Bluetooth and Phone Menu Icons Unavailable

Service Category	Audio/Visual/Telematics
Section	Cellular Communication

Market USA

Lexus Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2013	GS350, GS450H, LX570, RX350, RX450H	

Introduction

Some 2013 model year Lexus 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	MODEL	OFP	T1	T2
EL1301	Update Software	0.3	GS 350/450h	86271-30680	87	74
			RX 350/450h			
			GS 350/ 450h w/o NAV	86271-30670		
			LX 570	86271-60210		

> **APPLICABLE WARRANTY**
>
> - This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.

Bluetooth and Phone Menu Icons Unavailable

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	DRIVETRAIN	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
GS 350	2WD	Tahara	JTHBE1BL#D5012861
	AWD		JTHCE1BL#D5009769
GS 450h	2WD		JTHBS1BL#D5003418
LX 570	4WD	TAB	JTJHY7AX#D4105222
RX 350	2WD	TMK	JTJZK1BA#D2007088
			JTJZK1BA#D2416514
	AWD		JTJBK1BA#D2024583
			JTJBK1BA#D2454870
	2WD	TMMC	2T2ZK1BA#DC097298
			2T2ZK1BA#DC099282
	AWD		2T2BK1BA#DC172495
			2T2BK1BA#DC175250
RX 450h	2WD	TMK	JTJZB1BA#D2007218
			JTJZB1BA#D2410285
	AWD		JTJBC1BA#D2054513
			JTJBC1BA#D2443002

Required Tools & Equipment

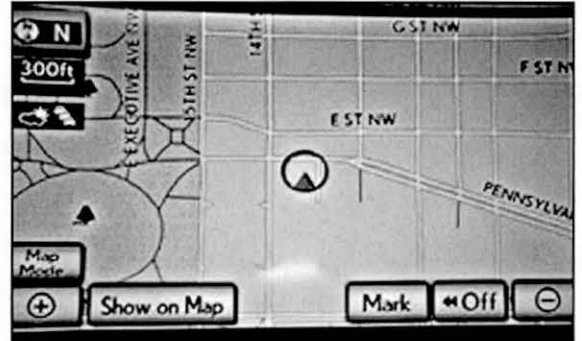| SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Firmware Update USB Drive	02005-DENSO-13A	1

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

Bluetooth and Phone Menu Icons Unavailable

Navigation Application Software Update Procedure

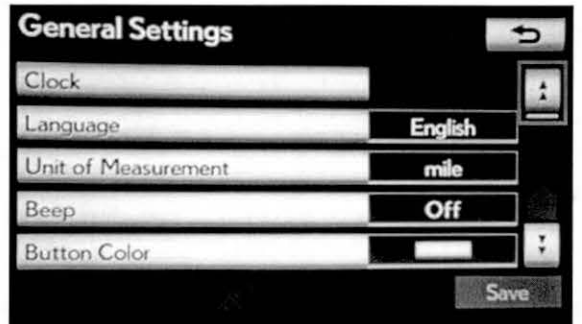1. Turn ignition to ACC. Map will be displayed.

Figure 1.

2. Press *"MENU"* (only for haptic unit).

3. Press *"Setup"*.

4. Press *"General"*.

Figure 2.

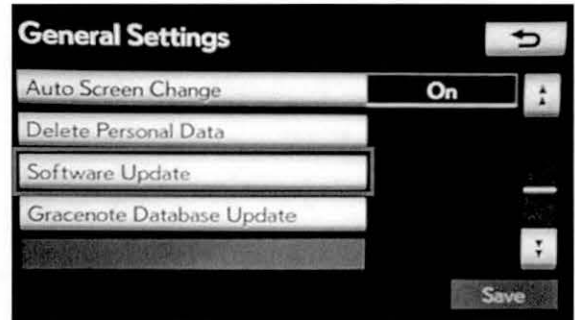5. Press the up arrow key one time.

Figure 3.

Bluetooth and Phone Menu Icons Unavailable

Navigation Application Software Update Procedure (Continued)

6. Press *"Software Update"*.

Figure 4.

General Settings	⤺
Auto Screen Change	On
Delete Personal Data	
Software Update	
Gracenote Database Update	
	Save

7. Connect USB memory stick for the update.

Figure 5.

Model ID : 11LHENNA-BZ01

	Current	New
Navigation :	V6610738	–
Bluetooth :	21.202	–
Map Update Software :	–	–

Update Software

1	ID Varies According to Vehicle
2	Current Version Is Displayed

8. Press *"Update Software"*.

Figure 6.

Software Update   ⤺

Model ID : 11LHENNA-BZ01

	Current	New
Navigation :	V6610738	ZZZZZZZZ
Bluetooth :	21.202	21.202
Map Update Software :	–	–

Update Software

1	Version to be Updated Is Displayed

Bluetooth and Phone Menu Icons Unavailable

Navigation Application Software Update Procedure (Continued)
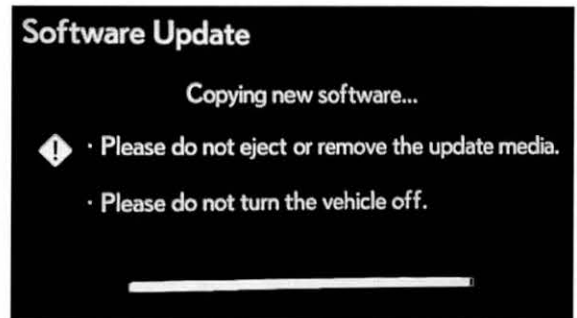
9. Press *"Yes"*.

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.
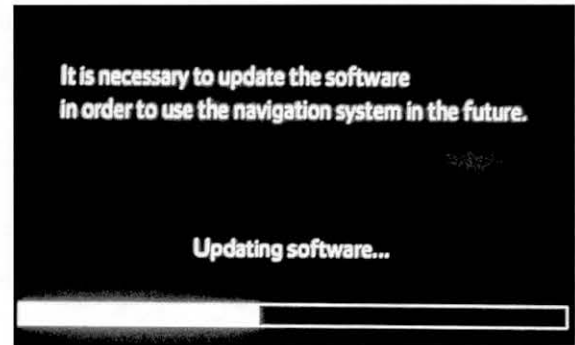
Figure 9.

Bluetooth and Phone Menu Icons Unavailable

Navigation Application Software Update Procedure (Continued)

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

Figure 10.

It is necessary to update the software
in order to use the navigation system in the future.

Updating software...

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

Figure 11.

Software update is complete.

Do Not Display This Message Again

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.**