



Important System Firmware Update for Pioneer VREC-Z820DC Dash Cameras

November 26, 2025

Dear Valued Pioneer Customer:

We would like to inform you of the availability of a firmware update **only for the following Pioneer Dash Cam model sold in United States and Canada. Installation on any other product could cause irreversible damage.**

VREC-Z820DC

The firmware update fixes the following issue:

- Screen incorrectly displays speed value in kilometers per hour while in miles per hour setting

To perform this update, the following items are needed:

- Pioneer VREC-Z820DC Dash Camera
- Smartphone running on Android OS or iOS
- Pioneer ai-sense Mobile App installed on the Smartphone

Please use the ai-sense Mobile App to proceed with this firmware update. It is recommended that you connect your smartphone to the internet via a Wi-Fi network to download the update more quickly and avoid potential data plan charges. If you download the update while using a cellular data connection, carrier charges may apply.

Follow all instructions provided in the Mobile App in order to install the update correctly. Improper installation may cause irreversible damage to the unit.

Questions

If you have any questions, please contact Pioneer Customer Service toll free at 1-800-421-1404, Monday through Friday, 7:30 AM – 11:30 AM and 12:30 PM – 4:00 PM (Pacific Time), excluding holidays, or by email through <https://usa.pioneer/pages/contact>.

Sincerely,

Pioneer Electronics (USA) Inc.