



CUSTOMER ACTION

Date:	20/03/2020	Reference Number:	CA-20-001c	Category:	Parts & Accessories
Title:	MG3 GoNavigate Software Update Release - UPDATED				

Reported concern:

The date and time on the GoNavigate unit automatically resets to **01/01/2000** and the unit will not retain the set time when the navigation is active.

Issue:

Software on the GoNavigate unit.

Rectification Required:

1. Switch off the Time 'update via GPS' option. If this resolves the issue – DO NOT carry out the below update.
2. If once the 'update via GPS' option is switched off the time is still not retained, please continue with the below software update process.

Notes:

The update process outlined below should only be carried out if the GoNavigate unit fitted on MG3 models (prior to MG3 18MY) is subject to the above complaint. This software update will not rectify complaints of any other nature and we would advise you to seek assistance from your local MG Authorised Repairer.

You will need:

- 1x SD Card (Formatted)
- A computer with internet access and SD card capability
- WinZip / WinRar / 7-zip or equivalent file extraction software installed on your computer

Update time:

- This update will take approximately **10 minutes**.

Warning



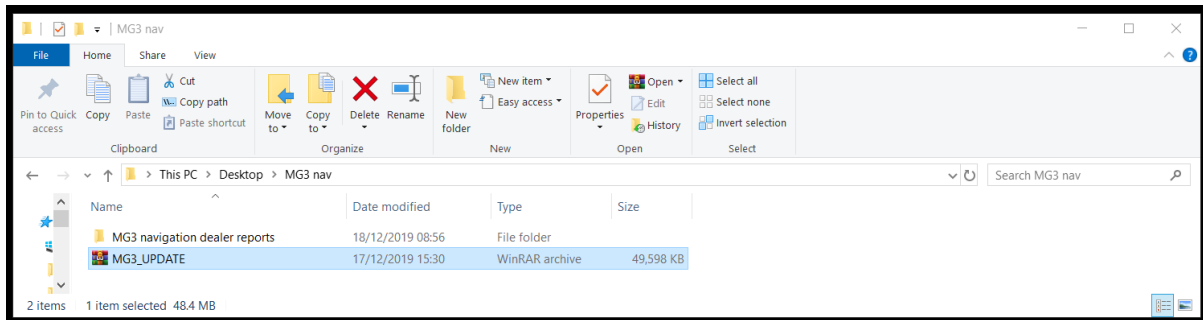
Do not use the original SD Card which came with the unit to save the new software onto. This must be kept original and the update must go onto a formatted SD card.





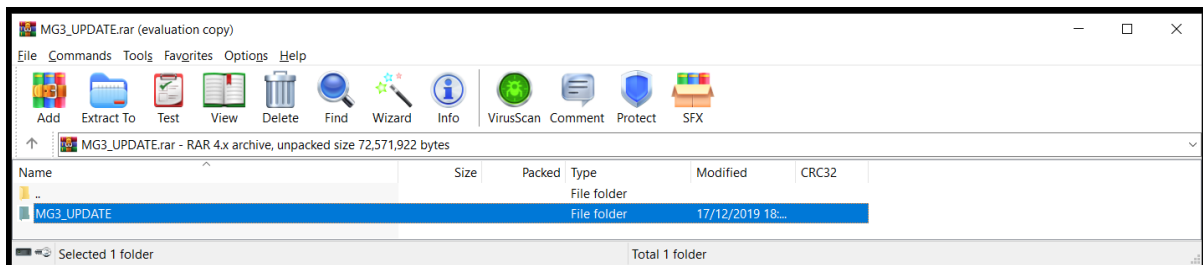
Update process:

1. Please download the zipped folder required, to update the software on your MG3 GoNavigate unit form the MG website.

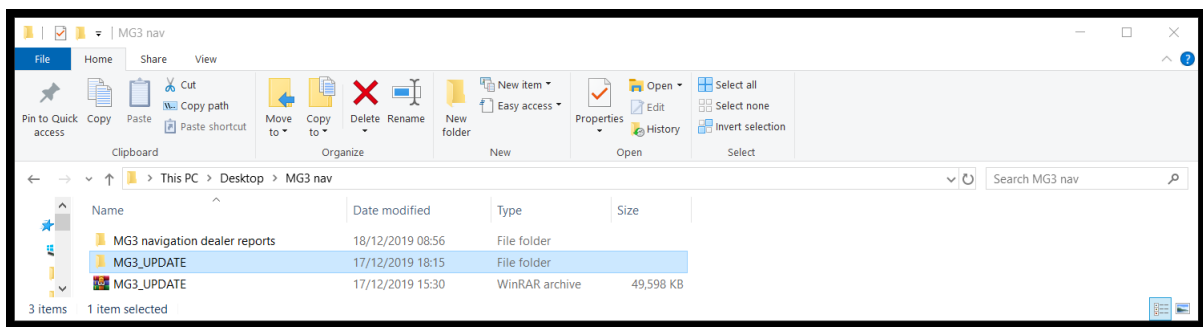


You should then have a zipped folder downloaded called **'MG3_UPDATE.rar' or 'MG3_UPDATE.zip'**

2. Using your computers installed extraction software, please extract the folder to your computer.

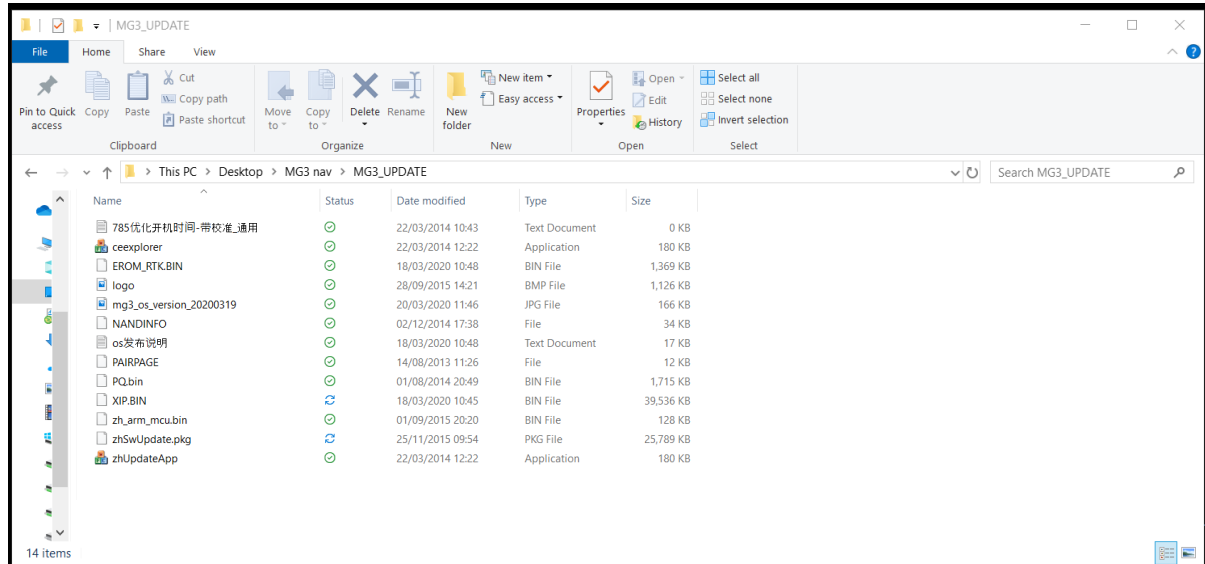


3. Open the new folder which should still be named 'MG3_UPDATE' unless you renamed the folder prior to extraction (as highlighted below)





4. This extracted folder should then contain 13 files (see below)



5. Insert a formatted blank SD Card into your PC and copy all 13 files into the root directory of the SD Card – do not create a new folder for these files
6. Safely eject and remove from your PC.
7. With the ignition off, safely remove the SD Card from your MG3 GoNavigate unit.
8. With the ignition still off, place the new SD Card with the MG3 updated software into the MG3 GoNavigate unit.
9. Switch the ignition on. The system will load and the screen will ask if you wish to update. Please tap “Yes”.
10. Once the system has updated, you will need to reconfigure the touchscreen.
11. Once it is configured and complete, the system will revert to the update request screen. Select “No”.
12. Switch the ignition off. Remove the SD Card and replace with the original SD Card.
13. Switch the ignition back on. The system should then boot up as normal with the MG logo on screen.
14. The software update process is now complete.

Should the GoNavigate device lose the map path during the update, please follow the below process to restore mapping.

1. Switch on the ignition
2. On the home screen press **SETUP**
3. On the SETUP screen press **NAV PATH**
It should display **\SDMMC**
4. Press once on the **iGO_MG3** button (bottom left)



The path should then display **\SDMMC\iGo_MG3**



5. Press the same button for the 2nd time (which should now display "MobileNavigator" with the iGo App logo) fairly quickly afterwards

The path displayed should then show **iGo_MG3\MobileNavigator.exe**





6. Press **ENTER**

The screen should then show an amber warning triangle with “Navigation Loading”



7. It should then go to the iGo maps home screen and operate as normal

Update complete