

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL 25TA10

REARVIEW IMAGE MAY NOT DISPLAY

CERTAIN
22-25MY TUNDRA/TUNDRA HYBRID
23-25MY SEQUOIA HYBRID

DATE	TOPIC
10/22/2025	Add details to aid in reducing software update failures

The most recent updates are highlighted with a red box.



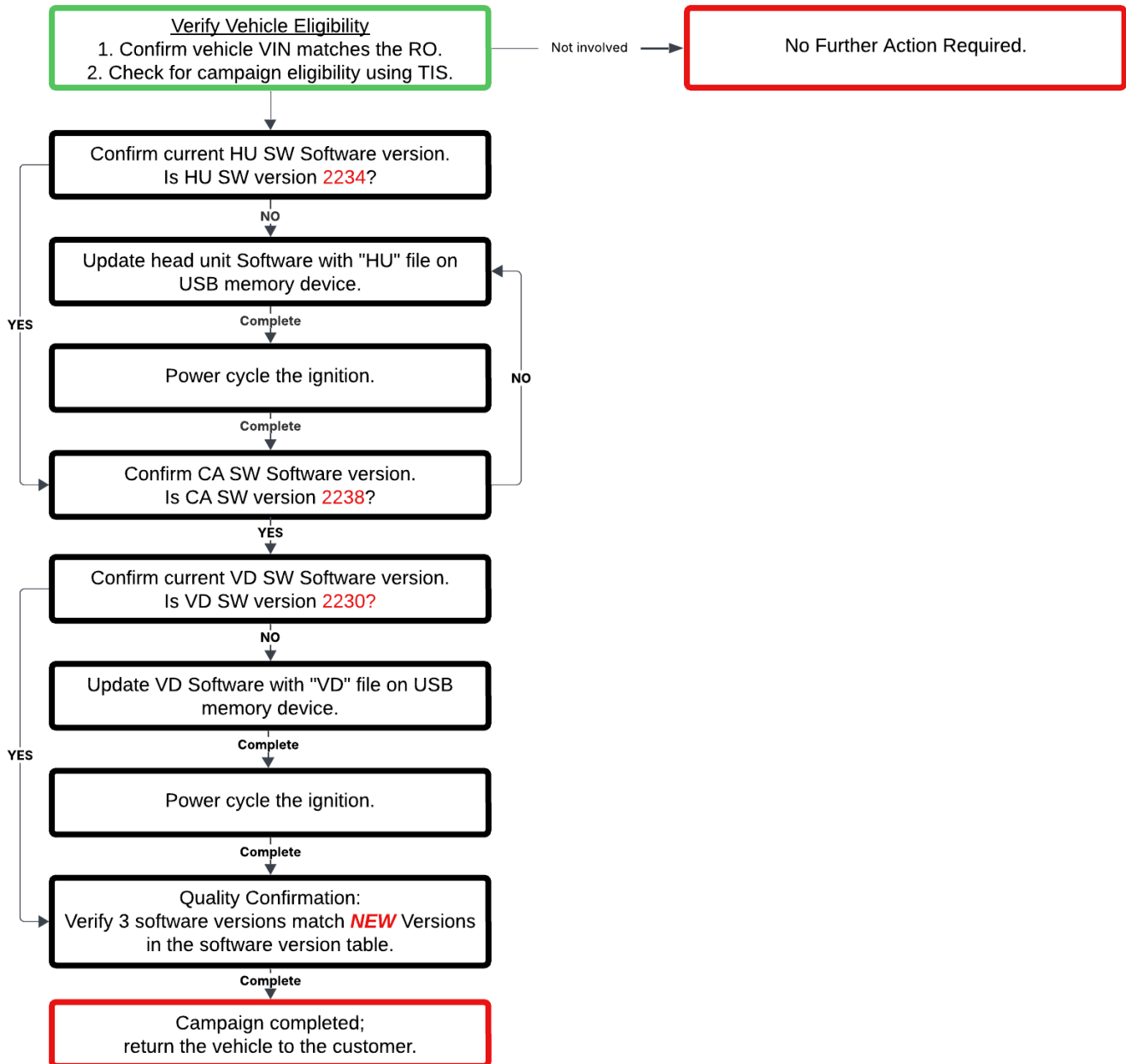
The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair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

1. 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.



2. 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.

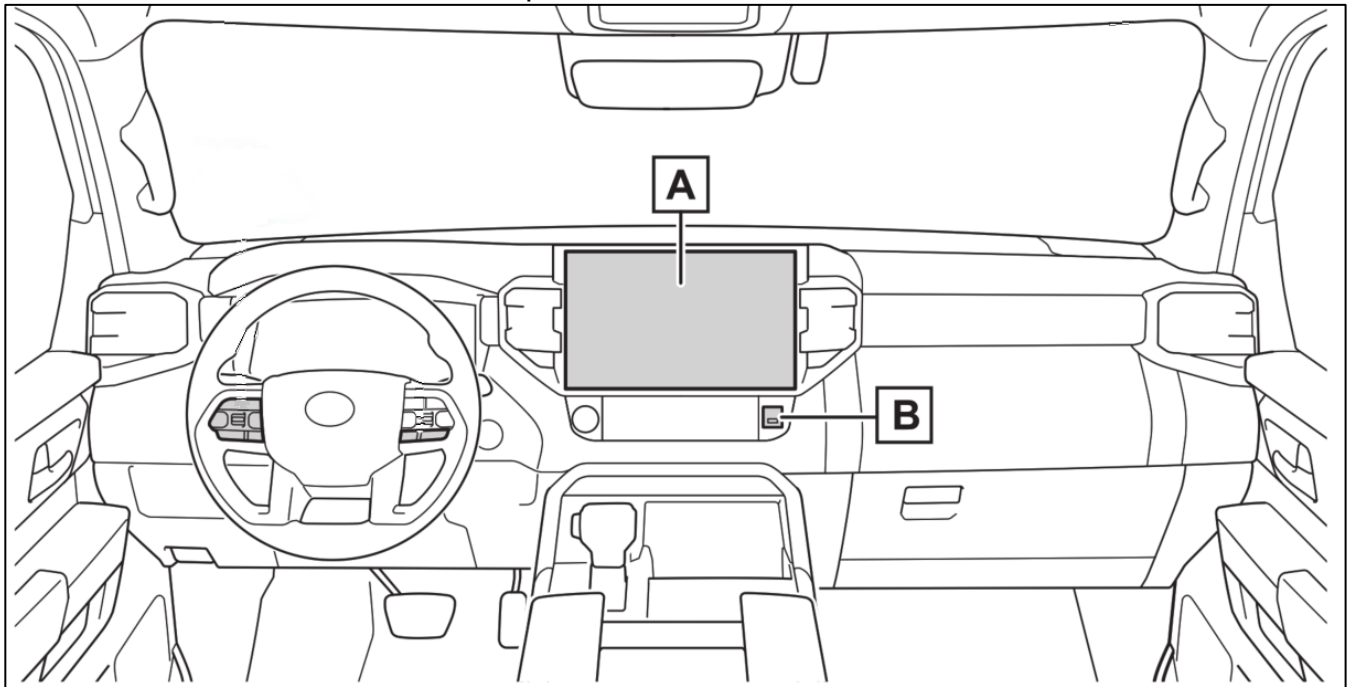
3. PREPARATION

1. TOOLS & EQUIPMENT

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

4. 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

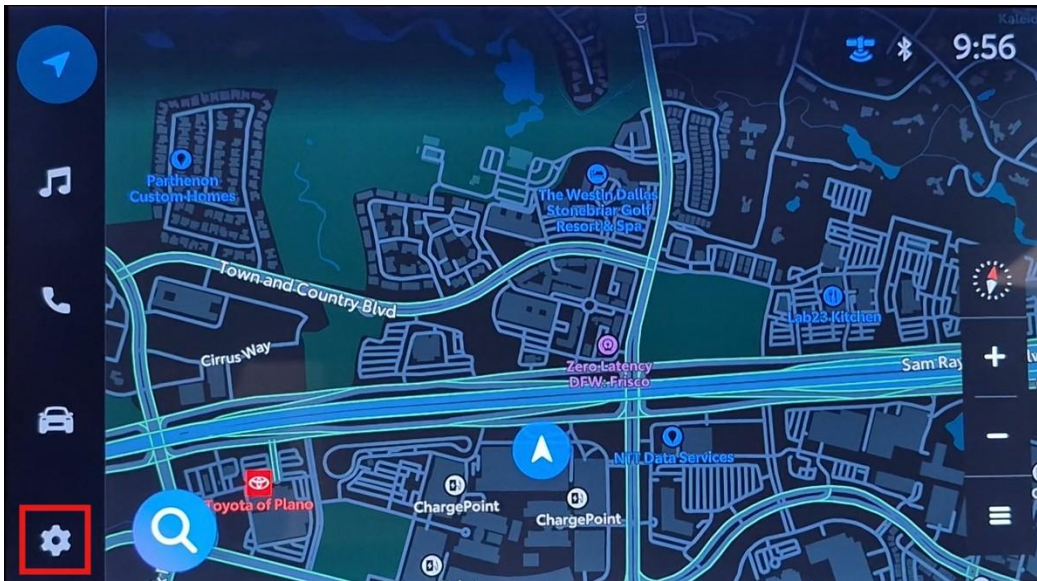
5. SAFETY PRECAUTIONS

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.

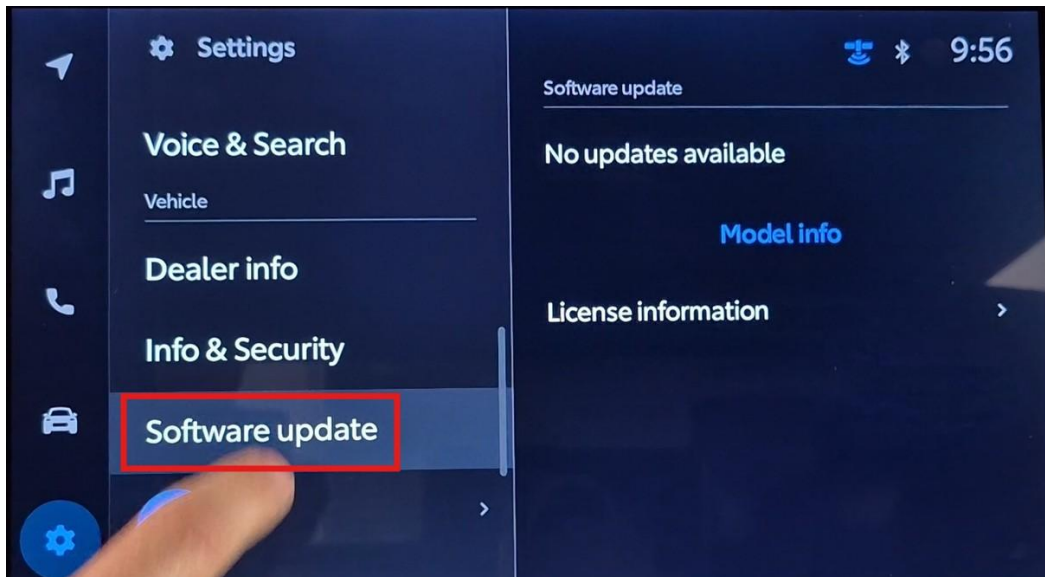
6. WORK PROCEDURE

1. CHECK CURRENT SOFTWARE VERSION

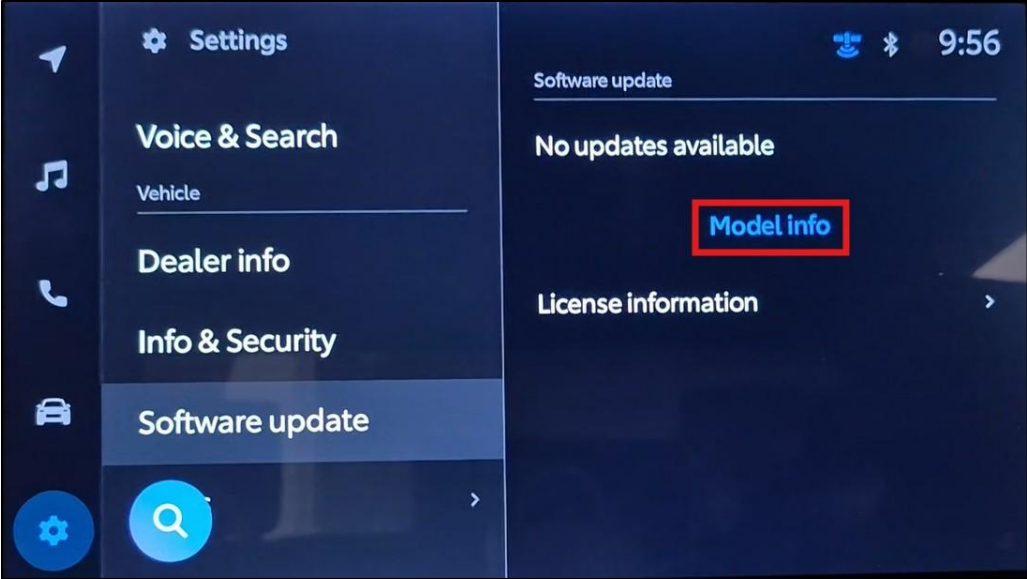
- a) Begin by starting the vehicle as for normal operation.
- b) Tap the gear icon on the menu screen to display the **'Settings'** screen.



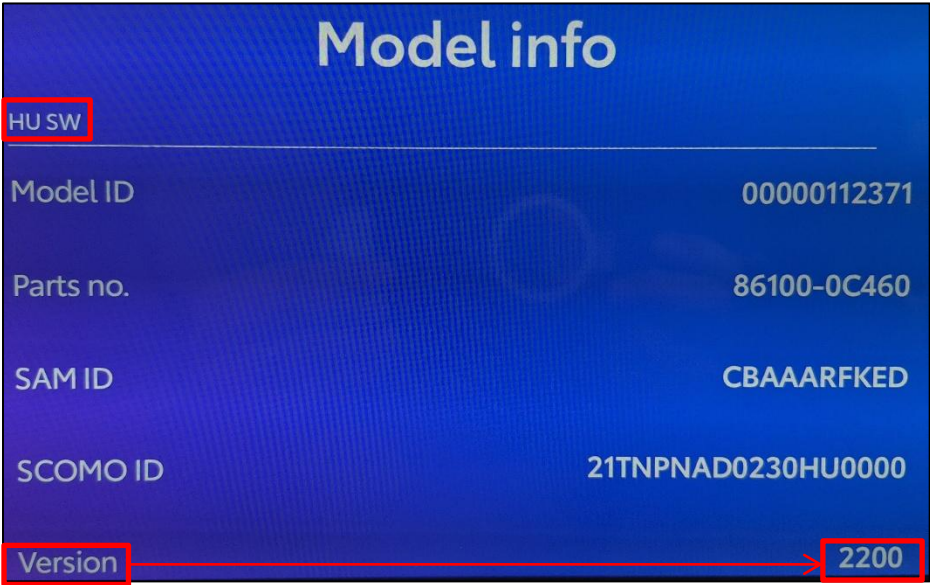
- c) Scroll down to the bottom of the settings screen and select **'Software update'**.



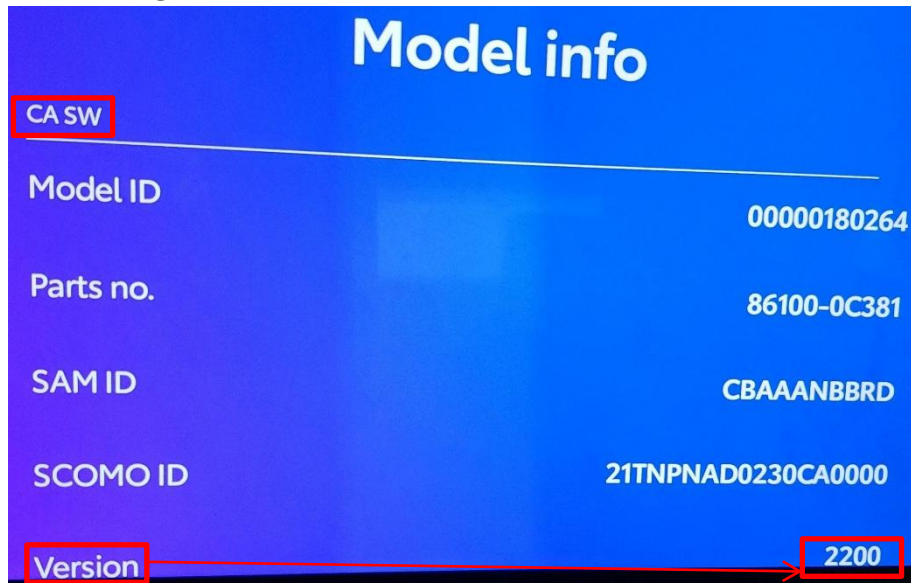
d) Select 'Model info' from the 'Settings' screen to view the software version details.



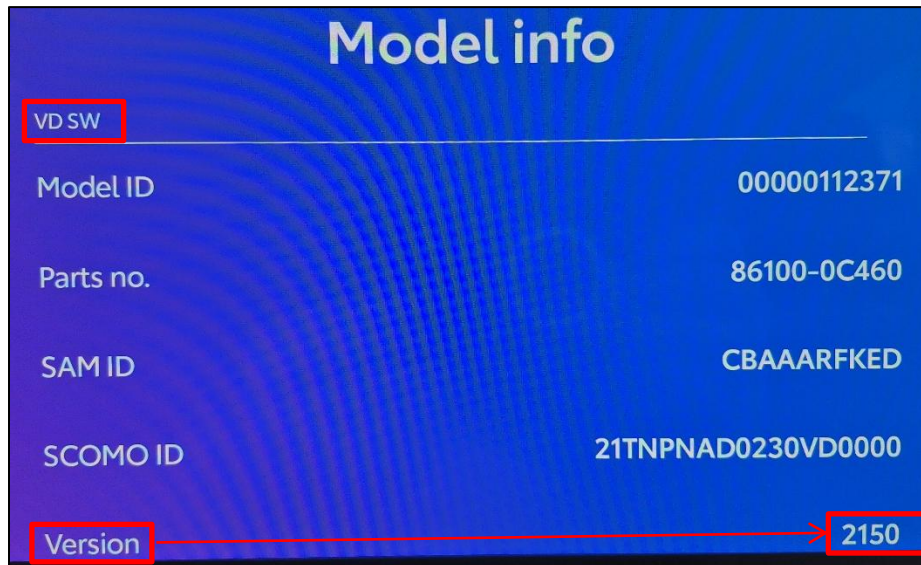
e) Scroll down to 'HU SW' model version.



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

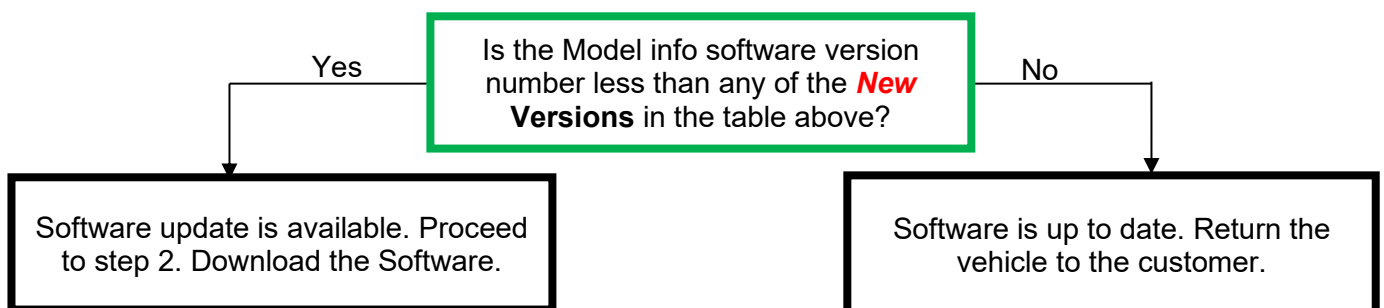


g) Scroll down 'VD SW' model version.



h) Check the table below to confirm whether any of the three software versions (HU, CA, or VD) need to be updated.



Software Versions			
Type	Old Version	New Version	New Software Version Download
HU SW	Less than 2234	2234	rb_update_21TNPAD0230HU0000_02238.zip
CA SW	Less than 2238	2238	
VD SW	Less than 2230	2230	rb_update_21TNPAD0230VD0000_02230.zip



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

Multimedia Software File Download and Warnings:

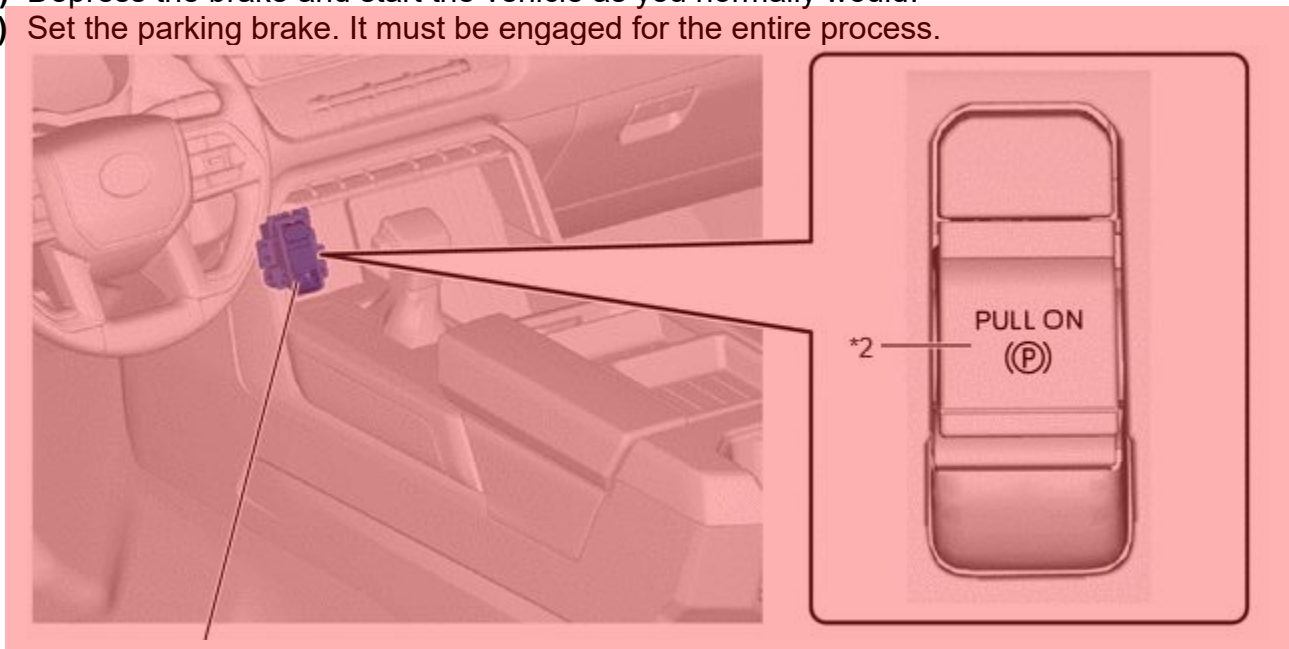
- Once downloaded, **DO NOT** extract the files (unzip). Save files directly to a blank USB flash drive.
- **Ensure** there is no "(1)" or similar suffix on the file due to multiple downloads.
- **DO NOT** rename the file unless it is to remove "(1)" or similar.
- **DO NOT** place multiple files on the 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 8 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 above to the file size of each '.zip' downloaded. If the file size does not match exactly, the file may not have downloaded fully or may be corrupt.
- To prevent damaging the head unit, **DO NOT** put multiple files on the same USB flash drive at the same time.
- 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.

- 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

- 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.**
- Depress the brake and start the vehicle as you normally would.
- Set the parking brake. It must be engaged for the entire process.



4. REPROGRAM THE HEAD UNIT

CAUTION: DO NOT disconnect the USB device until the update process is fully complete. Ensure the vehicle remains running throughout the update. The vehicle is designed with an automatic shutoff feature that turns off the hybrid system if the shift lever remains in Park for an extended period while the system is operating. To prevent the vehicle from shutting down during the update, Toyota recommends lowering the driver's window and using one of the methods below to disable the automatic system shutdown.

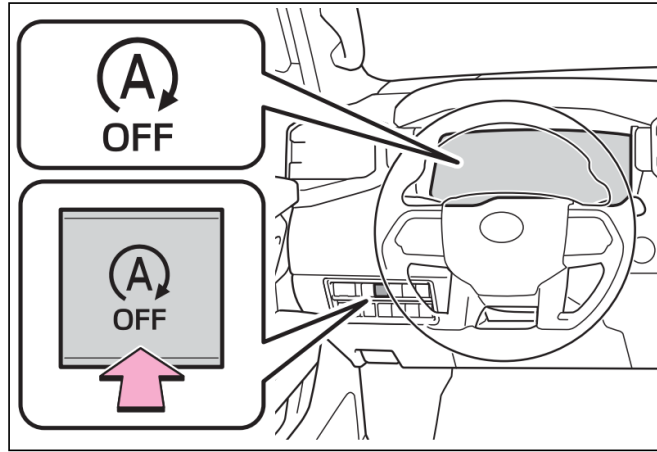
Prevent Auto power-off function:

Hybrids –

- 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.

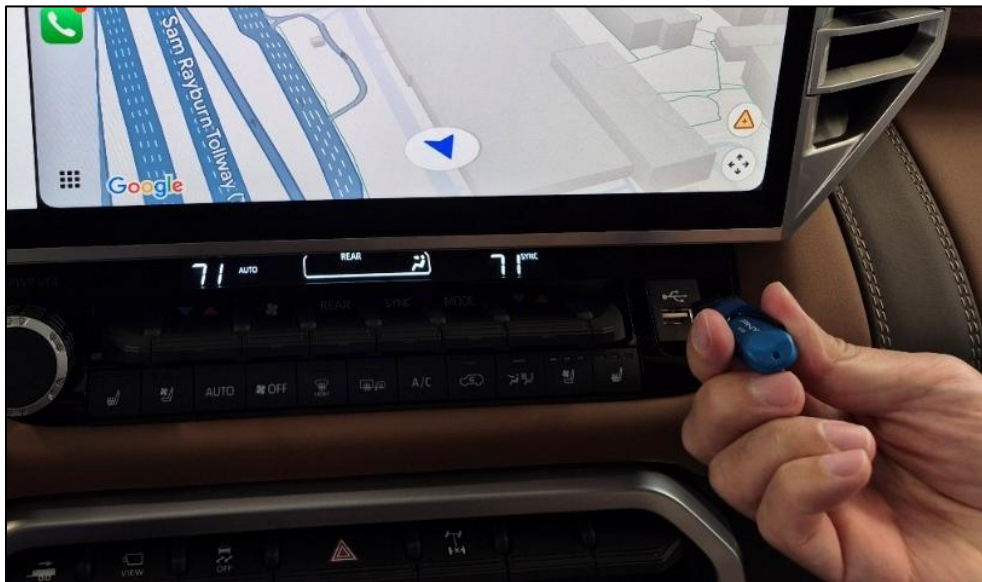
Non-Hybrids –

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



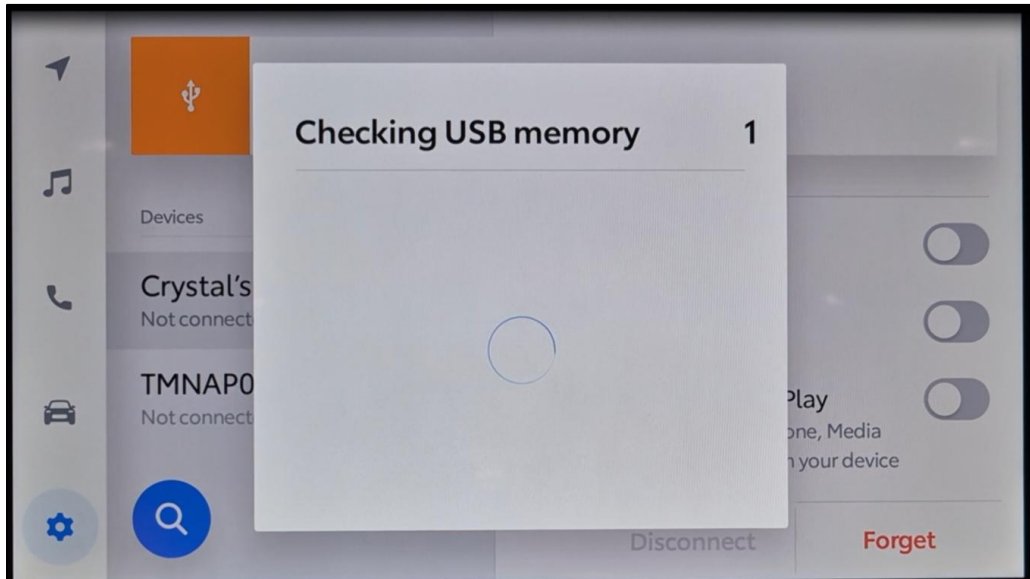
CAUTION: To prevent damaging the head unit, follow these four requirements during the software update:

- **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.
 - **DO NOT** remove the USB memory device until instructed to do so.
- 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.



b) With USB memory device inserted, the '**Checking USB memory**' message in the image below will appear. This message can show for approximately 15 minutes while the system reads and checks the software on the device.

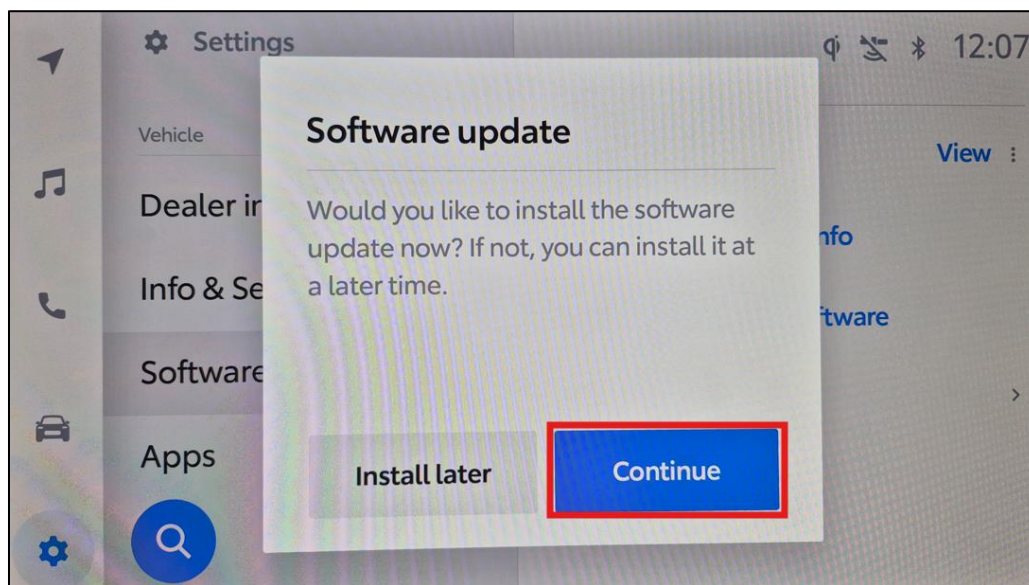
HINT: If the head unit is displaying the blue 'Model info' screen as detailed in Section VI. 1, "WORK PROCEDURE: Check Current Software Version," the vehicle **WILL NOT** detect the USB memory device.

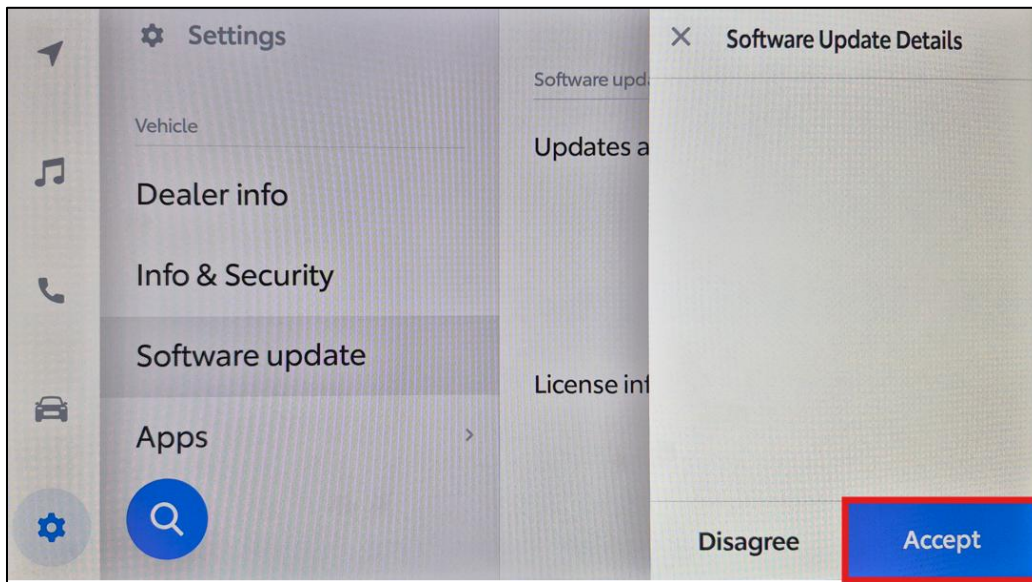


Note: If the '**Checking USB memory**' message does not appear shortly after inserting the USB memory device, there may be an issue with reading the device.

Reference Multimedia Software File Download and warnings listed on Page 8.

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

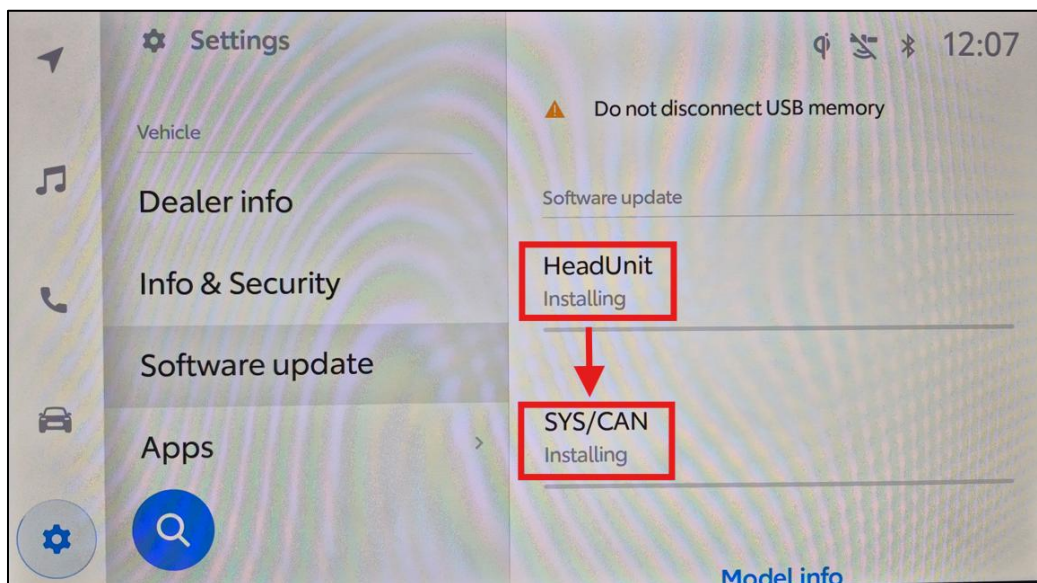




d) When the software update begins, the head unit will display the screen below with an installation status bar indicating the progress of the update. This portion should take approximately 20 minutes.

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 it should move automatically to the SYS/CAN update.



- e) When the software update for 'HU' is complete, a 'Software installation complete' message will be displayed.

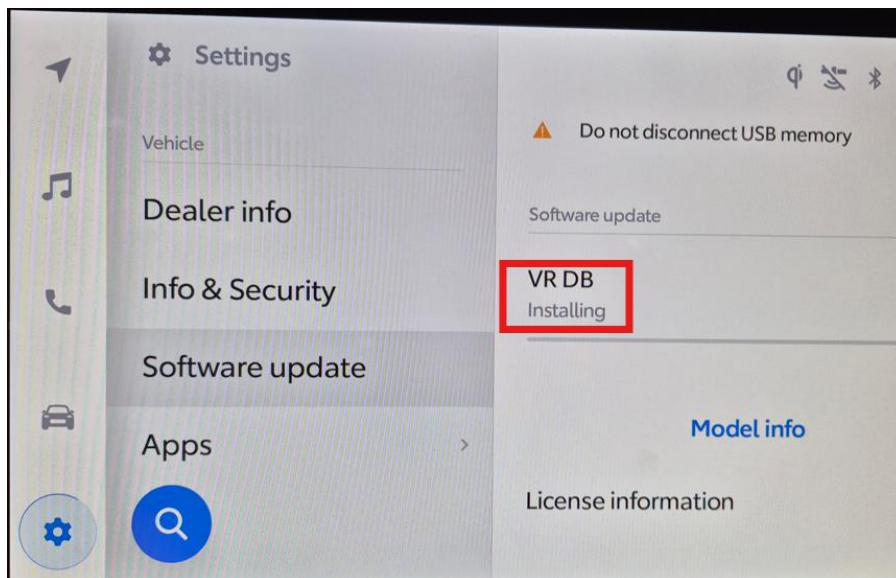


- f) After completing the two-step software update, erase (or use a different/empty) USB memory device and load the 'VD' software '.zip' file as shown.

Name	Size
 rb_update_21TNPAD0230VD0000_02230.zip	800,937 KB

- g) Repeat steps a through e 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.



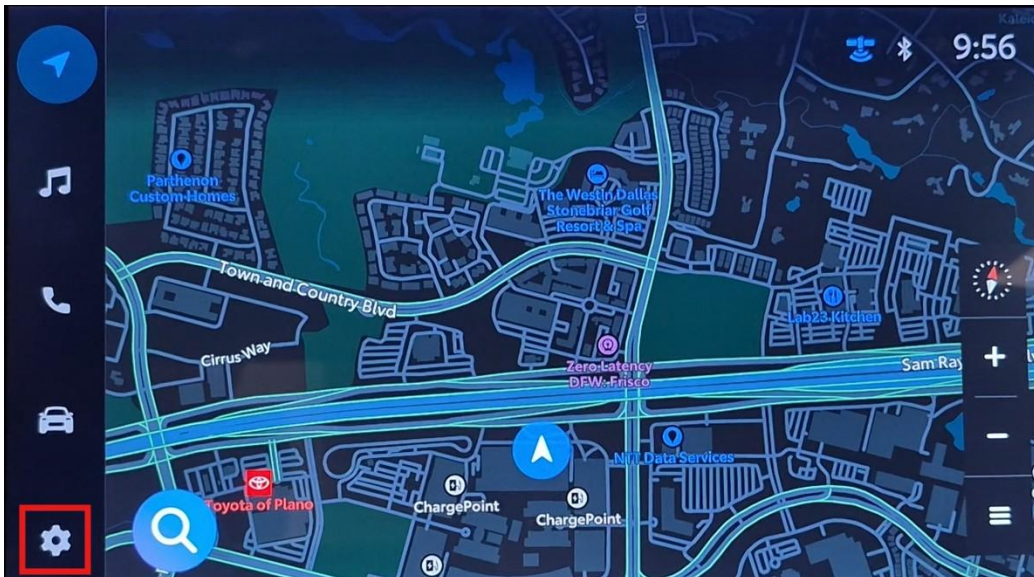
- h) Once the software update has completed installation, a 'Software installation complete' message will show on the screen.



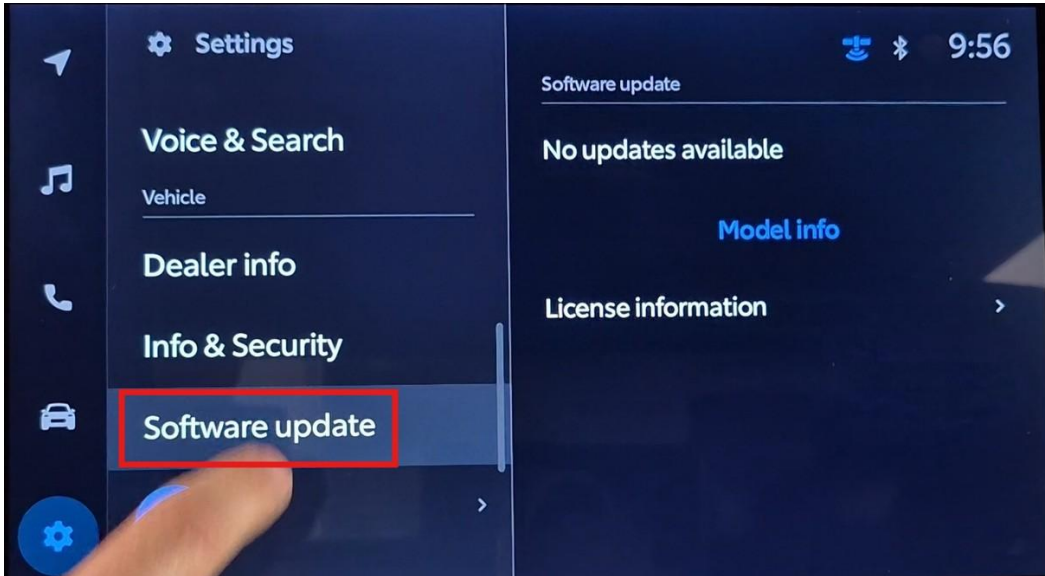
- i) Power cycle the vehicle to complete the software update process.

5. VERIFY THE SOFTWARE UPDATE

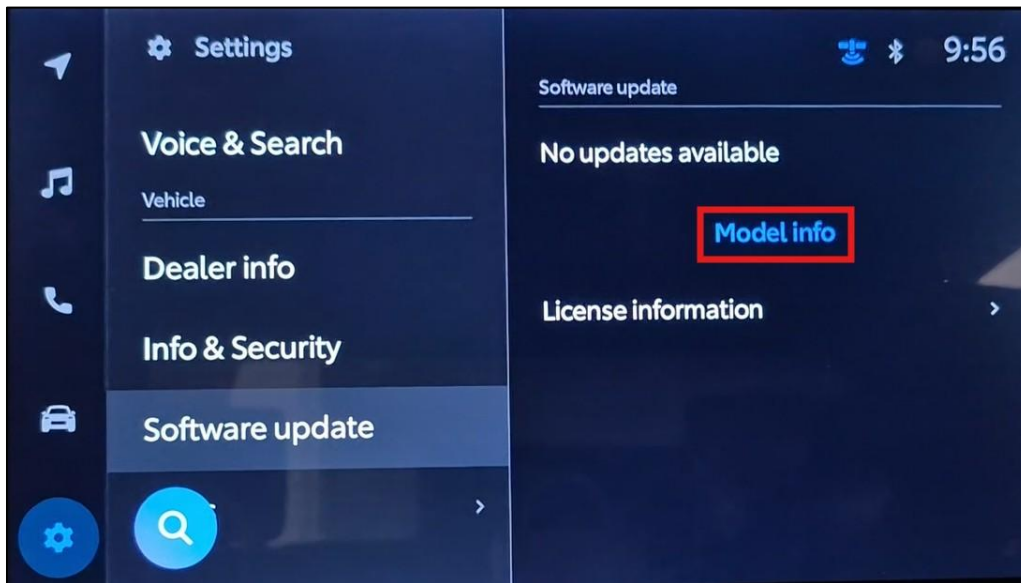
- a) Tap the gear icon on the menu screen to display the 'Settings' screen.



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'.

The screenshot shows a blue background with the title 'Model info' at the top. Below the title, the text 'HU SW' is highlighted with a red box. A horizontal line separates the title from the data. The data is as follows:

Model ID	00000189571
Parts no.	86100-0C381
SAM ID	CBAAARGLIU
SCOMO ID	21TNPAD0230HU0000
Version	2234

The 'Version' field and its value '2234' are both highlighted with red boxes, with a red arrow pointing from the label to the value.

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

The screenshot shows a blue background with the title 'Model info' at the top. Below the title, the text 'CA SW' is highlighted with a red box. A horizontal line separates the title from the data. The data is as follows:

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

The 'Version' field and its value '2238' are both highlighted with red boxes, with a red arrow pointing from the label to the value.

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

The screenshot shows a blue screen titled 'Model info'. At the top left, 'VD SW' is highlighted with a red box. Below this, there are four rows of information: Model ID (00000132977), Parts no. (86100-0C500), SAM ID (CBAAARGQQP), and SCOMO ID (21TNPAD0230VD0000). At the bottom, the 'Version' field is highlighted with a red box, and the value '2230' is also highlighted with a red box. A red arrow points from the 'Version' label to the '2230' value.

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

