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Case Number: S2008000073

Release Date: 05/22/2020

Symptom/Vehicle Issue: VP4 Panasonic Radio USB Software Update Error Codes And Guidelines For Recovery

Discussion: VP4 Panasonic radio USB software update error codes and guidelines for recovery. When performing a software update on a VP4 Panasonic radio please remember the following items:

- Don't remove USB until specifically mentioned in guidelines of an error code.
- During FOTA update, don't insert a USB with software update package in it.
- Don't do an ignition off/battery off until specifically mentioned in guidelines of an error code.
- In case of error, head unit software will automatically try to perform a rollback to base version and below popup will be shown on display. There is no action required from end user or dealer.

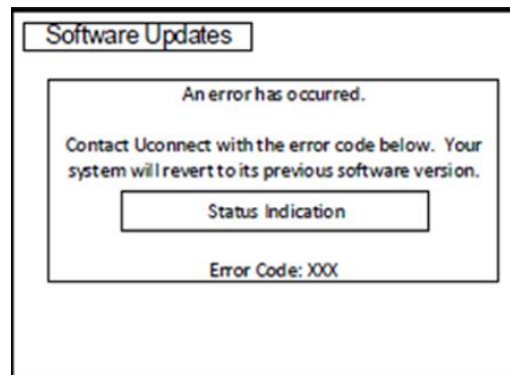


Fig 1

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- Software will do 3 retries to bring head unit back into base version. After 3 retries, If head unit is still stuck into programming mode, below pop up will be shown on display and it's time to ask for a replacement.

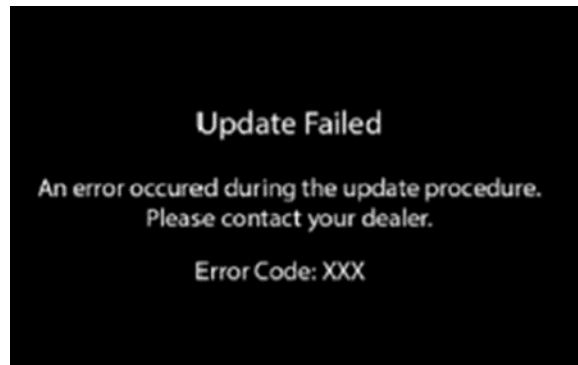


Fig 2

In the event that the software update fails on a VP4 radio, please use the diagnostic chart and error code list below.

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Software Update Error Code	Software Update Error String	Explanation	Guidelines
1	Invalid Software Update Package	Observed when one or more files are missing in VP4R_Update folder in USB.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow Head unit to rollback into application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Once head unit comes back into application mode and fully functional, remove the USB. 3. Format the USB in PC. 4. Copy VP4R_Update and map_package folders into USB root. 5. Perform software update again.
2	Software Packages are not equal	Observed when USB package in USB is same as what is currently running in Head Unit.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow Head unit to rollback into application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Once head unit comes back into application mode and fully functional, remove the USB. 3. Format the USB in PC. 4. Copy a software update package in USB other than what is currently running in Head Unit. 5. Perform software update again.
3	Invalid Software Update Error	Observed when unexpected error is observed.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow Head unit to rollback into application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Once head unit comes back into application mode and fully functional, remove the USB. 3. Format the USB in PC. 4. Copy VP4R_Update and map_package folders into USB root. 5. Perform software update again.

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4	Corrupted Package Error	Observed when one or more files are corrupted in VP4R_Update folder in USB.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow Head unit to rollback into application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Once head unit comes back into application mode and fully functional, remove the USB. 3. Format the USB in PC. 4. Copy VP4R_Update and map_package folders into USB root. 5. Perform software update again.
5	Invalid Signature Error	Observed when the security of USB package files is compromised.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow Head unit to rollback into application mode, (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Once head unit comes back into application mode and fully functional, remove the USB. 3. Format the USB in PC. 4. Copy VP4R_Update and map_package folders into USB root. 5. Perform software update again. 6. If still same error is observed, , replace radio
6	Start to Application Mode - Error	Observed when head unit failed to come back into application mode after software update.	<p>Do's:</p> <ol style="list-style-type: none"> 1. Remove USB from Head unit. 2. Wait for 2 minutes. 3. If Head unit is still stuck into this error, do a power OFF (Ignition OFF). 4. Insert the USB again. 5. Do a Power ON (Ignition ON). 6. Wait for head unit to come back into application mode. 7. Still facing same issue, , replace radio
7	Flashing: Meta Info Section Error	Observed when there is an error in flashing Meta info segment.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
8	Flashing: BootManager LBA Section Error	Observed when there is an error in flashing BootManager LBA segment.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
9	Flashing: LBA Section Error	Observed when there is an error in writing into LBA section.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio

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10	Flashing: J6 Application Section Error	Observed when there is an error in flashing J6 Application segment.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
11	Flashing: J6 Flash Loader Section Error	Observed when there is an error in flashing J6 Flashloader segment.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
12	Flashing: Boot Loader Section Error	Observed when there is an error in flashing Bootloader.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
13	Flashing: NOR OS Section Error	Observed when there is an error in flashing J6 NOR OS segment.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
14	Flashing: NOR Animation Section Error	Observed when there is an error in flashing NOR Animation segment.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
15	Flashing: Boot Micro Section Error	Observed when there is an error in flashing Boot Micro.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio

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16	Flashing: Boot Micro User Boot Section Error	Observed when there is an error in flashing Boot Micro User Boot.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
17	Flashing: VR Section Error	Observed when there is an error in flashing VR Section.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
18	Flashing: HMI Skin Section Error	Observed when there is an error in flashing HMI Skin Section.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
19	Flashing: Receiver Section Error	Observed when there is an error in flashing Receiver Section.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
20	Flashing: Cell Modem Section Error	Observed when there is an error in flashing Cell Modem Section.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
21	Flashing: Audio DSP Section Error	Observed when there is an error in flashing Audio DSP Section.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio

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22	Flashing: Internal Communication Error	Observed when there is an error in IPC channel between J6 and Boot micro.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
23	Flashing: Navigation Map Section Error	Observed when there is an error Flashing Navigation Maps.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio
24	Update Delta Section Error	Observed when CRC error of J6 partitions failed to match with CRC in delta package.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't insert the USB having software update packages during FOTA update. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. On next Ignition on, Head unit will download the delta package again. 3. On ignition off, try to do delta update again. 4. If still facing same error code, replace radio
25	Backup Collection Error	Observed when backup collection failed.	<p>Don'ts:</p> <ol style="list-style-type: none"> 1. Don't remove the USB. <p>Do's:</p> <ol style="list-style-type: none"> 1. Allow head unit to rollback to the application mode. (This may take approximately 10 minutes, you will be asked would you like to perform update when completed.) 2. Initiate the software update again. 3. Try 2 iterations of software update, if still facing error, replace radio

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