

## Document Information

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Vehicles affected: P14: 720S, 720S Spider

Location: Electrical – Infotainment (ADI)

Concern: ADI Update Failure

Condition: ADI screens unresponsive and stuck in system update screen

## Diagnostic Trouble Codes

N/A

## Measure

It is possible that an ADI Software Update can fail before successful completion. This will result in both the ADI screens being frozen and showing 5 Update Progress Bars continuously, see picture below.



This condition will not change even after an ignition cycle or a battery reset is carried out.

To attempt recovery of the system please follow the steps outlined below:

1. Download the zip file attached to the following link: <http://we.tl/t-bH4WmNXBFO> (Password: McLarenADI)
2. Extract the 3 files contained inside the zip file directly to a blank USB stick (USB stick size between 1-8GB) that is formatted to FAT32. You should have 3 files on their own, directly on the USB - do not create any folders inside the USB
3. Turn Off the ignition (ISO or IS1)
4. Remove any USB stick from the ADI USB ports (if previously plugged in)
5. Disconnect the 12V battery
6. Remove the DPCU and ICU fuses:

a) DPCU - F23 (5A Mini - Footwell Fusebox)

b) ICU - F24 (20A Mini - Electric City Fusebox)

7. Wait for 5 minutes

8. Insert the DPCU and ICU fuses back

9. Reconnect the 12V battery

10. Set the ignition to state 5 - to ensure the car is in ignition state 5 you should be able to hear the throttle valves when pressing the accelerator pedal

11. Wait until the system has fully booted up (both screens displaying the system update bars)

12. Wait for 5 minutes

13. Plug in the USB stick (created in step 2) into the USB port 2

14. At this stage the ADI will start downloading data from the USB. The ADI screens will continue to display the System Update progress bars and it will appear as if nothing is happening. It may take a considerable amount of time until this step is completed. Please allow enough time during this step while ensuring the vehicle does not go to sleep

15. Once the system has downloaded the data from the USB the progress bars should start loading again. This indicates that the ADI software update has restarted and is now in progress once again

16. If this recovery attempt fails repeat steps 1 to 15 but in step 13, plug the USB into the other port - USB port 1

## Attachments

N/A

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