

16 /May 2014
How to trouble shoot a MYGIG

If you experience some strange problems with the MYGIG there are some basic step to take before give it a call.

A

The MYGIG have a reset function (factory reset). You can access the function by pressing 3 keys (**Menu**, Arrow **up** and **down** simultaneously). Accept disclaimers popping up.



Brows to "factory reset" and chose/confirm. IF the MYGIG does not re-restart. Remove the car battery for 10 minutes (this will restart the car computer as well).

B

Poor installation is a major problem. When installing a MYGIG your should hear a click from the ADAPTERS (click). The MYGIG may actually power up, but if it can't establish communication with the car computer it will fail or go into re-start loop.

C

Make sure that GPS-antenna is working by accessing GPS signal strength menu, check number of satellites.

D

Make sure that the MYGIG is of the same CAN type as the car. If the car have a high-speed CANbus system, the MYGIG must be of the same specification.

E

Make sure that the MYGIG have the latest firmware. You find it here: www.Chrysler-forum.com After installation make a reset as under **A**. If your firmware is very old, like pre- 9.713 (year 2007). It is advisable to first install the 9.713, then 9.807. Only after installing the 9.807 you can install the latest version,.. to be on the safe side...

F

If the MYGIG still is having problem you can check the MYGIG by installing the MYGIG in another car. If the problems persist the issue is probably with the MYGIG. If it works fine the issue is probably with the car.. You may need to check the integrity of the cars CANbus system and software versions.

G

If above steps does not work register at a Chrysler forum like www.chrysler-forum.com The problems you experience is probably already solved.