

Entune Apps and Data Services Initialization Process

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2013	Avalon, Avalon HV, Land Cruiser, Venza	
2012 – 2013	Camry, Camry HV, Prius, Prius PHV, Prius V, Sequoia, Sienna, Tundra	
2014	Camry, Camry HV	

REVISION NOTICE

August 13, 2013 Rev2:

- **Applicability has been updated to include 2013 – 2014 applicable model year vehicles.**
- **The Repair Procedure has been updated.**

August 24, 2012 Rev1:

- **Applicability has been updated to include 2012 model year Prius PHV and 2013 model year Venza vehicles.**

Any previous printed versions of this bulletin should be discarded.

Introduction

An Initialization Process is required to activate the Entune™ suite of Apps & Data Services on Premium HDD Navigation with Entune™ and Display Navigation with Entune™ head units before they are used for the first time on new vehicles. The Initialization Process may also need to be performed under other circumstances such as following a head unit replacement or after the customer's personal settings are erased. The Initialization process requires between 3 and 15 minutes to complete, depending on the type of head unit, file size, cellular connection speed, and other factors. Following the Initialization Process, individual Entune™ Apps may also be periodically updated via an over the air update system. Updates can come in "Optional" or "Mandatory" form. The update process will take approximately 1 minute for each application requiring an update. Follow the procedure below to perform the Initialization Process or App updates when necessary.

Entune Apps and Data Services Initialization Process

Warranty Information

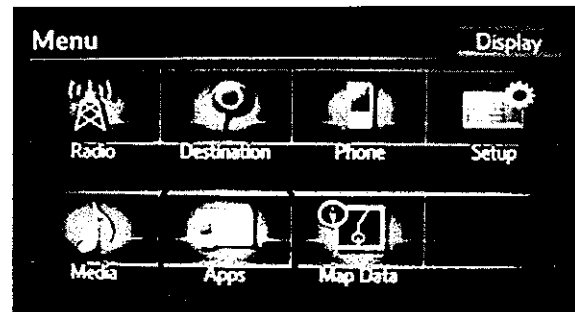
OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	-	-	-	-

Initialization/Update Procedure

NOTE
An Entune™ compatible phone and an active Entune™ account are necessary to perform initialization or updates.

1. Refer to the "Toyota Bluetooth® Compatibility Information" link on the Technical Information System (TIS), under *Diagnostics: Telematics*, to verify phone compatibility.
2. Connect the phone to the vehicle via Bluetooth®. Follow the steps outlined in the "Quick Pairing" instructions on TIS.
3. Open the Entune™ App on the phone and sign in with your dealer Entune™ service troubleshooting license e-mail address and password.
4. On Premium HDD Navigation with Entune™, press the *INFO* button. On Display Navigation with Entune™, press the *MENU* button.
5. Select *Apps*.

Figure 1.



6. A screen indicating "Checking for updates..." will be displayed.

Figure 2.



Entune Apps and Data Services Initialization Process

Initialization/Update Procedure (Continued)

7. The screen will indicate if the App update is required or optional. Press *OK* to proceed with the update. If *NO* update is required, the *Apps* suite screen will appear (Figure 7).

Figure 3.

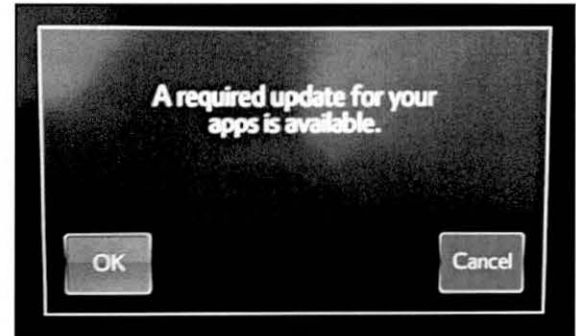
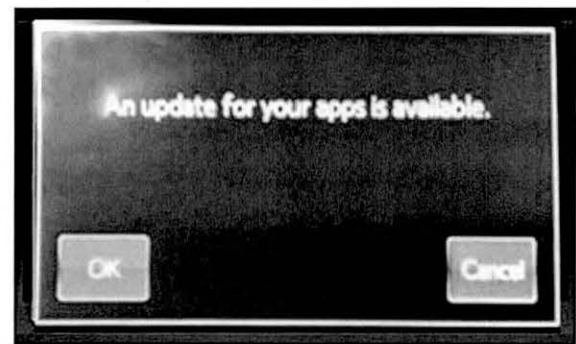


Figure 4.



8. A screen will appear indicating the update is in process.

Figure 5.

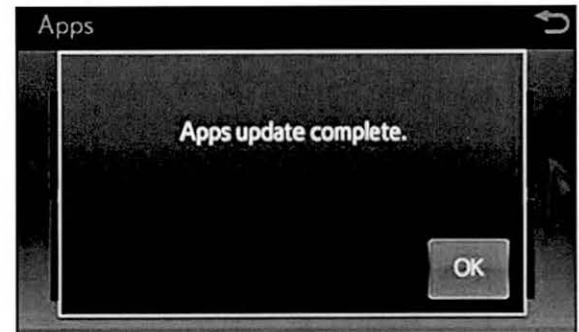


Entune Apps and Data Services Initialization Process

Initialization/Update Procedure (Continued)

9. Select *OK* once the Apps update is complete.

Figure 6.



10. The update is now complete.

Figure 7.



Subject

4WD System Diagnosis

Market

USA

Service Category

Drivetrain

Section

Transfer/4wd/Awd

Applicability

2008 - 2013 Sequoia

APPLICABLE VEHICLES

2008-2013

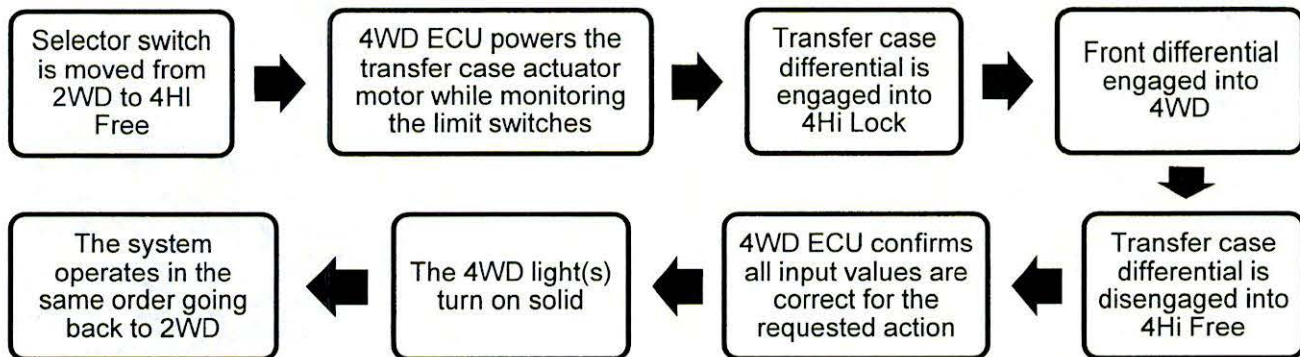
Sequoia

CONDITION

4WD System Inoperative.

RECOMMENDATIONS

Basic System Operation



Note: If the system does not complete the requested action or the actuator limit switches do not match the 4WD ECU desired position, the 4WD light(s) will flash indicating a problem. Additionally if the system is unsure of its position, it may stop operating and not move in or out of its current position.

Before Beginning Diagnosis:

- If the 4WD system is inoperative or has harsh engagement/disengagement while driving but works normally when the wheels are off the ground, it may be caused by a difference in front and rear driveshaft speeds.
Confirm: Tire size differences, uneven wear, or incorrect inflation pressures.
- The vehicle must be stopped and transmission in N or the system will not go into 4LO and beeping will be heard.
- Confirm customer is not attempting to engage 4WD at speeds above 62MPH as operation will be prohibited.
- If the vehicle has a DTC in another system, diagnose that condition first as it may be prohibiting 4WD operation.

Inspection Procedure

1. Print and complete the 4WD System Diagnosis Pre-Call Worksheet on TIS (refer to link on bottom of page 2).
2. Refer to the table on page 2. The columns in the table provide the correct voltage values for each component position. Using the information from the Pre-Call worksheet, compare the voltages in the columns that match the mechanical position and selector switch input of the system.
3. Identify which switch position(s) do not match the mechanical position of the system.
4. Inspect the component and circuit that is not completing the requested action. Example: Transfer case engaged in 4HI, transfer switch voltages correct for 4HI, ADD voltages not correct for 4HI, inspect ADD and related circuits.

Diagnostic Tips:

- If the 4WD light(s) flash in 2WD, make sure the front differential is not staying engaged in 4WD. Rotate the front wheels by hand and if the front driveshaft turns, the front differential is engaged.
- Rotate the rear driveshaft by hand and note which direction the front driveshaft turns. If it turns in the same direction, the center differential is engaged. If it turns in the opposite direction, the center differential is disengaged.

Subject

Market

4WD System Diagnosis

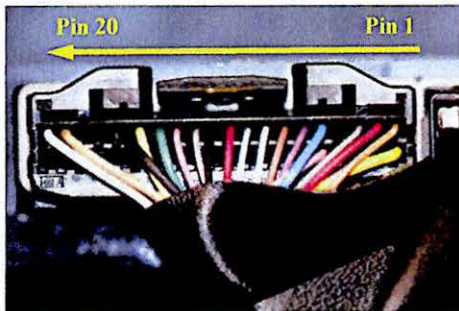
USA

Applicability

2008 - 2013 Sequoia

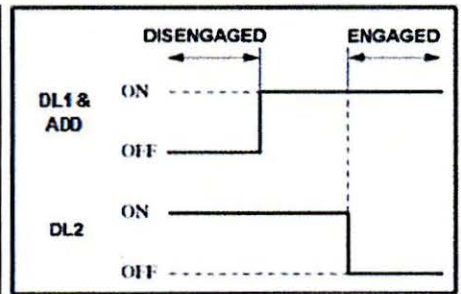
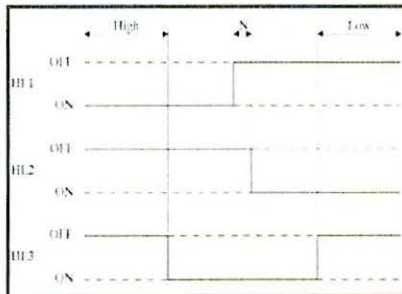
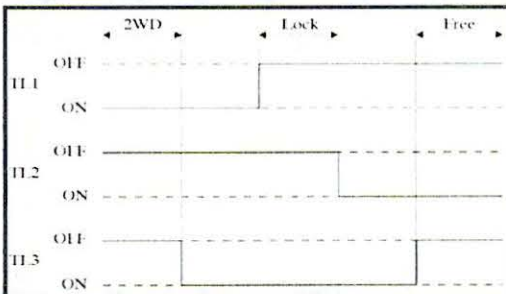
RECOMMENDATIONS

Circuit	Pin #	2WD	4HI	4HI lock	4LO	4LO lock	Circuit Function
HL1	1	0~1V	0~1V	0~1V	10~14V	10~14V	Transfer case actuator HI/LO range limit switches
HL2	2	10~14V	10~14V	10~14V	0~1V	0~1V	
HL3*	3	10~14V	10~14V	10~14V	10~14V	10~14V	
TL1	6	0~1V	10~14V	10~14V	10~14V	10~14V	Transfer case actuator 2WD/4WD & Lock/Free limit switches
TL2	7	10~14V	0~1V	10~14V	0~1V	10~14V	
TL3	8	10~14V	10~14V	0~1V	10~14V	0~1V	
DL1	9	10~14V	0~1V	0~1V	0~1V	0~1V	ADD actuator limit switches
DL2	10	0~1V	10~14V	10~14V	10~14V	10~14V	2WD/4WD switch request input
2-4	11	0~1V	0.5V~0.7V	0.5V~0.7V	10~14V	10~14V	
DL*	12	10~14V	10~14V	10~14V	10~14V	10~14V	Center Differential switch request input
LO	13	10~14V	0.5V~0.7V	0.5V~0.7V	0~1V	0~1V	4LO switch request input
4WD	14	10~14V	10~14V	0~1V	10~14V	0~1V	Center Differential engagement switch
ADD	15	10~14V	0~1V	0~1V	0~1V	0~1V	Front Differential engagement switch
NP*	16	10~14V	10~14V	10~14V	10~14V	10~14V	Transfer N position engagement switch
L4	21	10~14V	10~14V	10~14V	0~1V	0~1V	4LO engagement status output



***Operation Notes:**

- HL3 voltage will drop to less than 1V during High - Low transition.
- DL is a momentary type input switch and will read 0v only when the center differential request switch is depressed.
- NP will read 0v only when the transfer case is in a neutral position.



LINK REFERENCES

1. [4WD System Diagnosis Pre-Call Worksheet](#)
2. [Foreword \(2008 Sequoia\)](#)
3. [JF3A TRANSFER / 4WD / AWD: TOUCH SELECT 2-4 AND HIGH-LOW SYSTEM: PARTS LOCATION \(2011 Sequoia\)](#)
4. [JF3A TRANSFER / 4WD / AWD: TOUCH SELECT 2-4 AND HIGH-LOW SYSTEM: FAIL-SAFE CHART \(2011 Sequoia\)](#)