

Preview Solution CBR-2456-6

Infotainment Update for Missing Apps, Navigation, and Apple/Android CarPlay Issues - AN (4) - PR - VN (4)

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Valid For

Mack Chassis - PR, AN (4)

Volvo Chassis - VN(4)

Model year 2025 to current

This CBR solution provides guidance on updating the infotainment system when customer is missing applications and/or having issues with navigation or Apple/Android CarPlay.

Factory Reset

1. Access System Settings

- Navigate to the **Services and Entertainment Module (SEM)** display.
- Select System Setting at the bottom of the screen.



Live UI

2. Locate Advanced Settings

- Go to the **System Settings** tab.
- Scroll to the bottom.



3. System Tab

- Select **Advanced Settings** tab.
- Scroll to bottom of page.



4. Reset Options

- Select System Tab.
- Scroll to the bottom of the page.



5. Factory Reset

- Select Reset Options.
- At the bottom of the page select Erase All Data(factory reset).



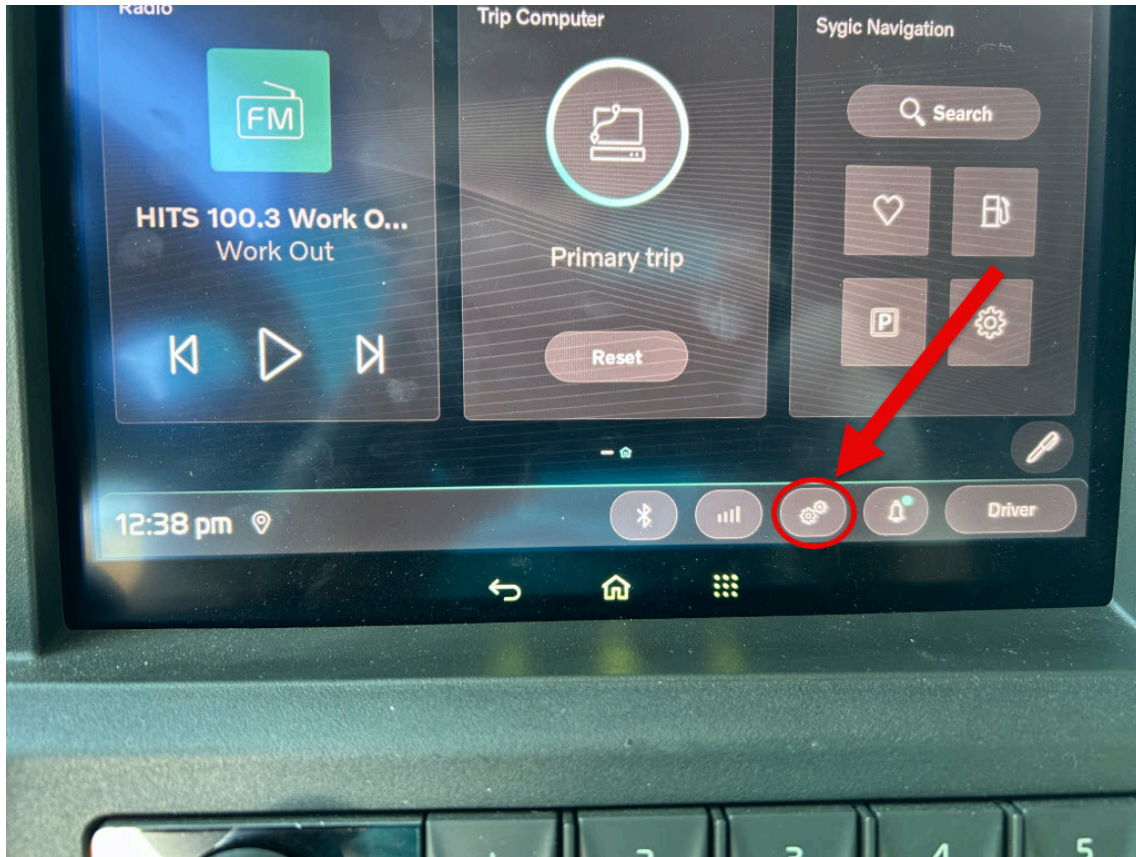
Note: This will erase all data from the SEM. If there is any profiles loaded before they will need to be re-added after factory reset and update is completed.

Note: After performing a factory reset, allow the system to power up and run for at least 2 minutes before continuing.

Infotainment Update

6. Access System Settings

- Navigate to the **Services and Entertainment Module (SEM)** display.
- Select **System Settings** at the bottom of the screen.

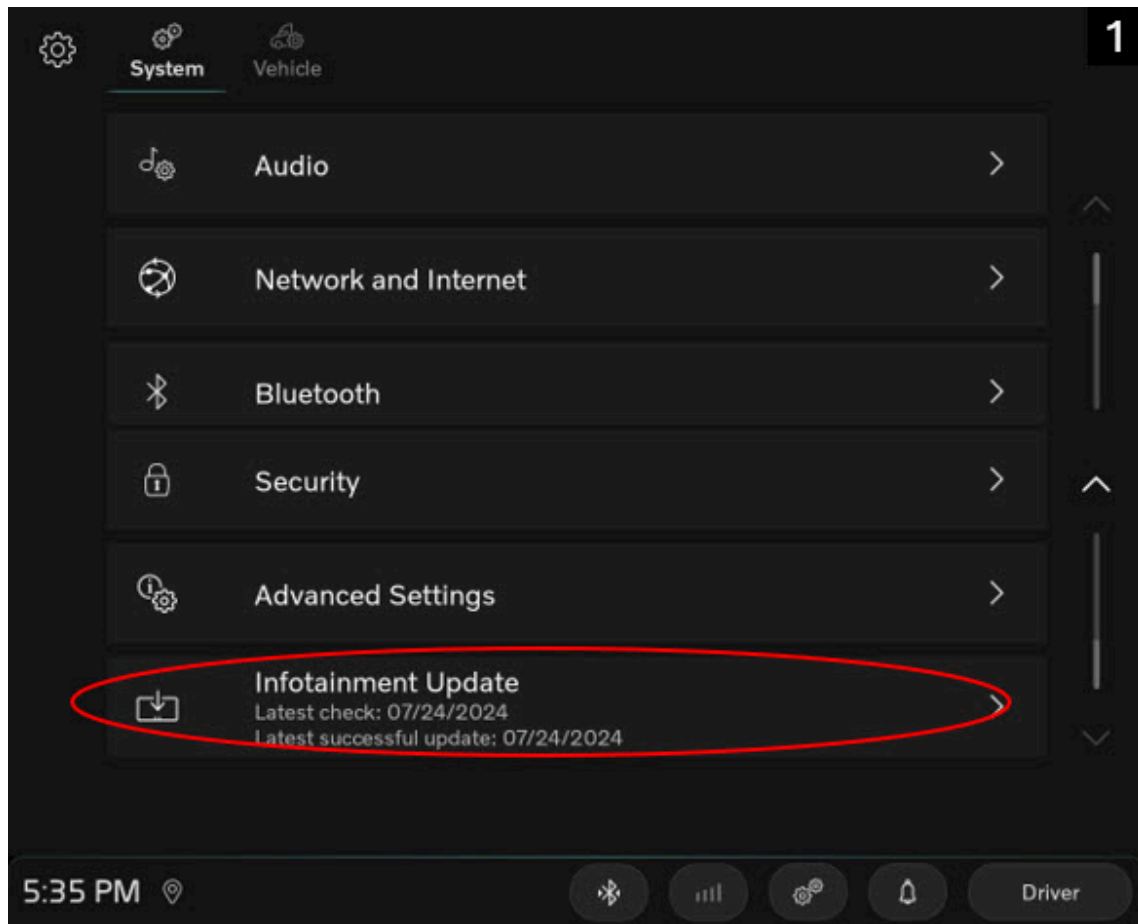


7. Locate Infotainment Update

- Go to the **System** tab.
- Scroll to the bottom of the menu.

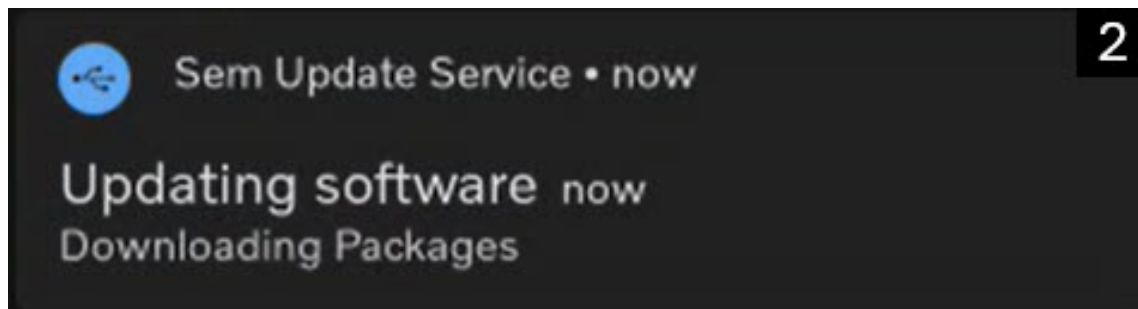
8. Start the Update

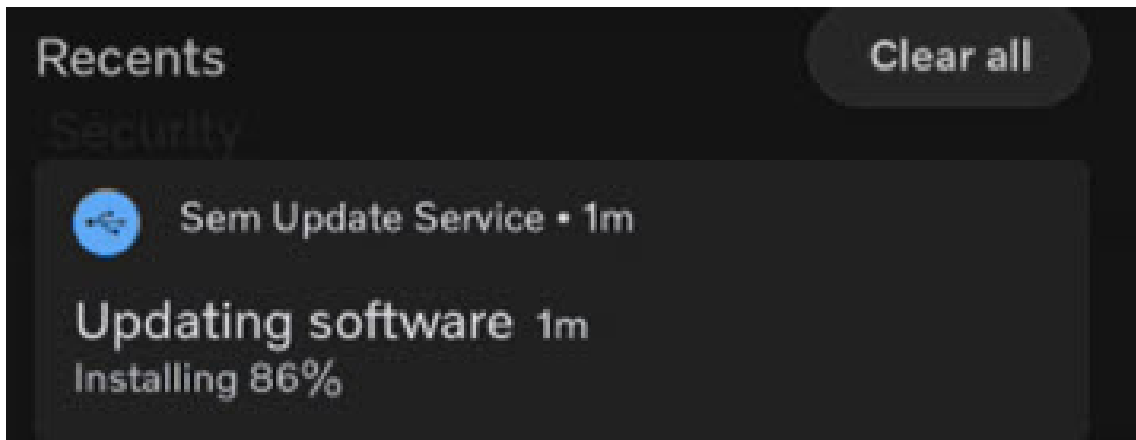
- Select **Infotainment Update** to initiate the update process.



9. Monitor Update Progress

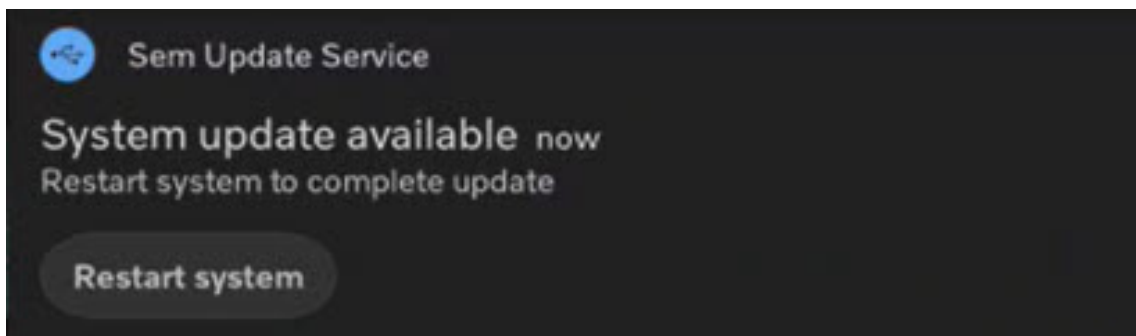
- After clicking **Update**, swipe down on the **notification bar** to track progress.
- The update will display progress from **1% to 100%**.





10. Complete the Installation

- Once the update is completed and the software is installed, a restart prompt will appear.
- Perform a **vehicle mode change** (for instance if you're in pre-run transition to vehicle mode parked then back to pre-run) with the door closed.
- Click **Restart System** to finalize the update.
 - In some cases it may say Restart Failed. In that instance cycle the **Maintenance Disconnect Switch (MDS)** and try again.



11. Repeat if Necessary

- If multiple updates are required, repeat the process until all updates are executed.
- **Note:** Depending on the vehicle's age, this process may need to be completed up to **four times** before all applications are available.

Related links and attachments

 Live UI or attachments available



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