



WARRANTY BULLETIN WARRANTY CAMPAIGN

CAUTION: All involved customers must be notified, all involved units must be corrected as per instruction herein.

Campaign no.: 2024-0004

July 9, 2024 Subject: **Software Update for the 10.25" Touchscreen Display:
Includes Apple® CarPlay® and Other Improvements**

No. **2024-4**

MODEL YEAR	MODEL	ADMISSIBLE UNITS
2024	All Spyder RT All Spyder F3	Go to BOSSWeb/Warranty/Campaign Monitoring to know the quantity of units in your inventory impacted by this campaign.

IMPORTANT

– When a vehicle comes in for service, always type the VIN in Knowledge Center to check for pending campaigns or alerts.



– When performing any work on a vehicle, it is good practice to connect it to BUDS2 to ensure that all needed updates are done.



PROBLEM

The affected vehicles may experience the following issues:

- Missing Apple CarPlay
- Unstable Bluetooth® connection.

SOLUTION

Use BUDS2 or the Over-the-Air (via Wi-Fi) procedure to install updated software to address the issues listed above.

CORRECTIVE ACTION

Update the software on all affected vehicles (for Android™ and iPhone® users) to ensure optimal functionality of all features included with the 10.25" touchscreen display.

Android™ is a trademark of Google LLC.

Apple®, CarPlay® and iPhone® are registered trademarks of Apple, Inc.

Bluetooth® is a registered trademark of Bluetooth SIG, Inc.

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Programming or Updating a 10.25" Touchscreen Display

IMPORTANT:

- Internet access must be available at the vehicle location so that BUDS2 can download the latest firmware file. Otherwise, the process will fail.
- If the computer is not connected to the internet but the firmware file was previously downloaded, ensure the file present in the Downloads folder is the most up-to-date. If the file is not the most up-to-date version, the procedure will fail.
- If the computer is connected to the internet, the file is downloaded in background and is placed in the Downloads folder. The most up-to-date version is downloaded only if it is not already present in the folder. Follow the onscreen instructions.
- Ensure the battery voltage remains above 12.6 V throughout the procedure.

Updating the 10.25" Touchscreen Display Using a Wi-Fi Connection

- In the Preferences menu of the 10.25" touchscreen display, select:
- Wi-Fi,
 - Add new network,
 - General,
 - Software update,
 - Follow the on-screen instructions.

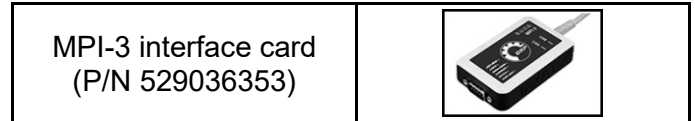
NOTE: A blank (service part) 10.25" touchscreen display cannot be updated using a Wi-Fi connection.

For more detailed instructions, please refer to the [Bulletin 2024-8 "Over-the-Air Update Procedure for 10.25" Color Touchscreen Display"](#).

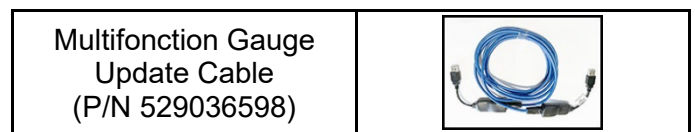
Programming or Updating the 10.25" Touchscreen Display Using BUDS2

1. Connect the MPI-3 interface card.

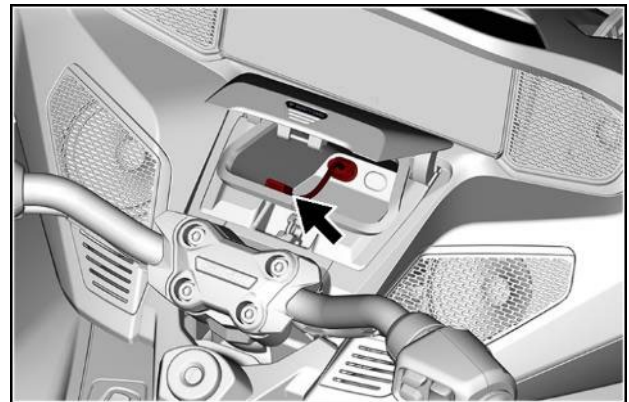
NOTE: The diagnostic connector is located under the front service cover, stored in its protective cap.



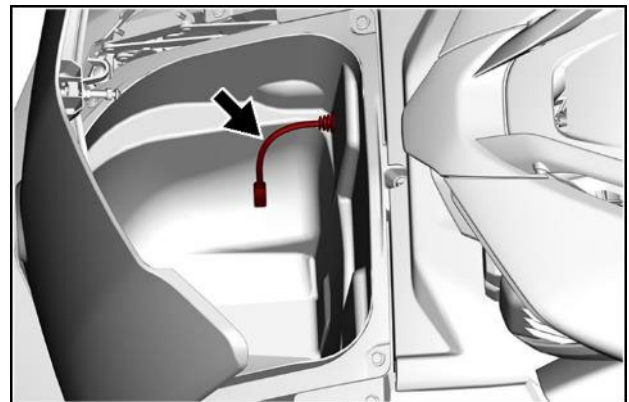
2. Connect the Multifunction Gauge Update Cable to the USB port with the screw-on cap.



NOTE: The USB connector is located inside the glove box for F3-T, F3 Limited and RT models, or inside the front storage compartment for F3-S model.



TYPICAL – F3-T, F3 LIMITED AND RT

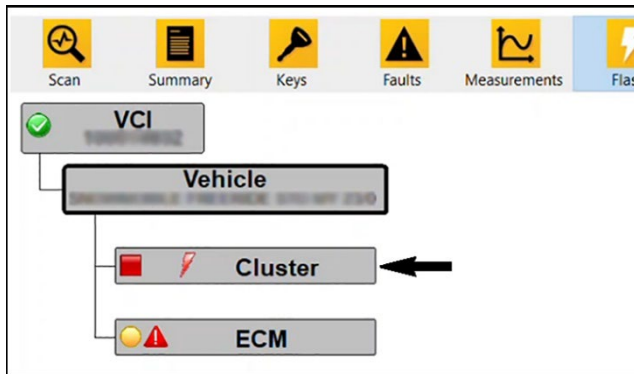


TYPICAL – F3-S

3. Connect the vehicle to the BRP diagnostic software (BUDS2).
4. In BUDS2, go to:
 - **Flash** page

If the **Cluster** tab has a red square, this indicates it is blank (service part).

If the **Cluster** tab has a lightning bolt, this indicates an update is available.

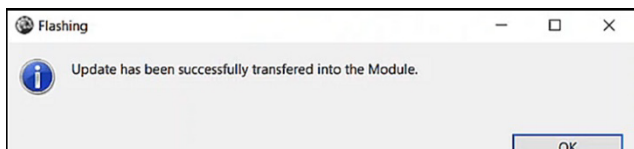


5. Ensure to select the proper firmware update for the vehicle you are working on.

NOTE: An error message will pop-up if a wrong firmware update has been selected.

- If the computer is connected to the internet, follow the on-screen instructions.
- If the computer is not connected to the internet and the firmware update has already been downloaded and present in the Downloads folder, the update will start automatically.
- If the computer is not connected to the internet and the firmware update was not downloaded, follow the on-screen instructions.

6. When the download is completed, a pop-up message will appear. Click OK.



NOTE: If any communication problem occurs between the vehicle and your computer, please refer to *Electronic Management Systems / Communication Tools / Troubleshooting* in the appropriate online *SERVICE MANUAL*.

Important Information for CarPlay Users:

- The headset must be connected via Bluetooth to the 10.25" touchscreen display.
- The phone must be connected via USB cable to the 10.25" touchscreen display.
- Ensure to unpair the headset and the phone to prevent any automatic connection between them.
- It is recommended to use an Apple certified USB cable.
- Ensure the phone's IOS is up-to-date.

WARRANTY

Submit a warranty claim using the following information.

For claiming procedure, refer to the **online DEALER/DISTRIBUTOR WARRANTY GUIDE**.

With BOSSWeb

Product Line	Roadster
Unit Model Year	2024
Campaign/Bulletin/Description	4 / 2024-4 / Apple CarPlay Update
*Action Inspect <input type="checkbox"/> Repair <input checked="" type="checkbox"/>	
Total Labor Time Paid	0.3 hour
Expiration Date	April 30, 2026

With Warranty On Demand

CLAIM DETAILS	
Claim Type	Unit Campaign
Serial Number	Enter Serial Number
Warranty Campaign	Select <i>Apple CarPlay Update (WB: 2024-4) - 3WV-2024-0004</i> from the drop-down list
Date of Repair	Repair date
Total Labor Time Paid	0.3 hour
Expiration Date	April 30, 2026