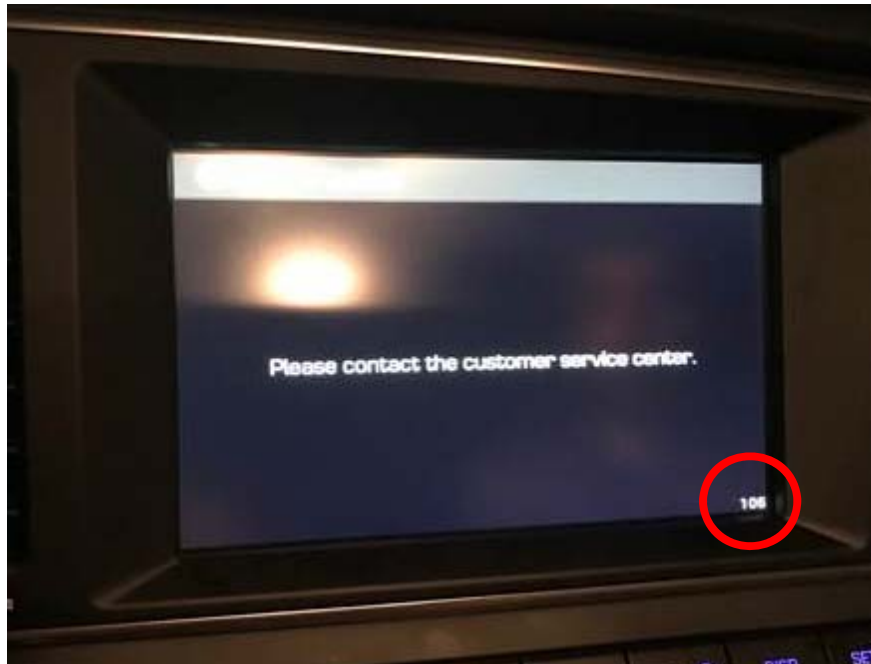


## Android Auto & Apple CarPlay Software Upgrade - Error Code 106

### Background

During Android Auto & Apple CarPlay software upgrade, the progress may stop abruptly and the screen only display a black screen with an error message. This error can be recognized by the error code "106" on the bottom right corner of the screen.



## Cause

Error 106 occurs when the vehicle multimedia system fails to read voice database from USB. There could be two causes for this failure – loading glitch or USB corruption.

## Resolution

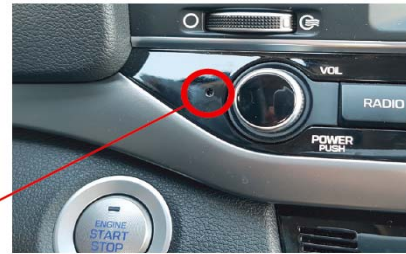
### 1. Reset & Retry (for loading glitch case)

Loading glitch can be fixed easily – retry to upgrade.

- First, reset the radio – press and hold the reset button next to the radio power knob (for 2 or more seconds)

If an error code appears, **do not remove the USB or turn off the ignition**. Press the reset button with a thin object to continue the update.

Reset  
Button



- 
- Restart the upgrade process to install Android Auto & Apple CarPlay software.
- If the same failure occurs, proceed to step 2.

### 2. Restart with New USB (for USB corruption)

- If number 1 procedure fails again, it means the USB is not compatible with the vehicle system (either it is corrupted or its USB format is not compatible).
- We recommend using a different USB to download the file.
- With the new USB, repeat step 1.