



Dear Mr. Fleming,

This will acknowledge receipt of your email correspondence received at our Customer Service email address Oct. 28, 2011. I would like to apologize for the delay in responding to your inquiry.

To summarize your email of Oct. 28 you own a Pioneer in-dash navigation head unit, model number AVIC-F900BT, and when attempting to play video from an iPhone with IOS 5 the AVIC-F900BT resets itself. You then contacted our Customer Call Centre with your problem and was given the answer that video playback from an iPhone with IOS 5 was not possible. You further asserted that this same type of issue affected our current line of AVIC units also.

Upon further review I would like to confirm that the answer given to you by Pioneer's CS agent was correct, video playback from an iPhone with IOS 5 on the AVIC-F900BT is not possible. However audio playback has been unaffected and the common iPod features such as playlists, genre, artist, and album etc are still available. In fact the AVIC-F900BT was never certified to have support for the iPhone because at the time of the AVIC-F900BT's market introduction the iPhone had not yet been released. The AVIC-F900BT is certified to support the iPod models shown on page 10 of the Operation Manual, shown below for reference.

**iPod® compatibility**

This product supports only the following iPod models and iPod software versions. Others may not be work correctly.

- iPod nano first generation; Ver. 1.3.1
- iPod nano second generation; Ver. 1.1.3
- iPod nano third generation; Ver. 1.1
- iPod fifth generation; Ver. 1.3
- iPod classic; Ver. 1.1.1
- iPod touch; Ver. 1.1.4

I would also draw your attention to the AVIC-F900BT's product page on the Pioneer Electronics web site, [www.pioneerelectronics.ca](http://www.pioneerelectronics.ca), which also denotes iPod compatibility only. There is no indication of compatibility with any version of iPhone.

With regards to the current in-dash navigation models, AVIC-X930BT and AVIC-Z130BT, all are certified to support iPhone and work with IOS 5.

I hope that the above explanation answers your inquiry. If you have any further questions please do not hesitate to contact me. My contact information is listed below.

Incidentally, it is a testament to the design of the AVIC-F900BT that it has the level of functionality with the iPhone, a product it was never designed to support, which it has.

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