

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL 25TA10

REARVIEW IMAGE MAY NOT DISPLAY

CERTAIN

22-25MY TUNDRA/TUNDRA HYBRID

23-25MY SEQUOIA HYBRID

Updates:

10.24.2025 - Added details to aid in reducing software update challenges.

11.14.2025 – Added additional notes to reduce software update challenges.

12.10.2025 - Added additional notes to reduce software update challenges.

Updates are shown in red boxes. 

Temporary note (12.10.2025):

Certain TI steps require specific waiting periods not indicated by the head unit, which may lead technicians to mistakenly restart or cancel updates. This can cause unrecoverable update failures. If any failure occurs recover the head unit log data (MMR), attach it to a DPR or contact your FTS for help and potential FTR.

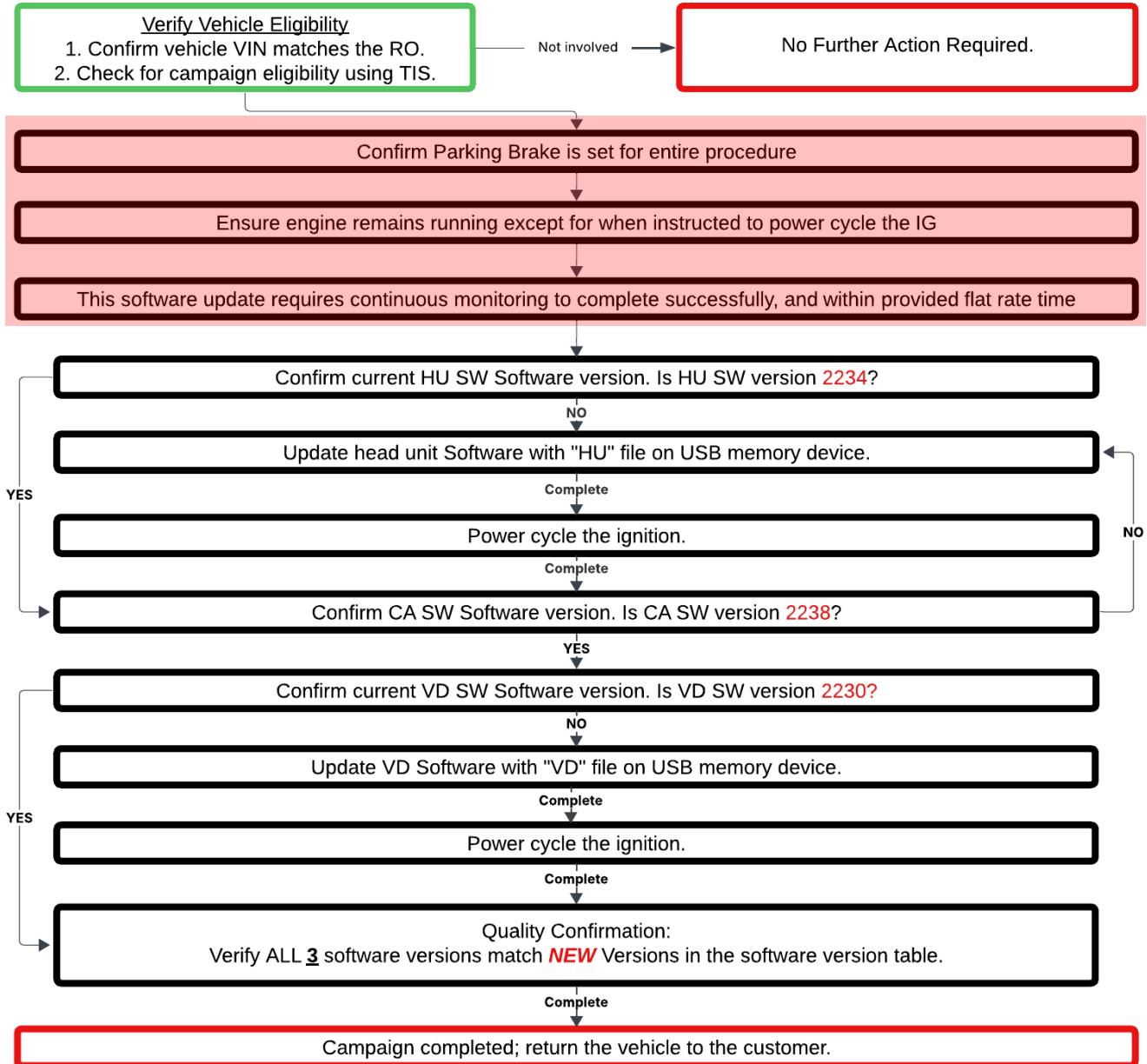
The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently complete the following course:

- TIC206A - Electrical Repair 1

It is the dealership’s responsibility to select technicians that have completed the above courses to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

I. OPERATION FLOW CHART

Flow chart is for reference only. **DO NOT** use in place of full technical instruction. Follow ALL steps as outlined in full technical instruction to confirm campaign is completed correctly.



II. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- a) Compare the vehicle VIN to the VIN listed on the Repair Order to ensure they match.
- b) Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

III. PREPARATION

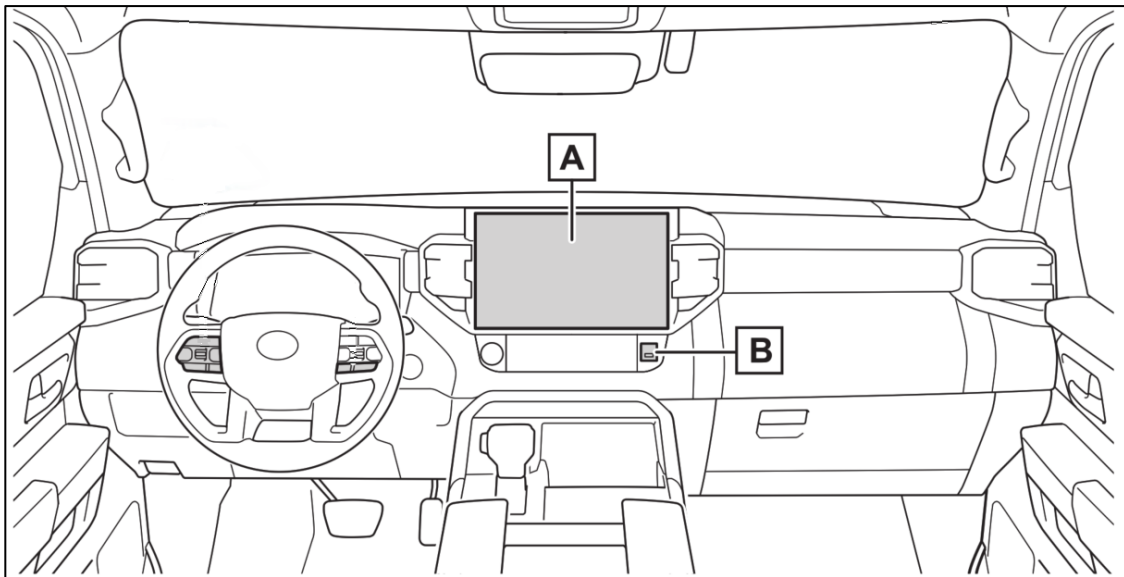
1. TOOLS & EQUIPMENT

- Shop Exhaust System
- USB memory (4GB-8GB)

***For best results, the head unit supplier recommends SanDisk or similar name brand USB memory.

IV. BACKGROUND

The software in the 14-inch multimedia (center) display in these vehicles could cause the display to show a half green, full green, or full black screen. If this occurs while the vehicle is being reversed, the vehicle may not meet a federal safety standard and there can be an increased risk of a crash with a person behind the vehicle.



(A) 14 inch Display

(B) USB Media Port

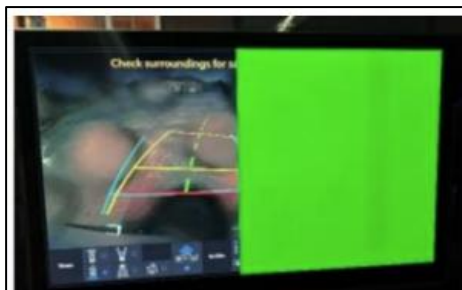


Figure 1. Head unit display with half green screen condition



Figure 2. Head unit display with full green screen condition

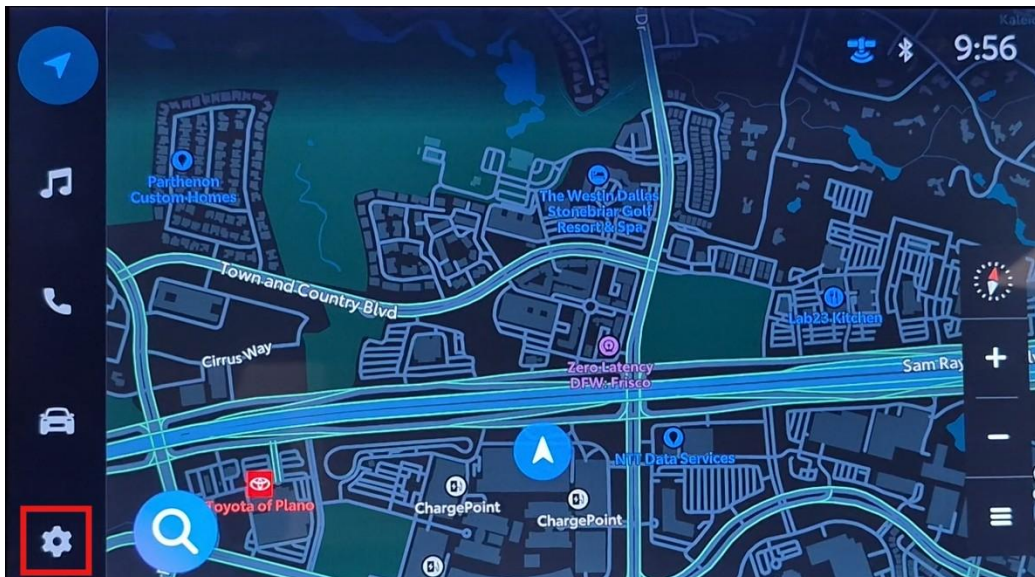
V. SAFETY PRECAUTIONS

The software update requires about an hour to complete and the vehicle must remain running during this time. When operating the vehicle indoors for an extended period, use an exhaust ventilation system.

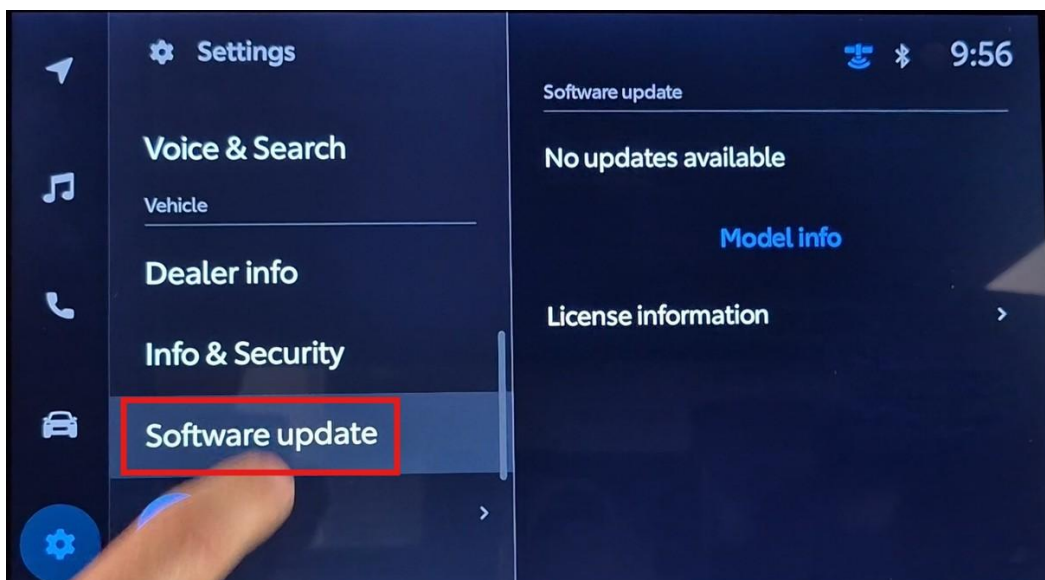
VI. WORK PROCEDURE

1. CHECK CURRENT SOFTWARE VERSION

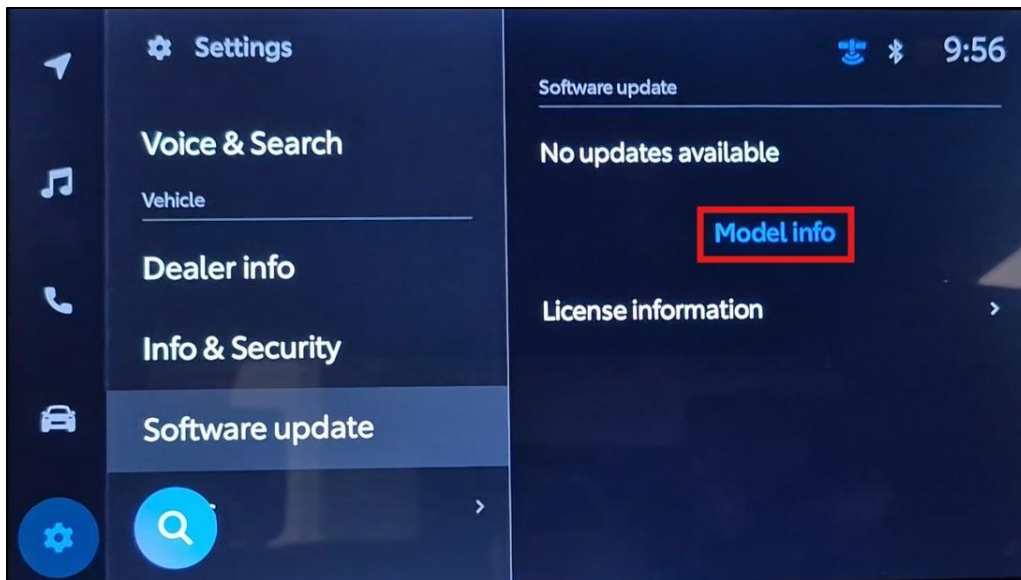
- a) Begin by starting the vehicle as for normal operation.
- b) Tap the gear icon on the menu screen to display the 'Settings' screen.



- c) Scroll down to the bottom of the settings screen and select 'Software update'.

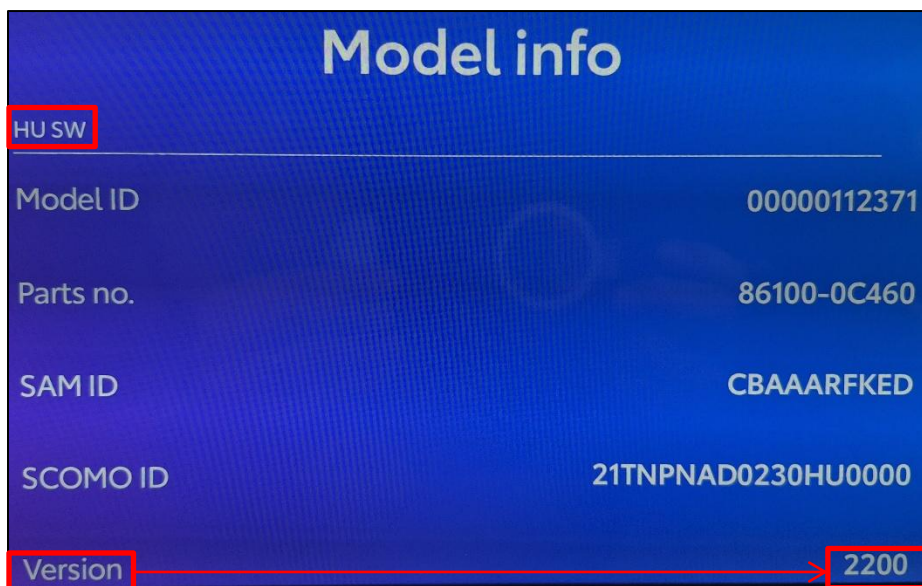


d) Select 'Model info' from the 'Settings' screen to view the software version details.



e) Scroll down to 'HU SW' model version.

HINT: If the head unit is displaying the blue 'Model info' screen below the vehicle WILL NOT detect the USB memory device. Please wait to insert the USB memory device.



f) Scroll down to 'CA SW' model version.

The screenshot shows a blue background with the title 'Model info' at the top. Below the title, the model name 'CA SW' is highlighted with a red box. The table lists the following information:

Model info	
Model ID	00000180264
Parts no.	86100-0C381
SAM ID	CBAAANBBRD
SCOMO ID	21TNPAD0230CA0000
Version	2200

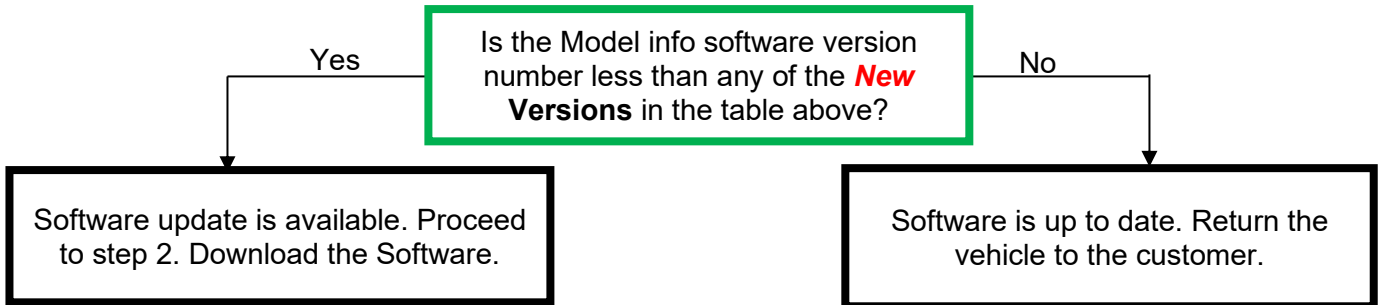
g) Scroll down 'VD SW' model version.

The screenshot shows a blue background with the title 'Model info' at the top. Below the title, the model name 'VD SW' is highlighted with a red box. The table lists the following information:

Model info	
Model ID	00000112371
Parts no.	86100-0C460
SAM ID	CBAAARFKED
SCOMO ID	21TNPAD0230VD0000
Version	2150

- h) Check the table below to confirm whether any of the three software versions (**HU**, **CA**, or **VD**) need to be updated. Note both HU SW and CA SW updates are included in the first zip file in the table below.

Software Version Table				
Type	Old Version	New Version	New Software Version Download File Name and Link	File Size (KB)
HU SW	Less than 2234	2234	rb_update_21TNPAD0230HU0000_02238.zip	514,952
CA SW	Less than 2238	2238		
VD SW	Less than 2230	2230	rb_update_21TNPAD0230VD0000_02230.zip	800,937



2. DOWNLOAD THE SOFTWARE

- a) Download the .zip files one at a time from the links from the table above.
Note: there are only two software files. The 'HU SW' and 'CA SW' updates are both included in the 'HU' file.



Name	Size
 rb_update_21TNPAD0230HU0000_02238.zip	514,952 KB
 rb_update_21TNPAD0230VD0000_02230.zip	800,937 KB

fig.1

Multimedia Software File Download and Warnings:

- Once downloaded, **DO NOT** extract the files (unzip). Drag and drop the individual zip folder to a blank USB flash drive.
- **Ensure** there is no “(1)” or similar suffix on the file due to multiple downloads.
- **DO NOT** rename the file unless it is to remove “(1)” or similar.
- **DO NOT** place multiple files on the same USB flash drive. If there are two files on the USB flash drive beginning with “rb_update,” the software installation will **NOT** begin.
- Use a blank USB flash drive from a trusted “name-brand” manufacturer with the following specifications:
 - a. Storage capacity: 4.0 – 8 GB.
 - b. USB flash drives larger than 32 GB that can be partitioned to smaller sizes will **NOT** work.
 - c. Communication format: USB 2.0 or newer.
 - d. File format: FAT 32 (Windows®), quick format is acceptable.
- USB-C vehicles will require a USB-C flash drive or adapter capable of transferring data (not just charging).
- Compare the file size in the image on page 2, [\(fig. 1\)](#) to the file size of each ‘.zip’ downloaded. If the file size does not match exactly, the file may not have been downloaded fully or may be corrupt.
- It is recommended to use a separate USB flash drive per file. For example, one for the HU file and one for the VD file. This will save time when repeating this process on other vehicles in the campaign.
- Upload/Processing times may vary depending on the speed of the data transfer of the USB memory device. For best results, the head unit supplier recommends SanDisk or similar name brand USB memory.
- **DO NOT** remove the USB memory device until instructed to do so.

CAUTION: DO NOT disconnect the USB device until instructed. Keep the vehicle running during the process. Because an automatic shutoff will turn off the hybrid system if left in Park for a while, Toyota advises lowering the driver's window and using one of the suggested methods to disable auto shutdown during the update.

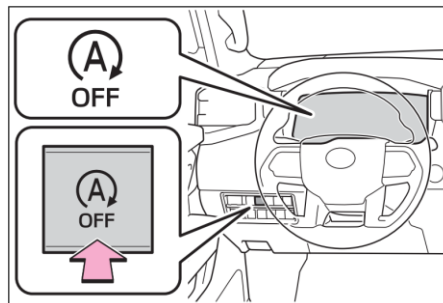
Prevent Auto power-off function:

Hybrids –

- i. The hybrid system has a one-hour timer and will automatically shut off after approximately one hour while in park. To **reset** the timer, depress the brake pedal. To **disable** the timer, lock the doors from the inside using the door lock switch. The timer will re-enable if the driver’s door is opened.

Non-Hybrids –

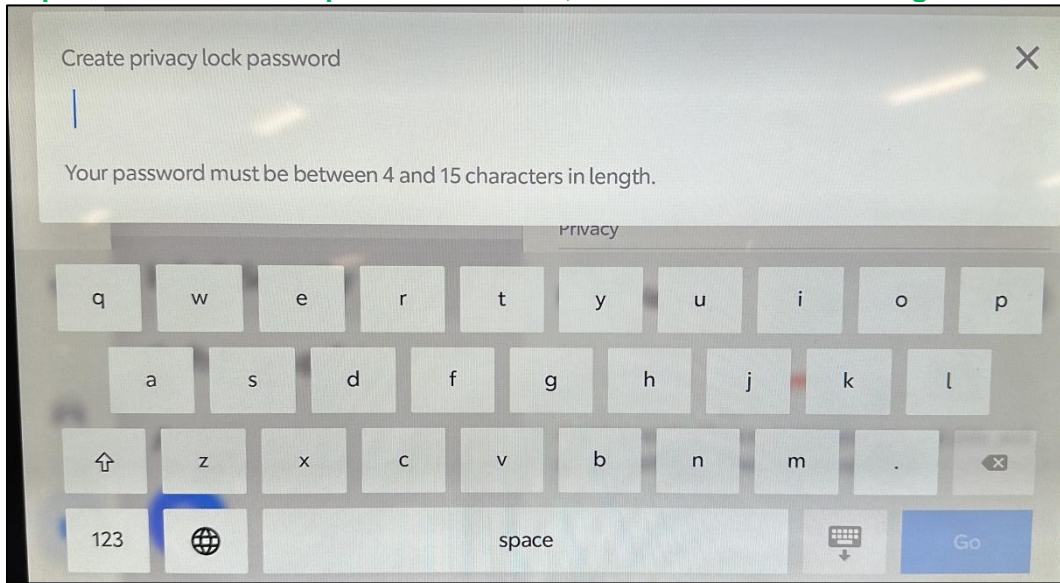
- i. Disable the Stop & Start system by using the Stop & Start system cancel button. This will disable the one hour timer.




CAUTION: To prevent damaging the head unit, follow these requirements during the software update:

- **DO NOT** turn IG OFF unless directed.
- **DO NOT** turn ACC OFF.
- **DO NOT** press any part of the screen while update in progress. If you touch the screen, it can automatically cancel the update.
- **DO NOT** turn the head unit OFF.
- **DO NOT** release the parking brake or attempt the shift the vehicle from Park.
- **DO NOT** remove the USB memory device until instructed to do so.

HINT: If privacy lock screen appears, with a keyboard on the screen as in the image below, it must be disabled to complete this software update. To disable, follow instructions using GTS+.

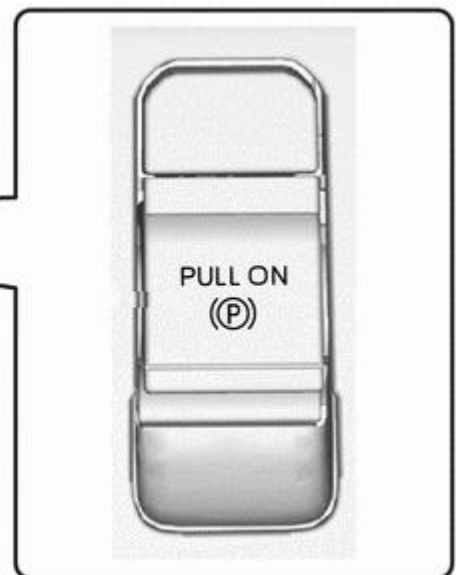
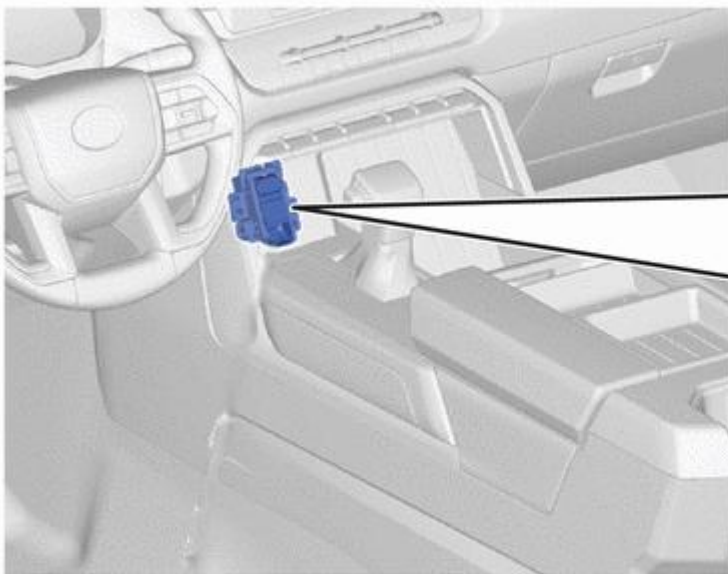


- b) Load the 'HU' .zip file onto the USB memory device first; proceed with only one file on the memory device at a time.

Name	Size
 rb_update_21TNPAD0230HU0000_02238.zip	514,952 KB

3. ENSURE SAFE OPERATING CONDITIONS

- a) For the software update, the vehicle needs to run for approximately one hour. **Ensure proper ventilation to avoid the risk of asphyxiation from exhaust gases.**
- b) Depress the brake and start the vehicle as you normally would.
- c) Set the parking brake. The parking brake must be engaged for the entire process for the software update to process.



IMPORTANT:

- Wait 10 second after setting parking brake.
- Confirm PARK indicator on the instrument panel.

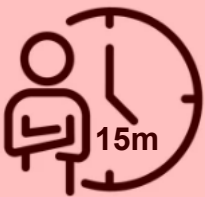
If parking brake becomes disengaged at any time during the software update process, it is possible to interrupt the software update resulting in the inability to proceed.

Check PARK dash indicator is ON

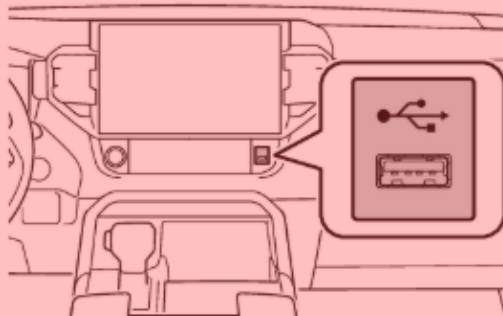
PARK

4. REPROGRAM THE HEAD UNIT

- a) When the multimedia screen has finished loading, insert USB memory device into USB media port. There is no need to access the software update menu on the head unit.

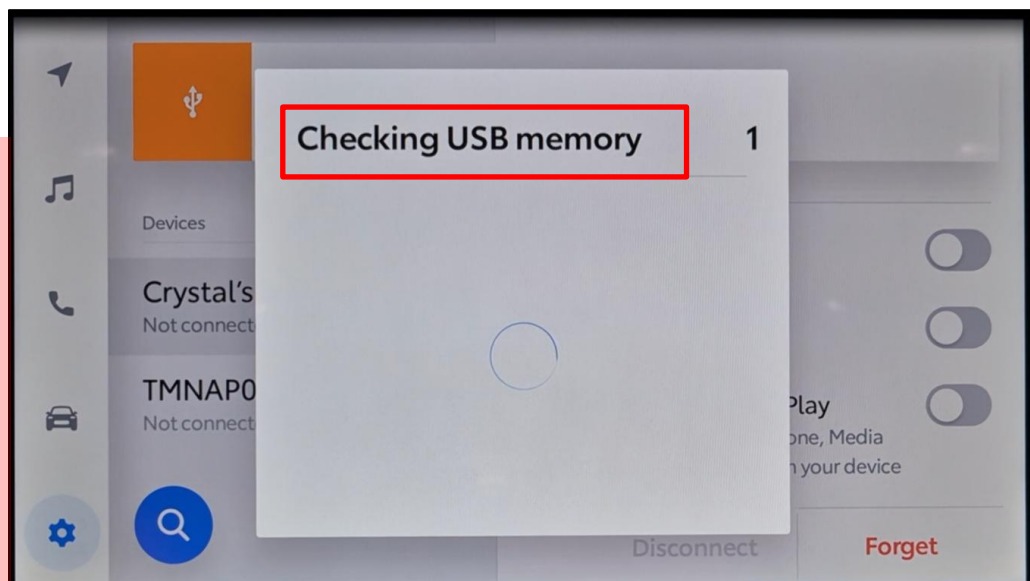


Wait for 'Checking USB memory' message
(may take up to 15 min)



HeadUnit
SYS/CAN

HINT: If the head unit is displaying the blue 'Model info' screen as detailed in Section VI. 1, "WORK PROCEDURE: Check Current Software Version," the vehicle **WILL NOT** detect the USB memory device.



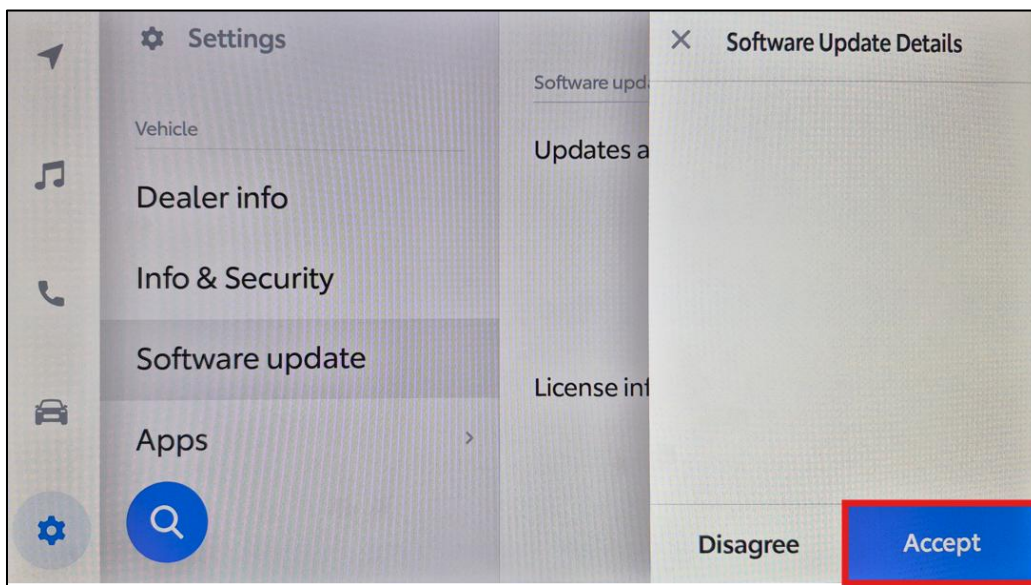
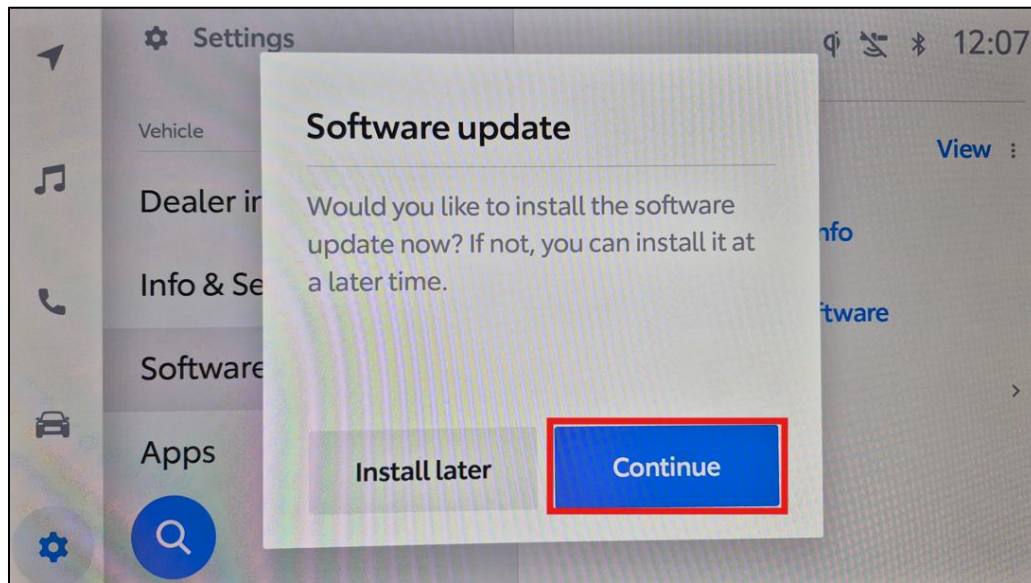
'Checking USB memory' message may show for 15 min.

Note: If the 'Checking USB memory' message does not appear, please try the following steps:

- i. Turn ACC/IG OFF
- ii. Turn ACC/IG ON
- iii. Wait **3** minutes. (Double check parking brake is ON, IG is ON and Shift to Park)
- iv. When "Checking USB memory" pop-up message appears, please proceed the update steps.
- v. If "Checking USB memory" does not appear, please try unplugging and plugging USB. When "Checking USB memory" appears, please proceed to the next update steps.
- vi. If you don't see "Checking USB memory" pop-up message still, **wait for 15min** and IG OFF/ON.

Reference Multimedia Software File Download and warnings listed on [Page 8](#).

b) When the 'Software update' screen appears, press 'Continue.' On the next screen, then tap 'Accept' on the following screen.

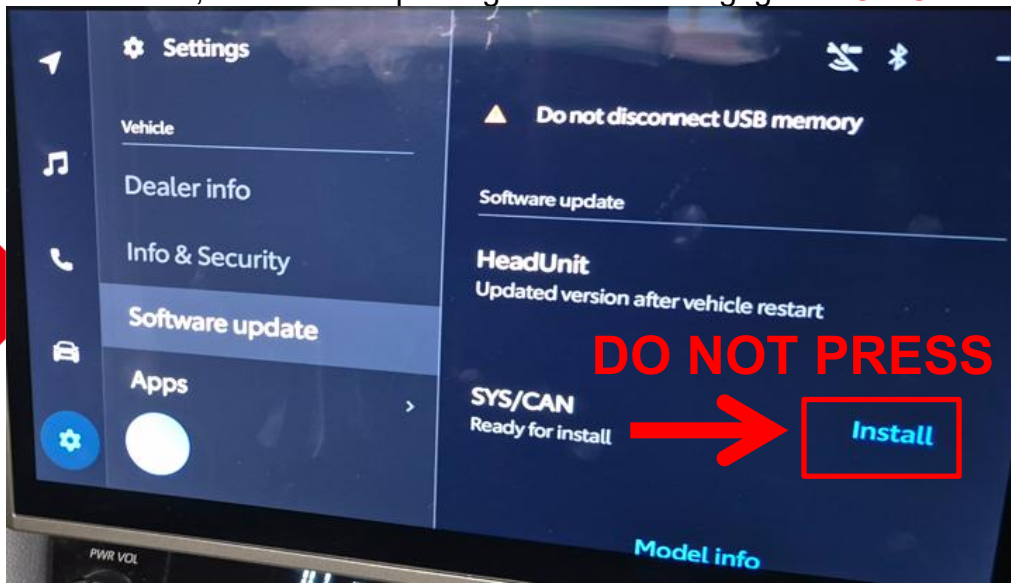


CAUTION: Keep the vehicle running during the software update. **DO NOT** interrupt the update or disconnect the USB memory device.

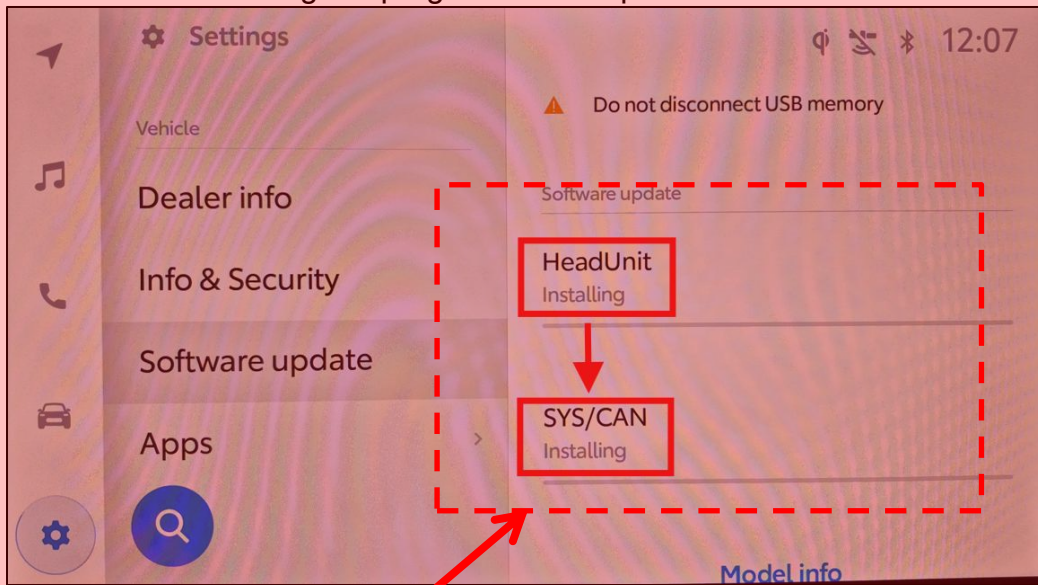
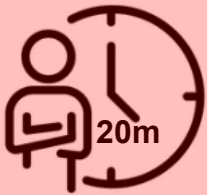
NOTE: If the parking brake is not on, the update will not automatically move to the SYS/CAN update as it should. If this is the case, **DO NOT hit the manual "install" button**. Instead, apply the parking brake and then cycle the IG. This will allow the SYS/CAN to start automatically.

If you see the screen below, it means the parking brake is not engaged. **DO NOT PRESS Install.**

Critical

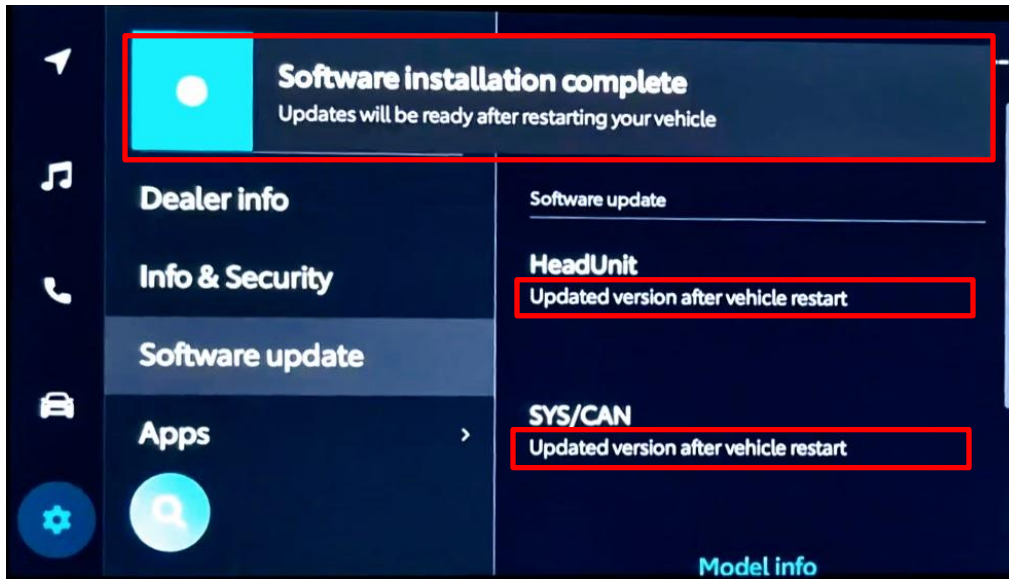


c) When the software update begins, the head unit will display the screen below with an installation status bar indicating the progress of the update.

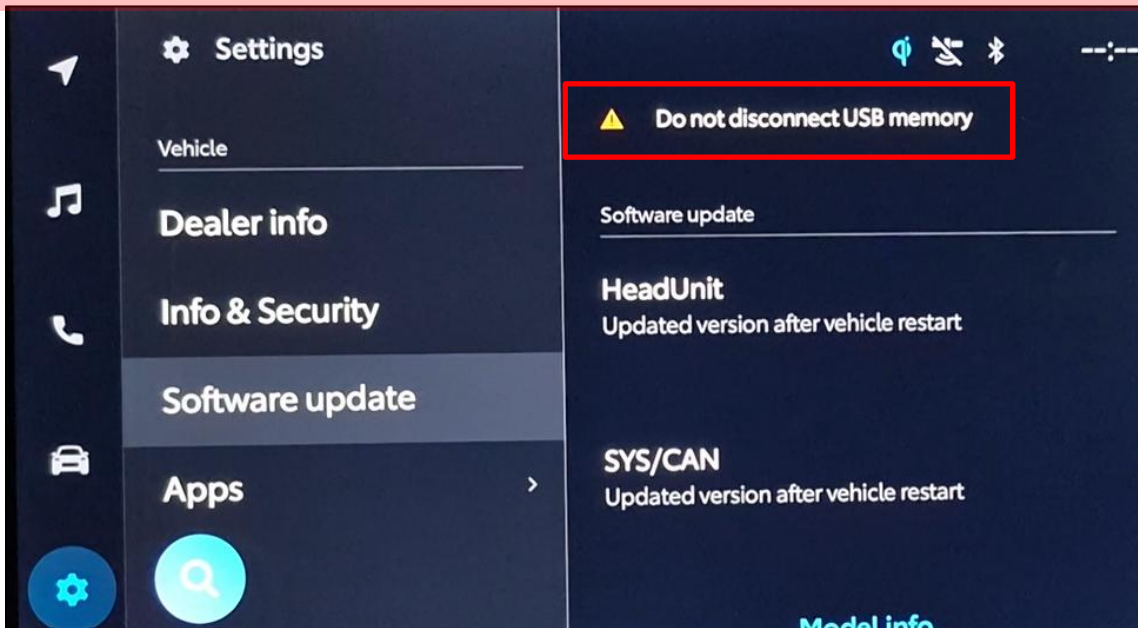


CAUTION: DO NOT TOUCH THE SCREEN.

- d) When the software update for 'HU' is complete, a 'Software installation complete' banner message will be displayed for a very short time. Also 'Updated version after vehicle restart' message will be displayed below "HeadUnit" and "SYS/CAN".



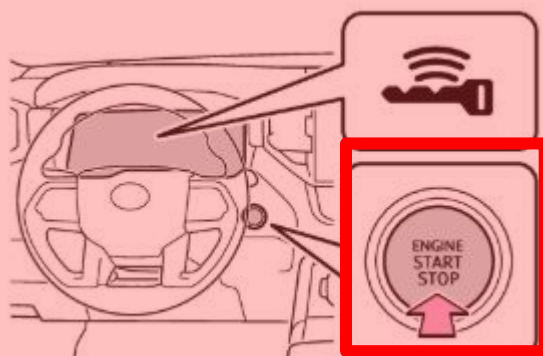
- e) After the banner goes away, the "Do not disconnect USB memory" orange triangle will remain.



- f) After completing the two-step software update, it is necessary to cycle the IG. After the head unit fully restarts, it needs to communicate with an external server to complete the software update. If a connection to an external server is not available, the system will write to the USB. For this reason, please keep the USB inserted for 4 minutes after the IG cycle before proceeding to the next step.

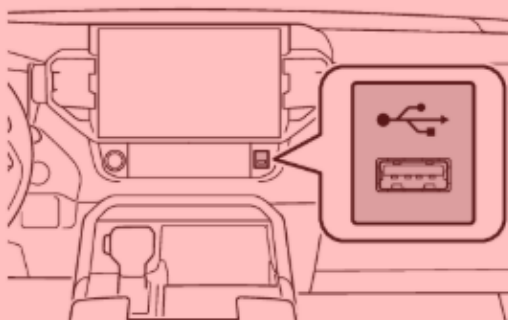
Use a timer/clock to monitor the time.

f-1) IG OFF and IG On



**f-2) Keep the USB inserted for 4 minutes.
Do NOT turn off the IG for 4 minutes.**


- g) REMOVE THE USB memory device from the head unit.



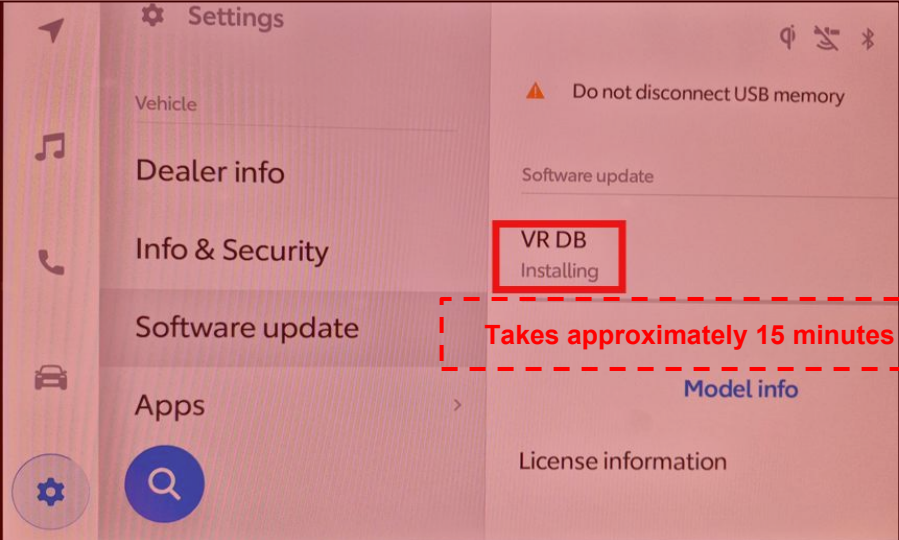
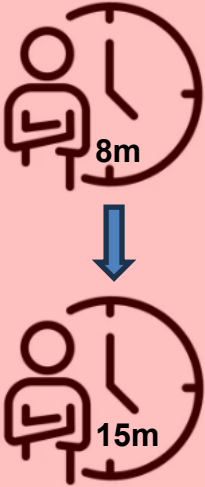
HeadUnit
SYS/CAN



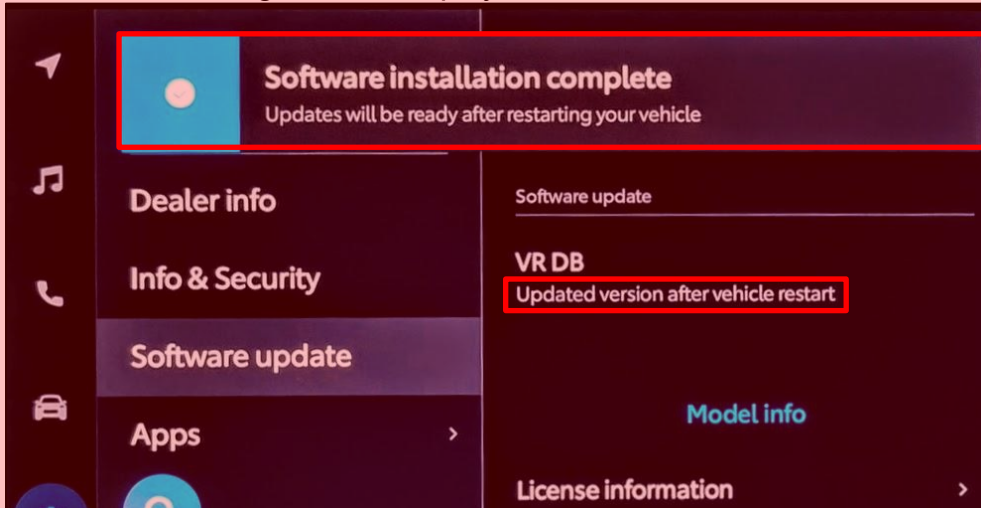
- h) Erase (or use a different/empty) USB memory device and load the 'VD' software '.zip' file as shown.

Name	Size
 rb_update_21TNPAD0230VD0000_02230.zip	800,937 KB

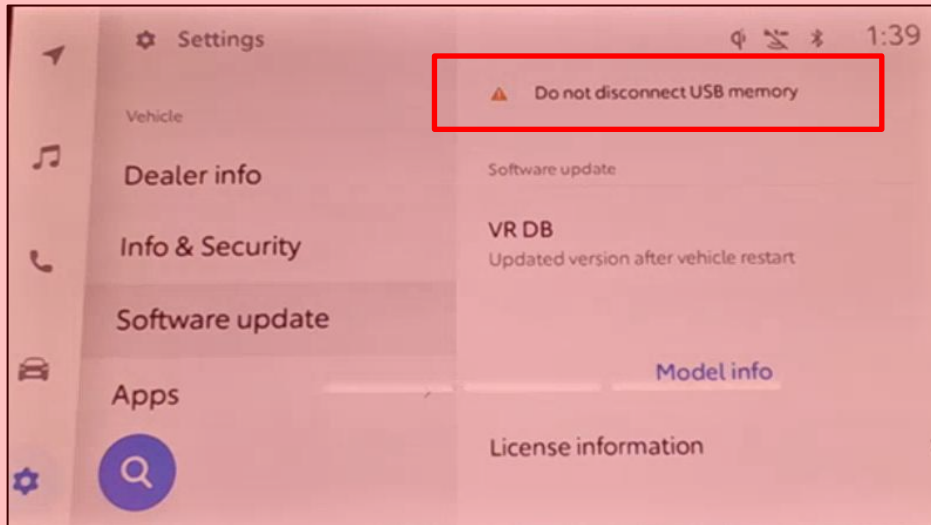
- i) Repeat steps a through g for the 'VD' software '.zip' file. When the software update begins, the head unit will display the screen below with an installation status bar to indicate the progress.
For this portion of the update, expect approximately 8 minutes to pass for the 'Checking USB memory' screen, and approximately 15 for the VR DB (VD) software update.



- j) Once the software update has completed installation, a 'Software installation complete' message banner will show on the screen for a short time. Also 'Update version after vehicle restart' message will be displayed below 'VR DB'.

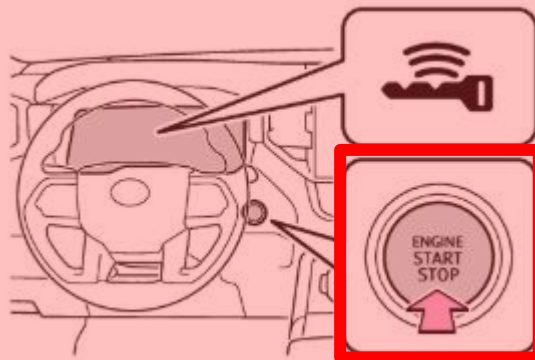


After the banner goes away, the orange triangle and “Do not disconnect USB memory” will remain.



- k) After completing the **VR DB** software update, it is necessary to cycle the IG. After the head unit fully restarts, it needs to communicate with an external server to complete the software update. If a connection to an external server is not available, the system will write to the USB. For this reason, please keep the USB inserted for 4 minutes after the IG cycle to before proceeding to the next step.

Prepare a timer/clock to monitor the time.

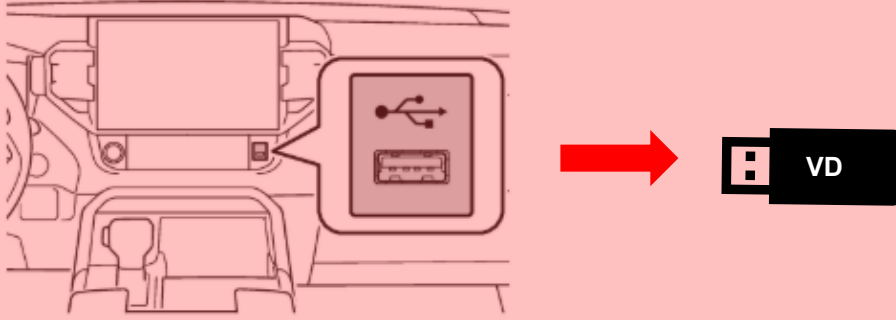


k-1) IG OFF and IG On




**k-2) Keep the USB inserted for 4 minutes.
Do NOT turn off the IG for 4 minutes.**

I) REMOVE THE USB memory device from the head unit.



HINT: If the VD SW update does not start:

a. Insert the USB memory device for HU SW.

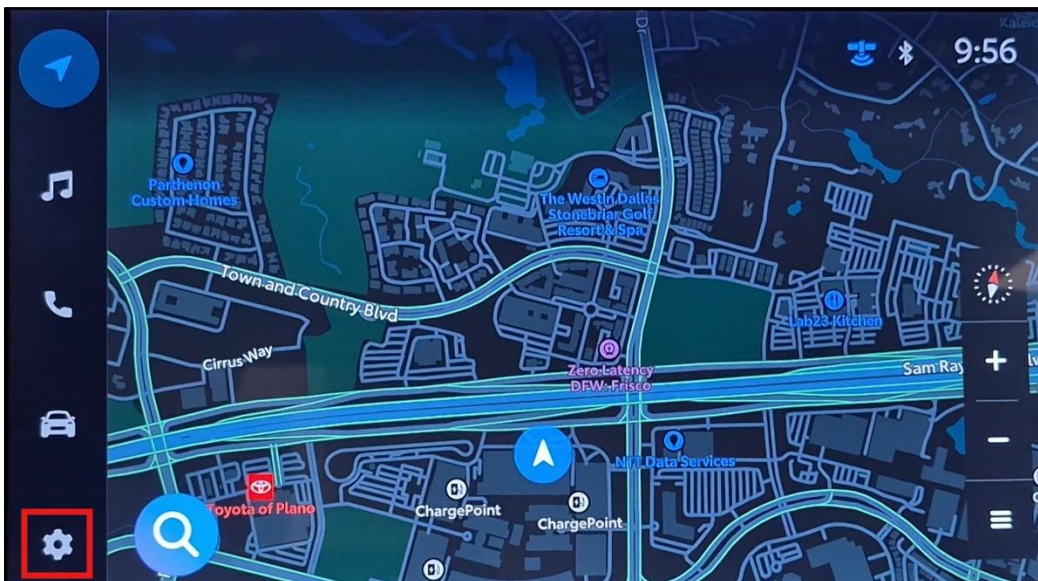
Name	Size
 rb_update_21TNPAD0230 HU 0000_02238.zip	514,952 KB

b. Cycle the ignition off/on and wait at least 4 minutes.

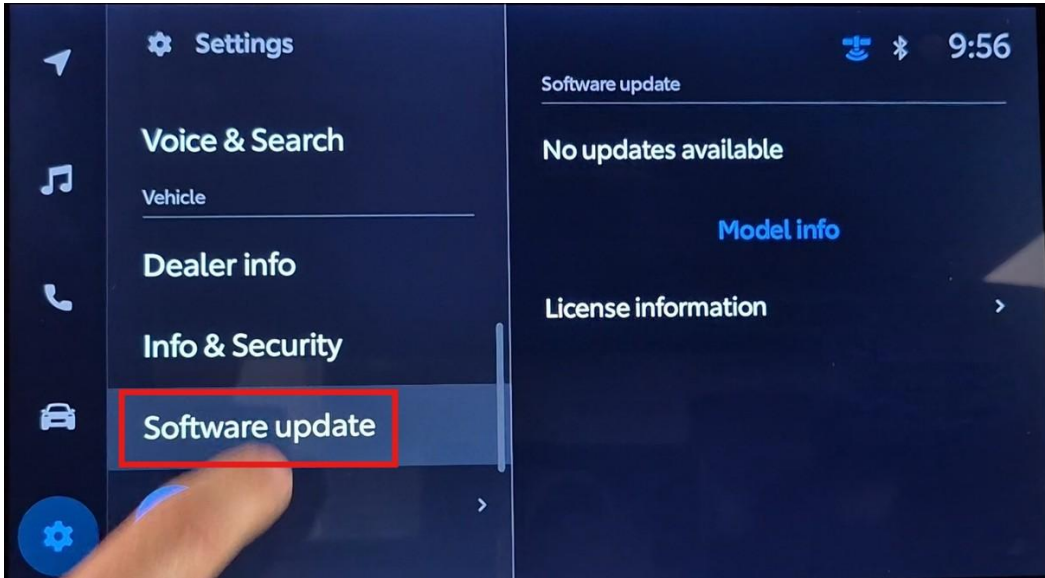
c. After waiting the 4 minutes, insert the USB memory device with the VD SW file. After performing the Ignition OFF/ON, VD update should start in about 4 minutes, if not, the process may take another 20 minutes.

5. VERIFY THE SOFTWARE UPDATE

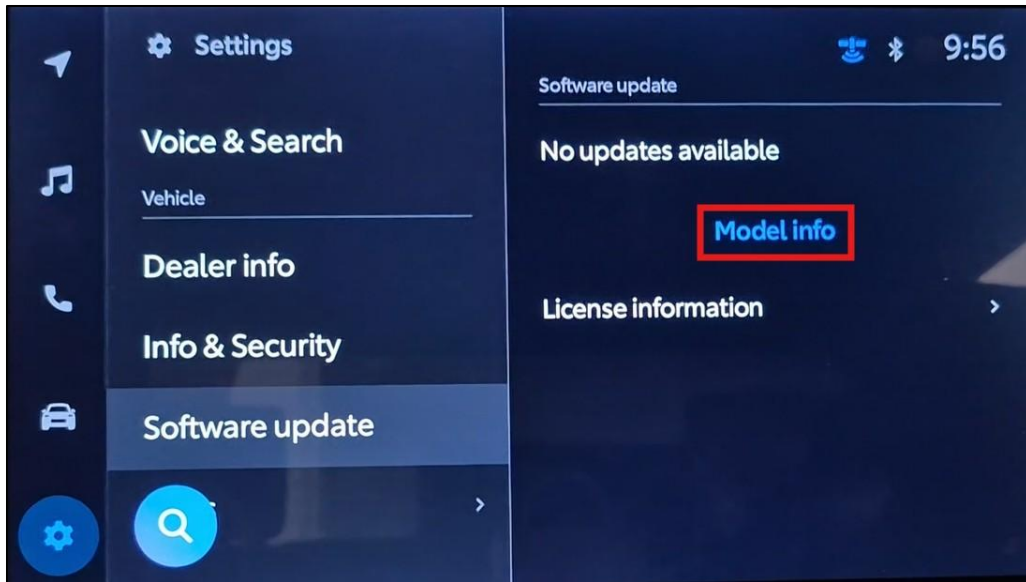
a) Tap the gear icon on the menu screen to display the **'Settings'** screen.



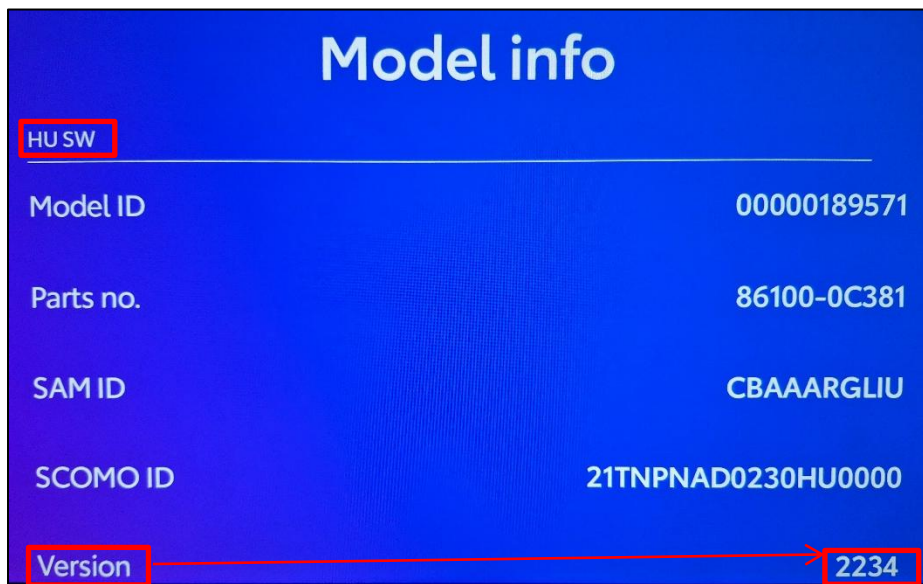
b) Scroll to the bottom of **Settings** and select '**Software update.**'



c) Select 'Model info' to view software version details.



d) Verify 'HU SW' Version has been updated to '2234'.



NOTE: CA SW version will be updated with HU SW update to Version '2238'.

Model info	
CA SW	
Model ID	00000125608
Parts no.	86100-0C391
SAM ID	CBAAARGMFD
SCOMO ID	21TNPAD0230CA0000
Version	2238

e) Scroll to verify 'VD SW' model version has been updated to '2230'.

Model info	
VD SW	
Model ID	00000132977
Parts no.	86100-0C500
SAM ID	CBAAARGQQP
SCOMO ID	21TNPAD0230VD0000
Version	2230

◀ VERIFY REPAIR QUALITY ▶

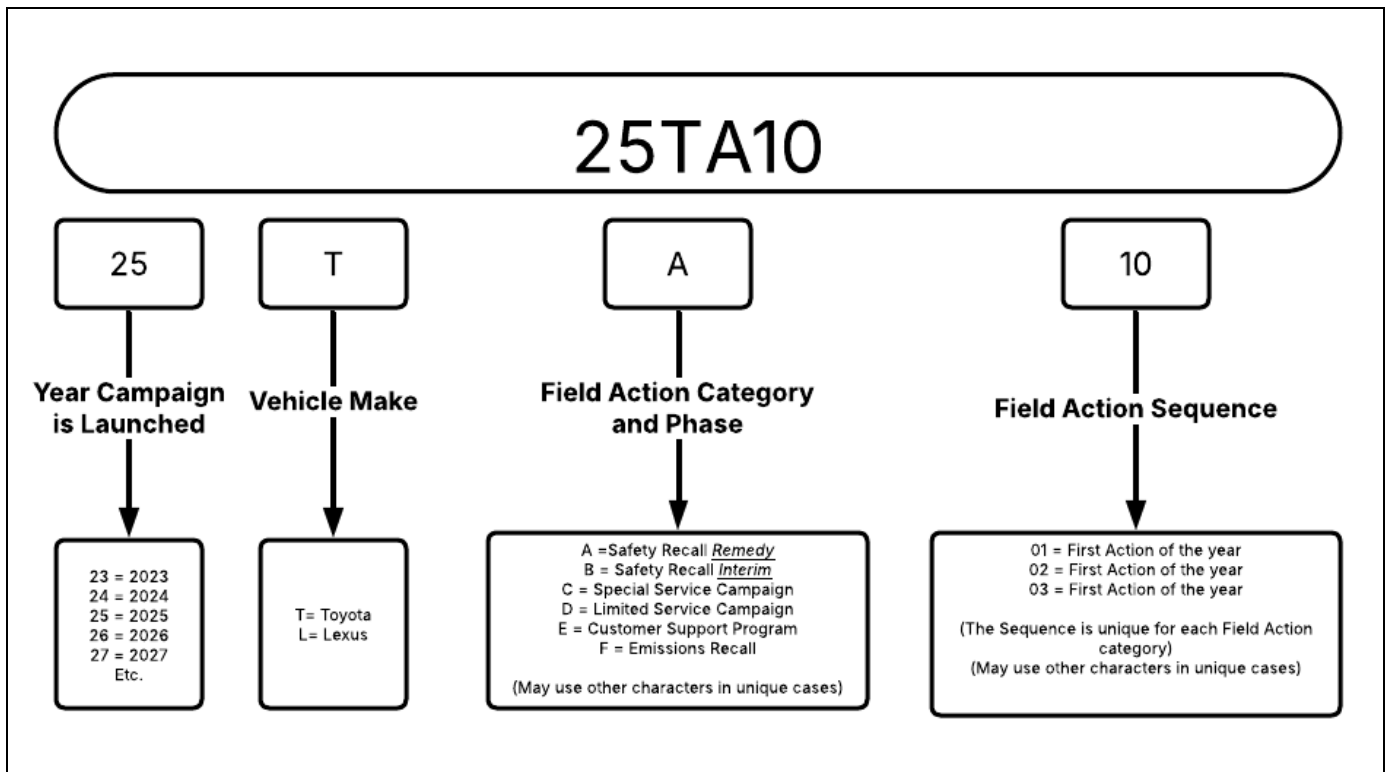
Confirm the multimedia screen returns to normal operation after cycling the power on the vehicle.
If there are any questions regarding this update, please contact the regional representative.

10. APPENDIX

A. PARTS DISPOSAL

In accordance with Federal law, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, **unless they are requested for parts recovery return.**

B. CAMPAIGN DESIGNATION DECORDER



Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019

20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020

21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021