



TECH UPDATE 2/07/2012

OGM1, OCH1, OTOCAM3

Complaint:

1: The Knobs work backwards all of the sudden! Or Black Screen.

Issue: You installed a new radio and all of the sudden the volume, tuning, and buttons are acting weird after you cycled the key on and off. Or for some reason the screen went black but I can still hear the radio.

Cause: There is some new memory allocation firmware running for stronger CAN interface requirements and to run the iGO mapping software. It seems that if there was a disconnection while there was still power to the CAN circuit it basically causes an error in the radio. No harm is done and we have already tracked and caught the issue. Only a few of the first iGO version radio's (OGM1, OCH1, and OTOCAM3) shipped and may experience this issue. It has only been reported in a very small qty of products.

Solution: New firmware that clears this error and makes sure it cannot repeat is already online for download at www.adventproducts.com. We are of course updating all inventories and will ship with the correction loaded.

Detailed instructions are listed at the website with the firmware download and also Tech Support has the instructions and a link to the downloads if needed.

Please remember to always completely power down the vehicle when doing an install. CAN data, Air bag lights, and Body Control Modules can all be running in the background if not properly shut down.

Any questions, concerns, or issues??? Call Tech Support at 1-800-323-4815

For the latest Tech Tips, Install Notes, or other information go to www.audiovoxuniversity.com.