
- If the software version is either equal to or higher than version 132.000.003, the radio is already updated and no action is required.
- If the software version is lower than version 132.000.003, the radio must be updated according to the procedure below.
- Take note of the software version currently installed on your radio. This information is needed to correctly perform the update procedure, which varies according to the installed software version.

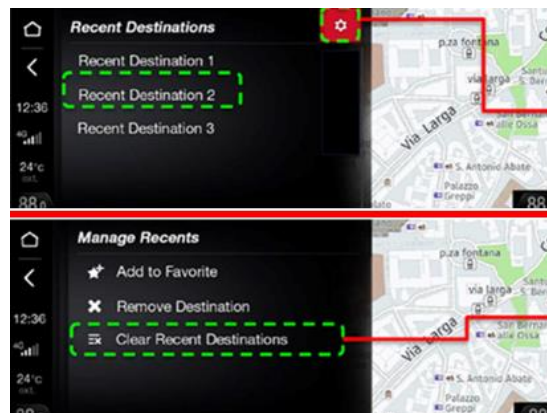
Delete "Recent Destinations" (only if the vehicle is equipped with the Navigator option)

- Switch on the system and on the press the "Navigation" widget Home screen.
- Press the "Recent Destinations" icon.

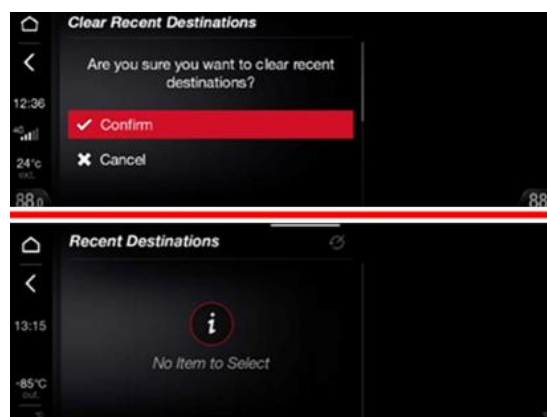




- Press the "Settings".
- Press the "Delete recent destinations" command.



- Confirm the deletion.
- After deletion, the list will appear empty.



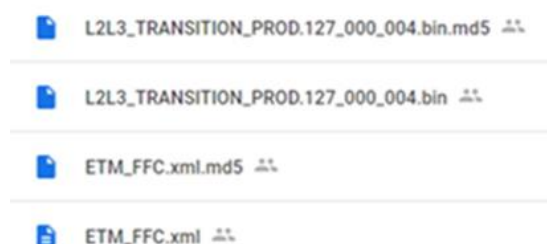
Transition and target software download

- Download the transition software from the following link:

[link](#)

- Copy the transition software to the root of a USB pendrive1.

⚠ The USB pendrive must be empty, No other files must be present on the device and there must be no nested folders.

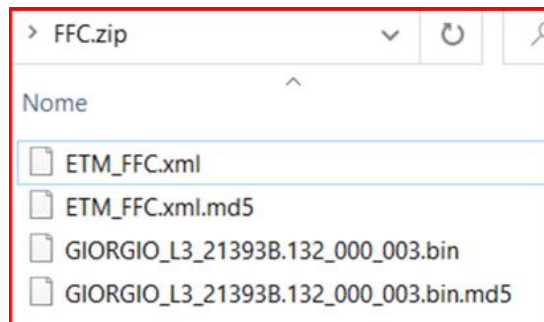


- Download the target software from the following link:

[link](#)

- Copy the target software to the root of a USB pendrive2.

⚠ *The USB pendrive must be empty, No other files must be present on the device and there must be no nested folders.*



Install transitional software (only to be performed if radio SW level is below 127.000.004)

- Remove any media connected to the USB port.
- Connect the USB pendrive1 containing the transition software to the USB port of the system.
- After a few seconds, the following message will be displayed on the screen: "To stop flashing, remove the USB device. To start it, confirm with OK".
- Press OK to start the installation of the transition software:

- A blue screen with Marelli logo will appear.



- The counter for the integrity check is displayed on the same screen.
- The radio is rebooted.
- After rebooting, the message "Transition successful" and a green bar will appear.
- The radio will reboot in "Maintenance mode" (blue screen with "Marelli" logo).

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- Remove the USB pendrive1 containing the transition software from the USB port of the system.

Install target software (only to be performed if radio SW level is either higher than or equal to 127.000.004)

- Switch on the system if it has not been switched on before.
- Remove any media connected to the USB port.
- Connect the USB pendrive2 containing the target software to the USB port of the system.
- Installation of the target software will start after a few seconds.

- A blue screen with Marelli logo will appear.



- The counter for the integrity check is displayed on the same screen.
- The radio is rebooted.

- After rebooting, the BLUE screen with the "Marelli" logo will appear again also contains a bar indicating the progress of the installation in progress.



- Wait for the bar to turn green with a message indicating that you can remove the USB pendrive2.
- Remove the USB pendrive2.
- Wait for the system to reboot to be fully operational.
- The update been completed successfully.
- To check the version of the software installed on the radio: on the "Home" > "System" > "SW Update" > "Current Version" screen, a value such as the following will appear:
 - MV - 132.000.003
 - TV - 132.000.003



Owner Handbook update

- This procedure must be carried out after the radio SW update has been completed.
- Download the Owner Handbook software from the following links, according to the vehicle model:

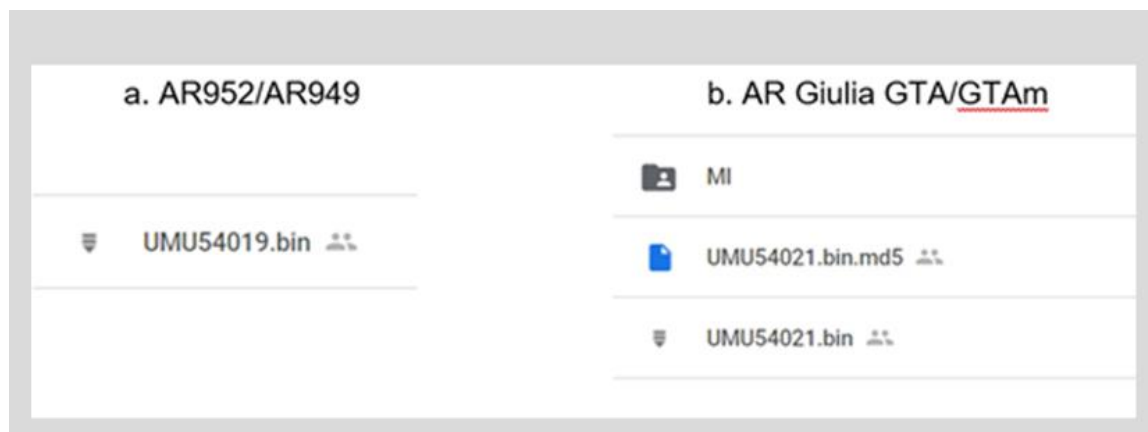
a. - **Giulia (excluding GTA/GTAm versions) and Stelvio**

[link](#)

b. - **Giulia GTA/GTAm**

[link](#)

- Copy the electronic Owner Handbook software to the root of a USB pendrive according to the following images:



- Start the engine with a key-on and stand still.

- Select the "Settings" menu from the main menu.
- Select "System" in the "Settings" menu.





- Select "Owner Handbook update".
- Then select "Owner Handbook Update" again.



- Insert the pendrive into the USB port indicated on the HMI.
- Click on "Owner Handbook update". The following screen will appear.
- Select "INSTALL" to start installing the Owner Handbook.
- Press OK on the following screen.



- The progress bar screen will appear with the installation in progress.
-  **Keep the car stationary and do not remove the USB pendrive until completion.**
- When the update is complete, the screen appears with the warning that the Owner Handbook update is complete.



- To complete the process, switch off the vehicle and wait for the radio to switch off.
- Remove the USB pendrive and perform a key off/key on cycle.

- To check the version of the installed update: in "Home" > "Settings" > "System" > "Owner Handbook update" > "Current version".

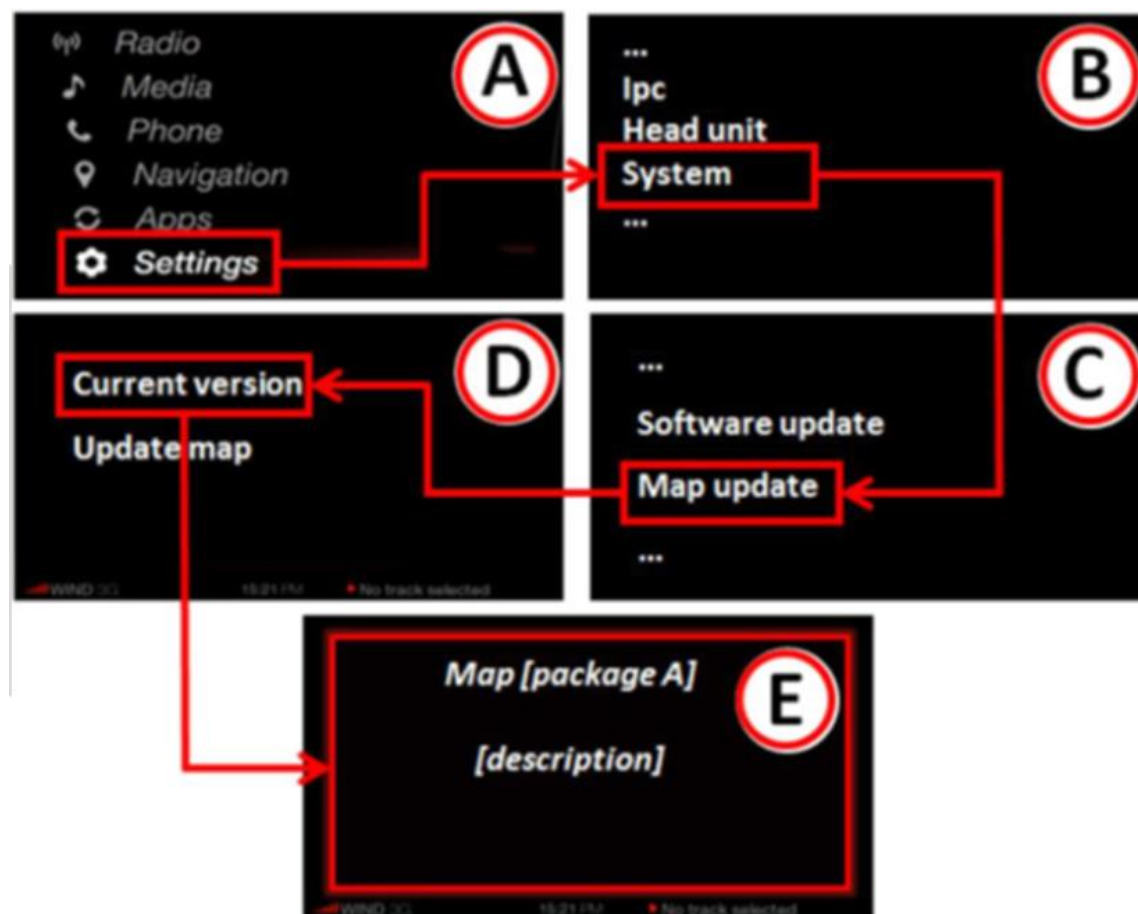


- The installed version will be displayed:
 - for AR952/AR949: **UM-128_000_002**
 - for AR Giulia GTA/GTAm: **UM-128_000_013**

Map version check

Proceed as follows to check the installed map version:

- Select Setting from the main menu (A).
- Select System, Map update and Current version in that order (B, C and D).



- If the map version installed on the navigator (E) is older than "11.0.2021.06" proceed by downloading and installing the updated maps as described in **Step 2**.
- If the map version installed on the navigator (E) is "11.0.2021.06" no update is necessary.
- Hand the vehicle back to the customer.

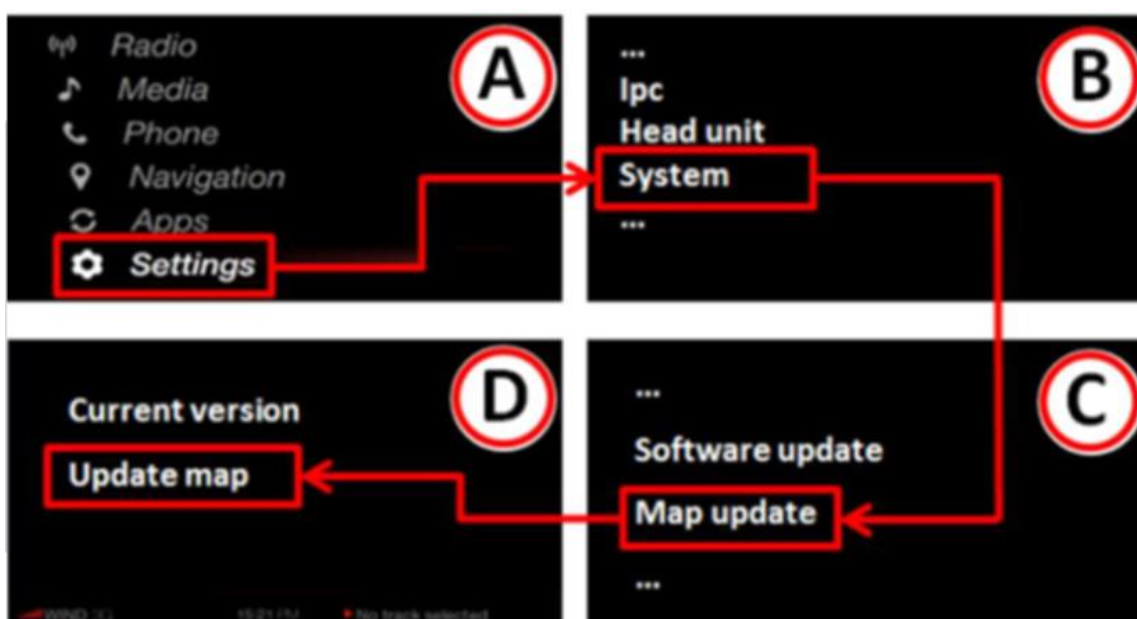
Operation 2 - Update the map version

- This procedure must be carried out after updating the radio SW and the Owner Handbook
- Download the file "EMEA_11.0.2021.06_Europe.zip" containing the updated maps from the following link:

[link](#)

! During installation, do NOT remove the USB drive and do NOT turn off the radio and/or engine. If the process should be interrupted, you need to start from the beginning again. Once the installation has started, the map already installed on the navigator will be deleted.

- Select Settings (A) from the main menu, then select System (B), Map update (C) and Map update (D) in sequence.



Plug the flash drive into the USB port of the vehicle, after a few seconds one of the following screens will appear:

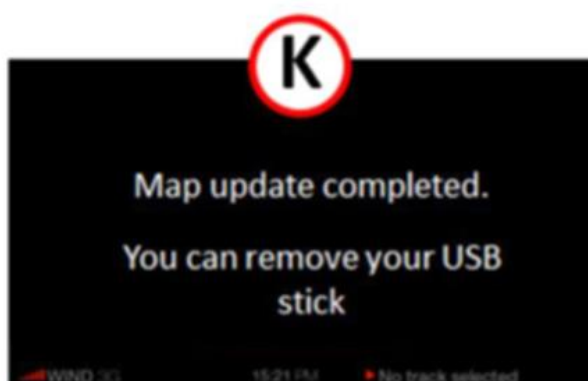
- If the USB flash drive is not connected or is inserted into the wrong port, screen (E) will be displayed.
- If the USB flash drive is inserted correctly, screen (F) will appear.
- Select Install (G) to start map installation. The screen (I) will be displayed.
- Selecting Cancel (H) will return and display the screen (C).



- On screen (I), a message will prompt to start the procedure with the vehicle stationary. The existent maps will be deleted and the navigator will not be available during the new map installation procedure.
- Select OK to start map installation. Screen (J) will be displayed.
- A message will appear on the screen (J) reminding you that while installing the map, the USB flash drive must remain inserted until the procedure has finished.
- During installation, a bar is displayed that will be progressively filled in, showing progress. Once the process has been started, it will be impossible to interrupt it.



- Wait for the procedure to complete, when an indication that the update was finished successfully will appear on the screen (K).
- At this point, only after the screen (K) has been displayed, you can remove the USB flash drive.



Error messages

The navigation system could send an error message before or during map installation. Below are some possible error messages and instructions to follow in each case.

 *In case installation should be interrupted, you need to start the process from the beginning.*

Depending on the error type, one of the following screens is displayed:

- Errors displayed before the installation process (A).
- Errors displayed during the installation process (B).



Errors displayed before the installation process (A)

Error message	Type of error and instructions
The USB device has no valid map updates.	The USB flash drive does not contain the map file. Check that the file is present on the flash drive. If the map files are contained in a ZIP folder, extract the files before saving them on the USB flash drive.
There is an invalid map on your USB device. Please repeat the map downloadr process.	An error message will appear if the licence file is not valid, not present on the flash drive or has been renamed. Use your credentials to access Workshop On Line on the link.e.entry portal, enter the VIN for the car on which you are attempting to the maps and download the licence file.
The map in your USB device is not newer than one installed on your vehicle.	The map update to be installed is less recent than the one installed on the vehicle. Check the version installed on the navigator.

Errors displayed during the installation process (B)

Error message	Type of error and instructions
An error occurred during installation. Please remove the USB device and try again.	Check that the licence file and the latest version of the map are present on the flash drive. Delete the obsolete map files or the licence file which do not belong to the vehicle on which to install the update. Before proceeding with installation, always check that you have saved all the downloaded files on the USB drive. If the map files are compressed in a ZIP folder, extract the files before saving them on the flash drive.
The USB device was disconnected. Please re-insert it and try again.	If the flash drive was removed during installation, insert it again correctly into the USB flash drive and repeat the process from the beginning. If the error message persists: • save the map file and licence on a new USB drive. • check that the file system (formatting) for the drive is ExFAT. Remember that devices like smartphones, hard disks or tablets are not recommended.
The installation has been interrupted. Please restart the vehicle and try again.	If the engine is switched off during the installation, repeat the process from the beginning.
Not enough free storage space on your System. Try again later	If this message appears, please contact Technical Support.
Update file is corrupt or is unauthorized. Please obtain a new, original update file.	The map file or the licence have been modified. To obtain the original files, use your credentials to access Workshop On Line on the link.e.entry portal, enter the car VIN and download the licence file and the map.

- Turn off the vehicle.
- Hand the vehicle back to the customer