

SERVICE BULLETIN**SERVICE BULLETIN: VIEO RV SYSTEM SOFTWARE UPDATE..... 2**

© 2024 Garmin Ltd. or its subsidiaries. All rights reserved.

Service Bulletin 24006

January 2024

SERVICE BULLETIN: VIEO RV SYSTEM SOFTWARE UPDATE

PRODUCTS AFFECTED

Vieo™ RV 5x Stereo Dock

Vieo™ RV 85x Display

Vieo™ RV 105x Display

ISSUE

Incorrectly configuring the steering wheel audio controls using the Vieo unit could prevent the vehicle from starting.

COMPLIANCE

Recommended

RESOLUTION

Update the software for both the display and stereo dock to version 4.00 or newer.

Software version 4.00 contains the following updates and improvements:

- Moved the steering wheel controls settings menu to prevent unintentional changes
- Fixed an issue where the Vieo device could fail to turn on
- Improved DAB tuner support for user presets
- Added the ability to disable automatic turn signal camera triggers
- Improved the reverse camera trigger for Ram ProMaster® vehicles
- Improved audio playback from Apple iPhone® phones while using large playlists
- Various bug fixes and enhancements

Software Updates

You can update your device using two methods.

- You can connect the device to a Wi-Fi® network to update directly on the device (recommended). This option allows you to update your device conveniently without connecting it to a computer.
- You can connect the device to a computer to update it using the Garmin Express™ application (garmin.com/express).

IMPORTANT: Some devices may require more than one software update to get the newest software.

You can select  > **Tools** > **Settings** > **About Device** > **Garmin Device Information** to verify your current software version.

Updating Software Using a Wi-Fi Network

NOTICE: Map and software updates may require the device to download large files. Regular data limits or charges from your internet service provider apply. Contact your internet service provider for more information about data limits or charges.

Your Vieo™ display is connected wirelessly to the dock by default. You can connect to an external wireless network to use external network features, or to download map and software updates. Verify your vehicle is parked in a safe location and consistent power is supplied to the device during the update process.

1. Select  > **Tools** > **Settings** > **Wi-Fi**.
2. If necessary, select the toggle switch to turn on wireless network technology.

3. Select a wireless network.
4. If necessary, enter the encryption key.

The device connects to the wireless network. While connected to a Wi-Fi network, the device checks for available updates automatically and displays a notification when an update is available.

NOTE: When you place the device into the dock, it disconnects from the external network and reconnects to the Vieu dock automatically.

5. Select an option:
 - When an update notification appears, swipe down from the top of the screen, and select **An update is available**.
 - To manually check for updates, select  > **Tools** > **System Updates**.
6. Select an option:
 - To install all available updates, select **Download**.
 - To install only software updates, select **Software**.
7. Read the license agreements, and select **Accept All** to accept the agreements.
8. Verify your vehicle is parked in a safe location and consistent power is supplied to the device, and select **Continue**.
9. Keep the device connected to power and within range of the Wi-Fi network until the update process is complete.
10. If necessary, connect the Vieu device to the stereo dock.
11. If necessary, follow the on-screen instructions to complete updates for the stereo dock.

Updating Software with Garmin Express

1. If you do not have the Garmin Express application installed on your computer, go to garmin.com/express and follow the on-screen instructions to install it.
2. Open the Garmin Express application.
3. Connect your device to your computer using a micro-USB cable.
The small end of the cable connects to the micro-USB port on your Vieu™ device, and the large end connects to an available USB port on your computer.
4. In the Garmin Express application, click **Add a Device**.
NOTE: If you have previously added your device to the Garmin Express application, you can select your device from the menu to continue the update process.
The Garmin Express application searches for your device and displays the device name and serial number.
5. Click **Add Device**, and follow the on-screen instructions to add your device to the Garmin Express application.
When setup is complete, the Garmin Express application displays the updates available for your device.
6. Select an option:
 - To install all available updates, click **Install All**.
 - To install a specific update, click **View Details**, and click **Install** next to the update you want.
The Garmin Express application downloads and installs the updates onto your device. Map updates are very large, and this process may take a long time on slower internet connections.
NOTE: If a map update is too large for the internal storage of the device, the software may prompt you to install a microSD® card in your device to add storage space.
7. Follow the on-screen instructions during the update process to finish installing updates.
For example, during the update process, the Garmin Express application may instruct you to disconnect and reconnect your device.
8. Connect the Vieu device to the stereo dock.
9. If necessary, follow the on-screen instructions to complete updates for the stereo dock.

Getting More Information

Go to support.garmin.com for additional manuals, articles, and support information.