

Bluetooth and Phone Menu Icons Unavailable

Service Category Audio/Visual/Telematics

Section Cellular Communication

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2013	Land Cruiser	Serial Number Range(s): 000001–014886 WMI(s): JTM

Introduction

Some 2013 model year Land Cruiser vehicles may exhibit a Bluetooth® inoperative condition where Phone and Bluetooth® menu icons are grayed out and cannot be accessed. A navigation firmware update has been developed to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OPF	T1	T2
EL1301	Update Software	0.3	86271-60210	87	74

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Firmware Update USB Drive*	01006-DENSO-13A	1

* Essential SST.

NOTE

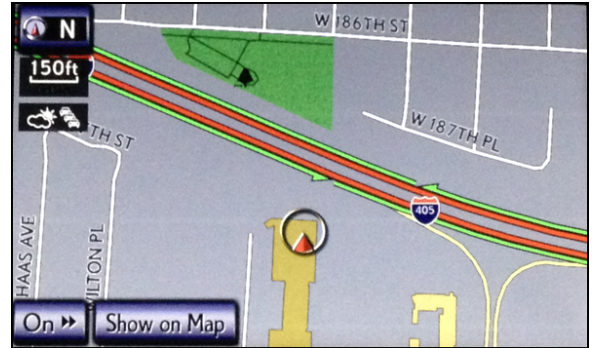
Additional SSTs may be ordered by calling 1-800-933-8335.

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Navigation Application Software Update Procedure

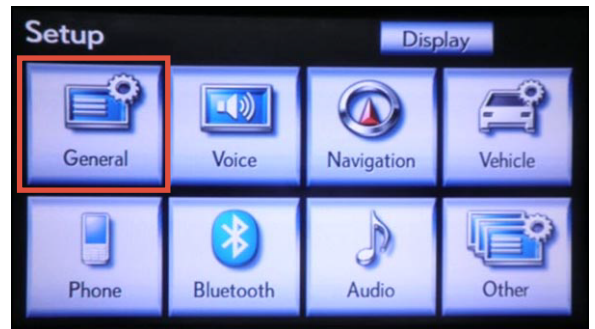
1. Turn ignition to ACC. Map will be displayed.

Figure 1.



- 2. Press "MENU" (only for haptic unit).
- 3. Press "Setup".
- 4. Press "General".

Figure 2.



5. Press the up arrow key one time.

Figure 3.

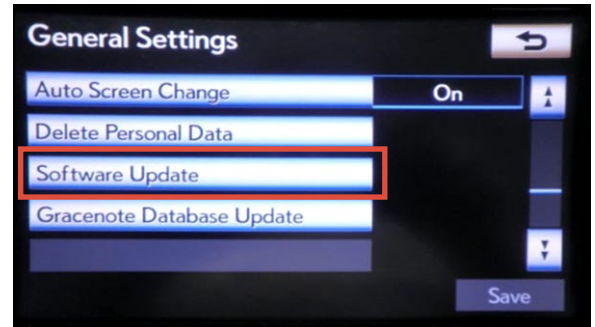


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Navigation Application Software Update Procedure (Continued)

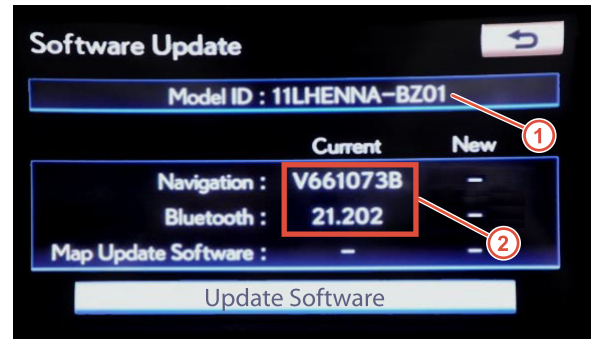
6. Press "Software Update".

Figure 4.



7. Connect USB memory stick for the update.

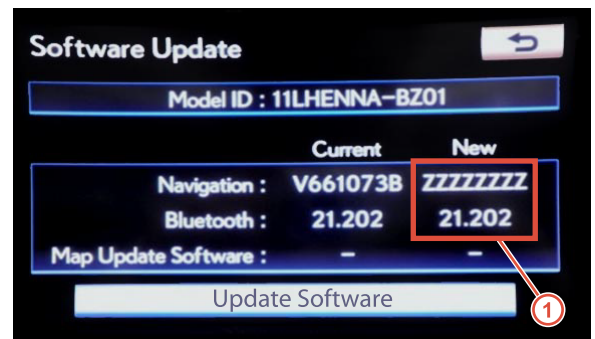
Figure 5.



1	ID Varies According to Vehicle
2	Current Version Is Displayed

8. Press "Update Software".

Figure 6.



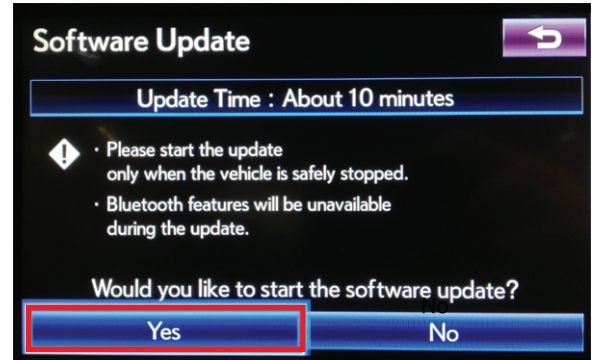
1	Version to Be Updated Is Displayed
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Navigation Application Software Update Procedure (Continued)

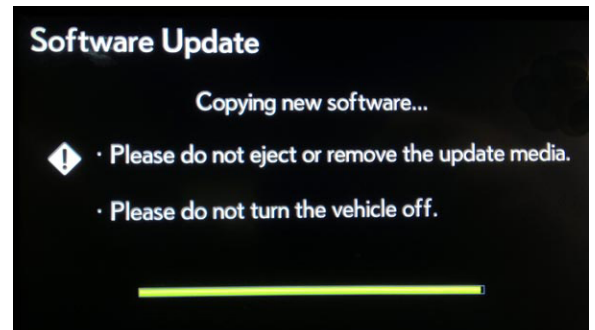
9. Press "Yes".

Figure 7.



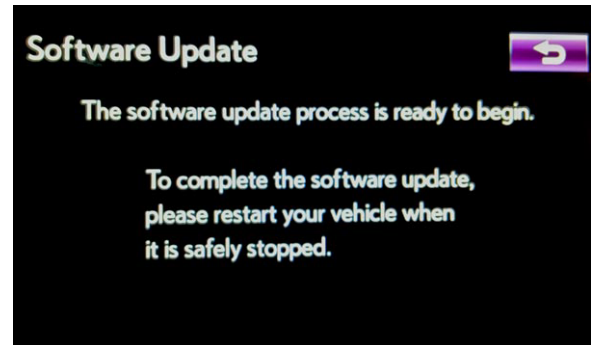
10. Software Update screen will show "Copying new software...". Do NOT turn off the vehicle.

Figure 8.



11. Software Update screen will then show "The software update process is ready to begin". Follow on-screen instructions by turning the ignition OFF then back to ACC.

Figure 9.

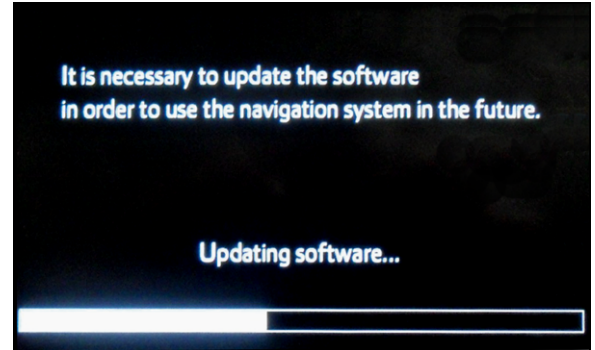


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Navigation Application Software Update Procedure (Continued)

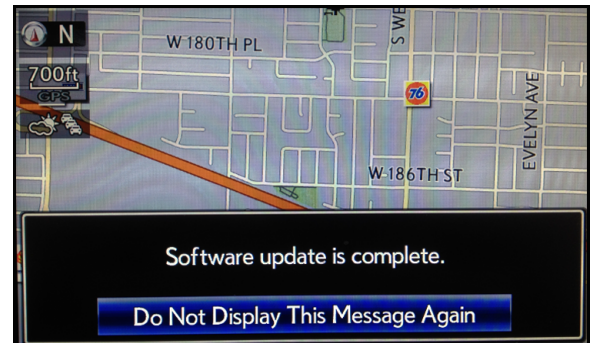
12. Updating should begin. "Updating software..." will appear on-screen.

Figure 10.



13. The map will display once the update is complete. Press "Do Not Display This Message Again".

Figure 11.



14. Remove the USB memory stick from the USB port.
15. Confirm the software version is updated by performing the Software Version Check Procedure.

NOTE
 Make sure USB memory stick is no longer in the vehicle before releasing the vehicle to the customer.