

JRA.19.38.00

Software Update

This Software Update is for the Touch Screen Radio available in New MY20 Premium and Ultimate Cabs. Software version JRA.19.38.00 is the initial software available for these radios.

Release Notes Content

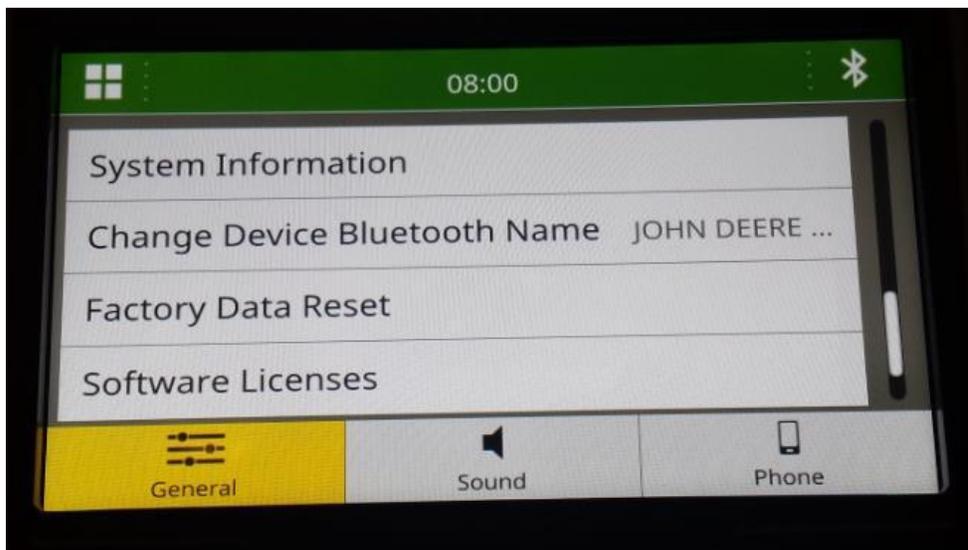
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How To Verify Software Version on Radio

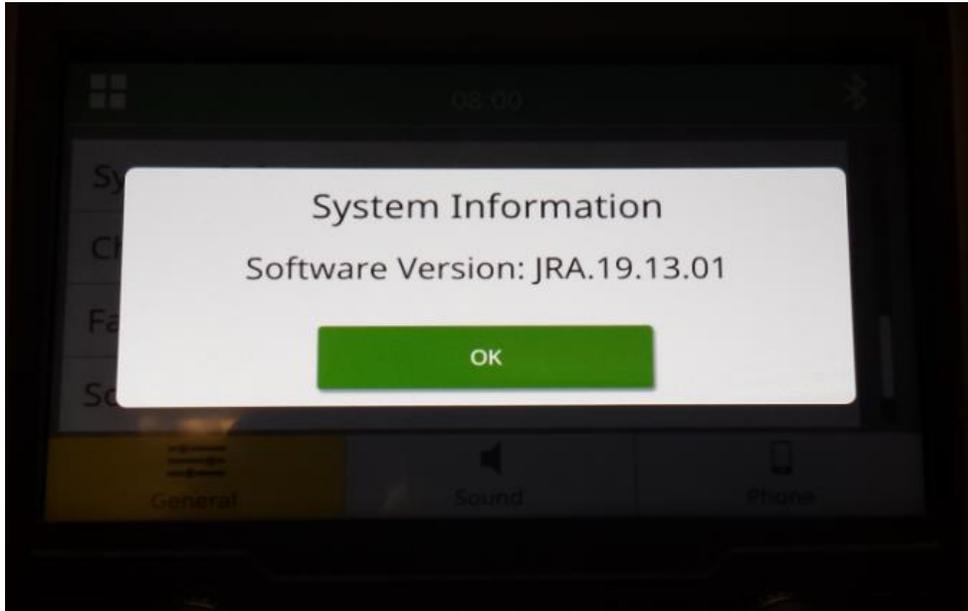
1. Select "Settings" from Home screen



2. Scroll down to "System Information"



3. Select “System Information” to see software version.



NOTE: If the software version on your radio is not JRA.19.38.00 or newer, the latest software needs to be downloaded from StellarSupport™.

Downloading Software from StellarSupport™

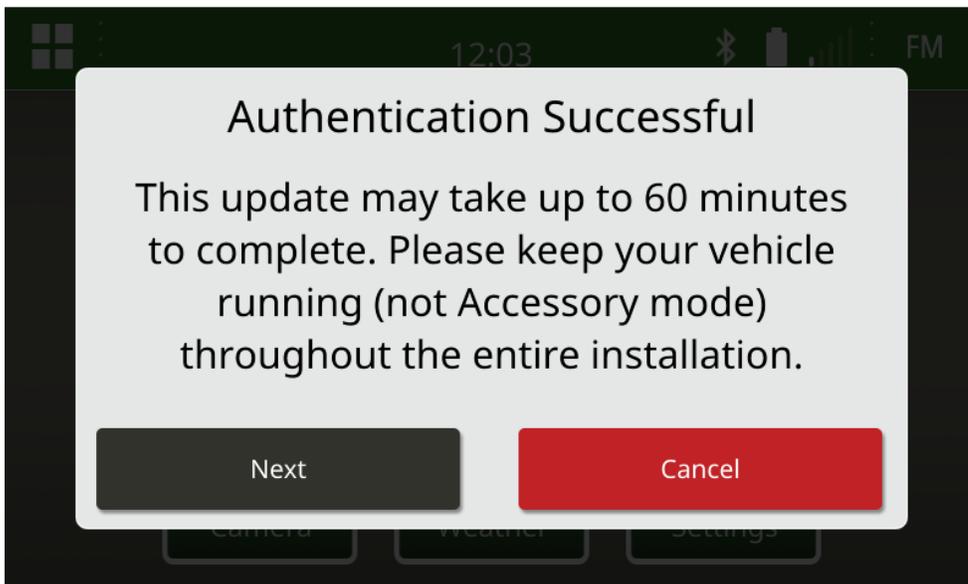
1. Select Download under Touch Screen Radio on stellarsupport.deere.com
2. Save the .zip file onto the USB. USB Requirements are:
 - a. Format – Windows FAT32
 - b. Capacity – 32 GB or smaller is recommended
3. Extract the software onto the USB:
 - a. Navigate to the .zip file in USB on File Explorer
 - b. Right click on the .zip file and select 7-zip to choose the option “Extract Here”
 - c. A folder called “update” should appear on the root level of the USB
4. Plug the USB into the Radio USB port and follow the prompts on the radio to begin installation

Installing Software from USB to Radio

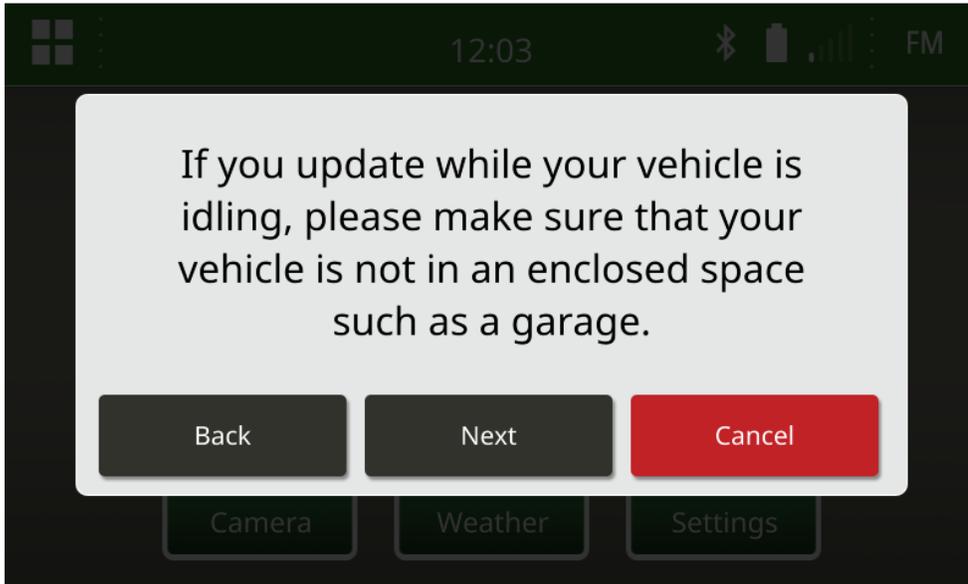
1. Insert the USB into the USB port for the radio (AUX/USB connector)



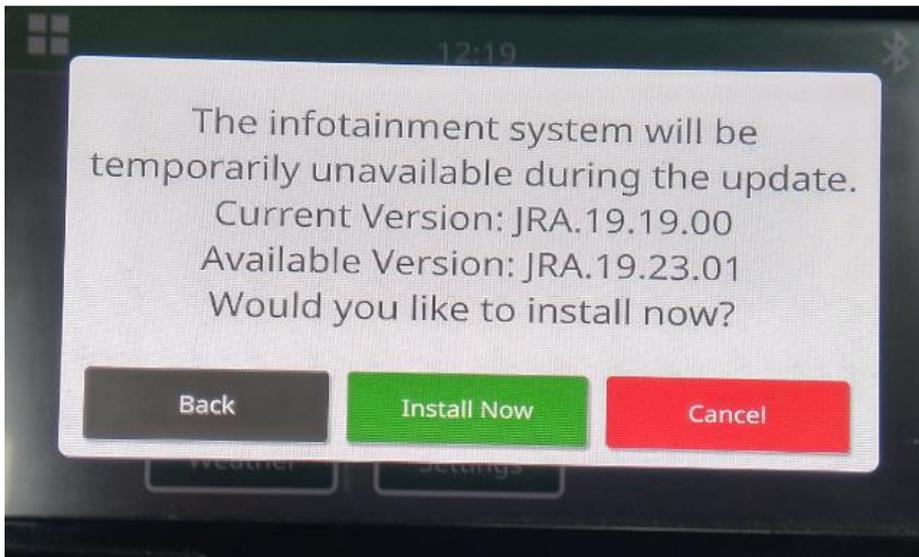
2. Wait for authentication.
3. You will see the pop up "Authentication successful..." on the screen. Select Next.



4. If the vehicle is not in an enclosed space, select "Next".



5. Select "Install Now" if the available version is the software version you want to install.



NOTE: Software installation will take approximately 10 minutes.

6. Once installed, do an additional key cycle of the vehicle to complete the installation process.

Troubleshooting

If the screen “USB Authentication Failed” appears or another failure of software installation occurs, these are recommended troubleshooting steps:

- Verify you have downloaded the right software version for your country or region. Go to stellarsupport.deere.com and select your country to download the correct software. If your country is not listed, select a nearby country with your desired language or an International page.
NOTE: The exception to this is Japan. Please see Japan specific software under All Other Asia – English page (<https://www.deere.com/asia/en/stellarsupport/>)
- Verify USB format is correct. Recommended formatting is FAT32.
- Verify USB size is not too large. Recommended USB size is 32GB or smaller.
- Try another USB brand. Different or older USB brands format USBs differently and may not be compatible.
- Try to download the USB files again from StellarSupport™. The download process can corrupt a file due to download errors.
- Try downloading the software using a different web browser.
- Verify there is a folder named “update” on the USB if nothing appears on the radio when you plug in the USB.
- Attempt an additional key cycle if software does not seem to work after programming with USB.

Release Notice

These are software update release notes for the touch screen radio available in certain John Deere machines. Release notes can be found on www.stellarsupport.com. Note: Your use of the software is governed by the End User License Agreement included with the software.

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