

Software Update Navi 900 / Touch R700 IntelliLink Frequently Asked Questions



Wir leben Autos.

May 2016

Q: I heard about a software update for the model year 2016 Navi 900 & Touch R700 IntelliLink infotainment systems. What is it about?

A: Starting in May 2016, O/V offers a fee-based software update for the model year 2016 cars with Navi 900 & and Touch R700 IntelliLink infotainment system. This update will add a set of new features to the infotainment system, such as Android Auto compatibility and TMCpro (Navi 900 IntelliLink only) to name the most important changes. Please do not hesitate to contact your nearest O/V dealer to schedule an appointment to get the update installed on your vehicle.

Q: Which features and improvements does the update add to my model year 2016 Navi 900 / Touch R700 IntelliLink?

A: The update will add the following features to the model year 2016 Navi 900 / Touch R700 IntelliLink:

- Android Auto compatibility
- List scrolling for Apple CarPlay and Android Auto using the menu knob on the control elements
- TMCpro for Germany (only Navi 900 IntelliLink)
- Minor voice recognition and navigation performance improvements

Q: Can you please remind me - what is Android Auto again?

A: Android Auto is a simple and smart way to use your Android™ smartphone in the car. Android Auto enables you to display and control certain phone apps that are optimized for in-car usage and functionality via the vehicle's infotainment display's touch-screen or through voice

Q: You mentioned TMCpro, what's that?

A: TMCpro is an enhanced traffic information service that is available in Germany.

Q: I understand that this update is not free, but fee-based? How much do I have to pay to have the update installed on my vehicle and what does the fee cover?

A: The dealer will set the price of the update. Please contact your O/V dealer for any questions on the cost and installation of the update. The fee will cover all work that is required for providing and installing the update on your vehicle.

Q: Can I only have some of the update's features or improvements installed on my vehicle and would I then still need to pay?

A: No, selecting only a subset of the update's features or improvements is not possible.

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Q: How can I find out if the update is applicable to my vehicle?

A: The easiest way to find out if the update is applicable to your vehicle's infotainment system is to check if a PROJECTION icon is shown on the home screen of your Navi 900 / Touch R700 IntelliLink. If you can find the icon, then the update can be installed.



Q: I have read that GM is updating its brands for free in North America, so why do I have to pay here in Europe?

A: The update is handled differently in North America, for organizational reasons. Here in Europe the dealer will set the price.

Q: My vehicle is not equipped with a model year 2016 Navi 900 / Touch R700 IntelliLink. Can I have this update installed to my vehicle nevertheless?

A: No, the update can only be installed to a model year 2016 Navi 900 / Touch R700 IntelliLink infotainment system.

Q: Instead of getting the update now from the dealer and paying for it, will I get it for free later if I wait for an ex-works update, e.g. at MY17?

A: Currently, there are no plans to enable the features of this update for free at a later time for the model year 2016 Navi 900 / Touch R700 IntelliLink.

Q: How can I find out if Android Auto is available in my country and if my Android phone is compatible with Android Auto?

A: Android Auto requires Android version 5.0 or higher (Lollipop). Search for the Android Auto app in Google Play on your Android phone. If Android Auto is available for download then it is available in your country and can be installed on your Android phone. Or check Google's Android Auto webpage ([LINK](#)) or contact your O/V dealer.

Q: With so many Android phones being available, how can I make sure my Android phone works properly with Android Auto in my O/V vehicle after having the update installed?

A: The best way to find that out is to

1. Download the Android Auto app from Google Play on your Android phone
2. Check if your phone is on our list of validated smartphones
3. Visit your O/V dealer and connect your phone with another vehicle that already has the software update installed.

Q: Since I am an Apple CarPlay user, will CarPlay still work after having installed the update to my Navi 900 / Touch R700 IntelliLink?

A: Absolutely. The update will even provide a better Apple CarPlay user experience by enabling list-scrolling with the menu knob on the infotainment controls element.

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Q: I am uncertain if I want this update for my vehicle. Is there a way to better understand what the update will add to my model year 2016 Navi 900 / Touch R700 IntelliLink before having it installed on my vehicle?

A: You can always visit your O/V dealer and connect your phone with an available vehicle that already has the software update installed, but the best way to experience what the update will add to your model year 2016 Navi 900 / Touch R700 IntelliLink is to schedule an appointment for the software reflash.

Q: Is it possible to install the update on my own without involving my O/V dealership, e.g. via the OnStar WiFi hotspot?

A: No, in order to install the update on your vehicle, please contact your O/V dealership and schedule an appointment.

Q: I want this update. How can I have it installed on my vehicle and how long will it take?

A: If the update can be installed on your vehicle, please contact your O/V dealer to schedule an appointment and you will be advised on the detailed timing. Please note that using Android Auto requires your smartphone to be compatible with Android Auto and Android Auto has to be available in your country.

Q: How do I get started with Android Auto?

A: First, make sure you have the latest available Android operating system installed on your phone. Also, check if your Android phone supports Android Auto and if Android Auto is available in your country. To use Android Auto, follow these steps:

1. Download and install the Android Auto app from Google Play on your phone.
2. Connect your phone to the infotainment system with a USB cable. For best performance, use your phone's factory-provided USB cable.
3. On your phone, configure Android Auto to access necessary phone functions.
4. If Android Auto does not start automatically, press on the Android Auto icon on the home screen of the infotainment system.
5. Please note that some functions of Android Auto, like music streaming or talk to Google, might require a 3G or 4G Internet connection.

Q: I had my O/V dealer install the update on my vehicle but I can't get Android Auto to work. What can I do?

A: If this is the first time you're using Android Auto in a particular car, be sure to unlock your phone and accept the Terms and Conditions on your phone's screen after you've connected and touched the Android Auto button on your display. Also, make sure that the "Only connect to known cars" setting in the Android Auto app is unchecked. For more information, please visit the Android Auto support website ([LINK](#)).

Q: Why does the less expensive R 4.0 IntelliLink infotainment system already support Android Auto while I have to pay for the update to enable Android Auto in my Navi 900 / Touch R700 IntelliLink?

A: The price charged by the dealer is for the labor involved in updating the infotainment system, not for the software itself. The update will not only add Android Auto compatibility but also some other features and improvements (such as TMCpro in Germany) to a model year 2016 Navi 900 IntelliLink .

Q: Does this update also fix any stability problems of the model year 2016 Navi 900 / Touch R700 IntelliLink? If yes, why should I pay for the update?

A: This update is not an updated software, but rather adds all-new features to the model year 2016 Navi 900 / Touch R700 IntelliLink such as Android Auto compatibility and TMCpro.

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Q: I just ordered my new O/V Astra/Insignia with Navi 900 / Touch R700 IntelliLink. Does the update apply to my new car as well?

A: If your vehicle is/was built after June 1, 2016 then your Navi 900 / Touch R700 IntelliLink will already include all features of the update.

Q: My O/V dealer told me that for applying the update, he is charged €35 by O/V. Why do you charge the dealers?

A: A fee is charged by O/V to cover the administrative work required for providing the update.

Q: In the future, will there be additional updates for my infotainment system and do I have to pay for them as well?

A: While we are continuously working on providing the best experience to our customers, currently we have no plans on future updates to share.

Q: Do you also plan to provide a software update that will enable MirrorLink in my vehicle?

A: We have no plans at this time to offer MirrorLink in our vehicles.

Q: Do all O/V dealers charge the same fee for installing the update?

A: How much you have to pay for the installation of the update is determined by your O/V dealer, depending on the time it takes to carry out the work.