


Navigation System Firmware Update

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	IS250	Drive Type(s): 2WD, 4WD VDS(s): BF1D2, CF1D2
2014	IS350	Drive Type(s): 2WD, 4WD VDS(s): BE1D2, CE1D2

Introduction

Some 2014 model year IS 250 and IS 350 vehicles equipped with navigation may exhibit one or more of the following conditions:

- Unit reboots at times when using various navigation/Bluetooth® operations.
- Display turns black or white, freezes, flashes, or is slow to respond.
- Intermittently cannot play Pandora® or iHeartRadio, Bluetooth® Audio, DVD, or iPod.
- Bluetooth® functions are inoperative or cannot change to Phone screen.
- Erroneous navigation guidance or operation, or cannot set destinations.
- Cursor is not shown, freezes, turns black, or is slow to respond.
- Incorrect pop-up menus or pop-ups that continue to be shown.
- Blinking button(s) on various audio/Bluetooth® screens.
- Cannot use customized images or other settings.
- Cannot select applications from the HOME screen using the cursor.
- XM Satellite Radio presets not displayed.

A software update is now available to address these conditions.

Navigation System Firmware Update

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
USB Drive Firmware Update-DENSO*	02009-DENSO-13B	1

* Essential SST.

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

Warranty Information

OP CODE	DESCRIPTION	TIME	OFFP	T1	T2
EL1313	Update Software	0.3	86804-53210	87	74

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.

Navigation System Firmware Update

Repair Procedure

1. Confirm the software version.
 - A. Cycle ignition to ACC. The *LEXUS* emblem will be displayed on the navigation screen.
 - B. Wait for the display to switch to the *Caution* screen, and then select *Continue*. The map screen will display.
 - C. Enter the *Service Menu* by cycling the headlight switch ON/OFF 3 times while holding down the MENU button.

Figure 1.



Figure 2.

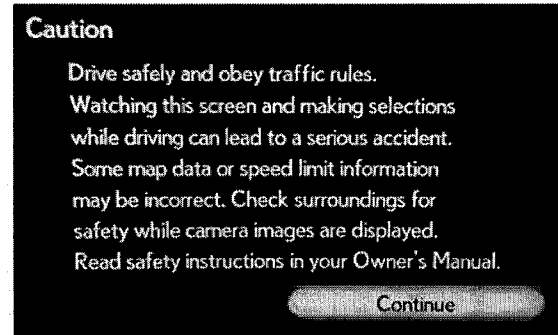
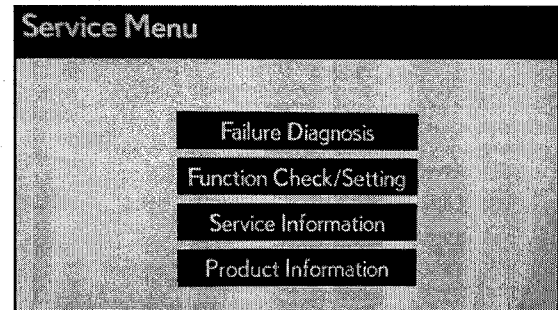


Figure 3.

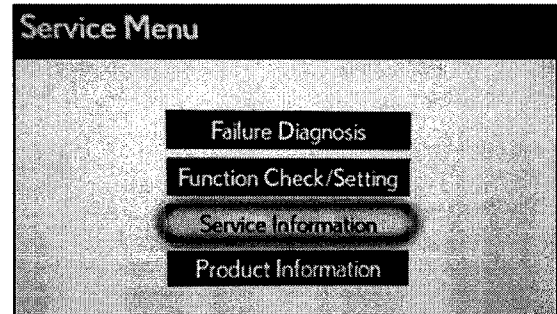


Navigation System Firmware Update

Repair Procedure (Continued)

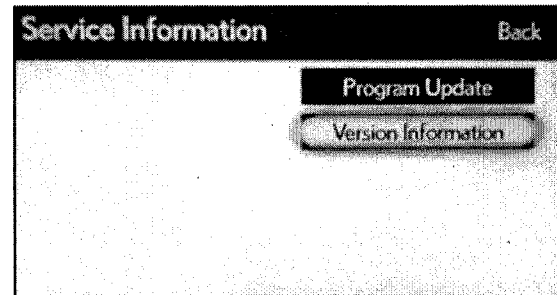
D. Select *Service Information*.

Figure 4.



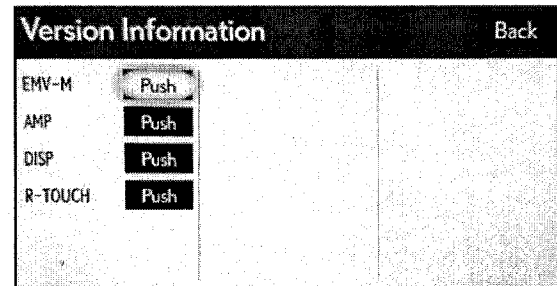
E. Select *Version Information*.

Figure 5.



F. Select *EMV-M*.

Figure 6.



G. Confirm current version is older than new version.

- If the current version is V10A8400 or greater, STOP – this bulletin does NOT apply.
- If the current version is less than V10A8400, proceed to the next step.

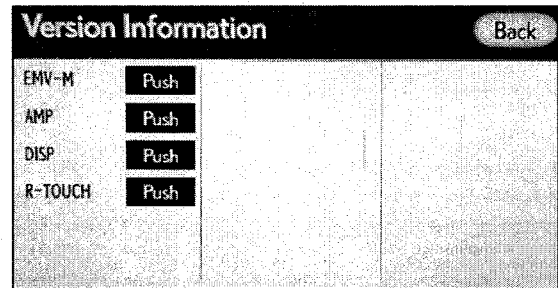
Navigation System Firmware Update

Repair Procedure (Continued)

2. Update software version.

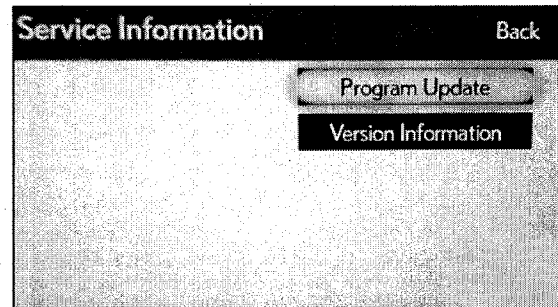
A. Select *Back* twice.

Figure 7.



B. Select *Program Update*.

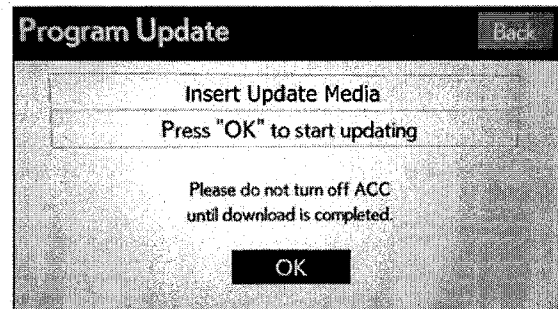
Figure 8.



C. Connect USB Drive SST to the USB port in center console box.

NOTICE
Do NOT attempt to close armrest. Doing so may result in damage to the USB Drive SST or USB port.

Figure 9.

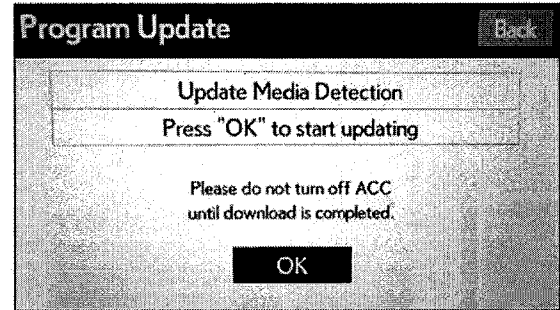


Navigation System Firmware Update

Repair Procedure (Continued)

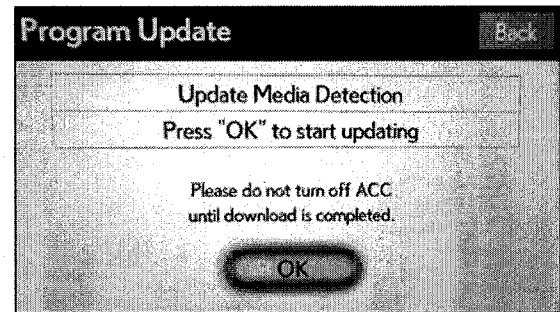
D. Wait for the system to recognize the update media.

Figure 10.



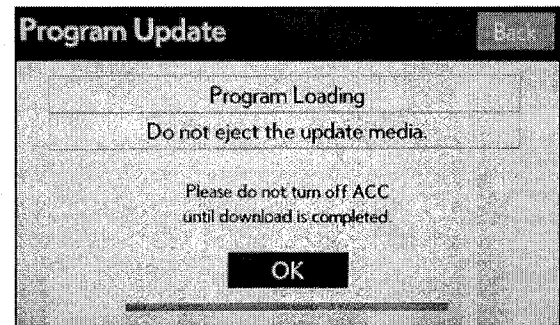
E. Select OK.

Figure 11.



F. Wait for the upload to finish. This should take about 2 – 3 minutes.

Figure 12.

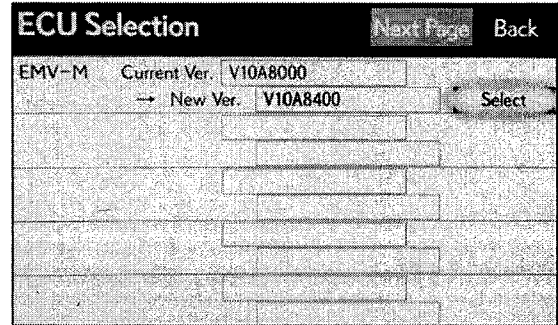


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Repair Procedure (Continued)

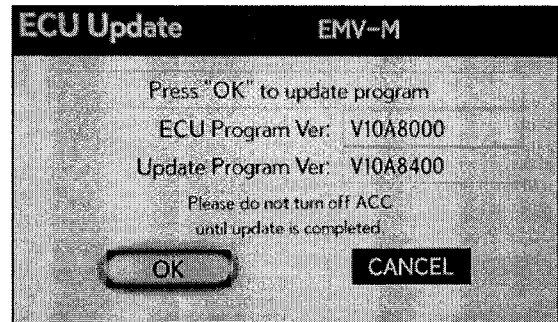
- G. Once the upload finishes, the *ECU Selection* page will be displayed. Choose *Select* next to the new version.

Figure 13.



- H. Select *OK* to confirm update.

Figure 14.



Navigation System Firmware Update

Repair Procedure (Continued)

- I. Wait until update is complete. This should take about 3 – 5 minutes.

Figure 15.

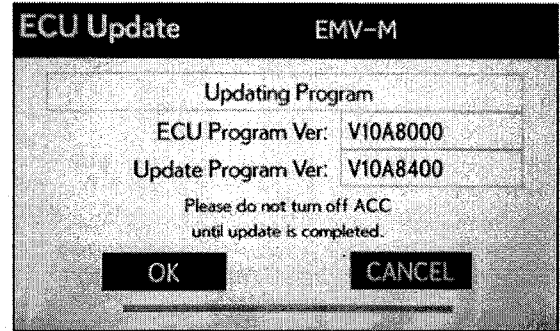


Figure 16.

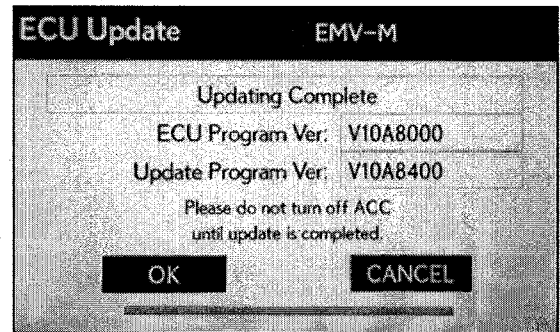
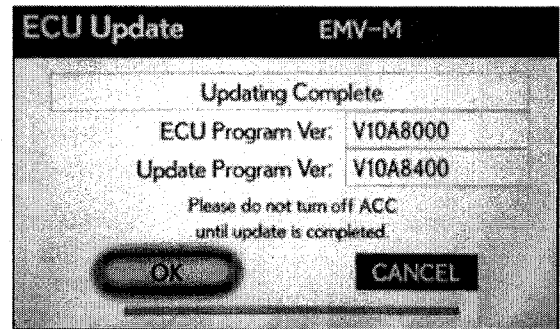


Figure 17.



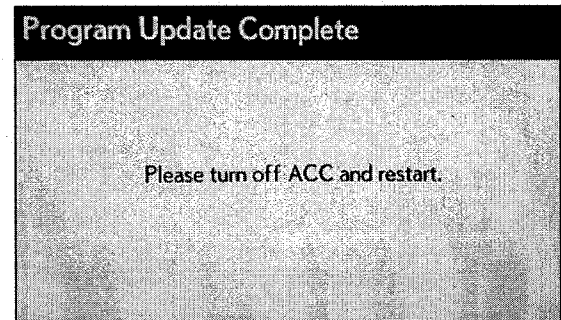
- J. Select OK.

Navigation System Firmware Update

Repair Procedure (Continued)

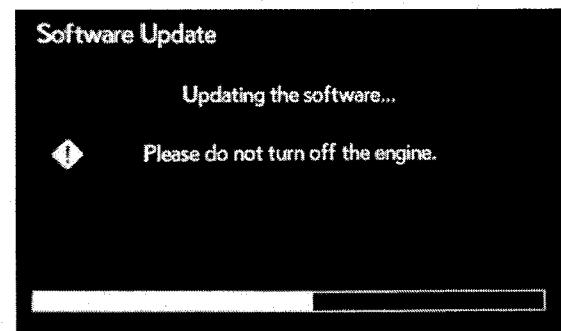
- K. Cycle ignition to the OFF position and remove the USB Drive SST.

Figure 18.



- L. Cycle ignition to ACC and wait for the update to finish.

Figure 19.



- M. Following the update, the system should boot up as usual with the *LEXUS* emblem.

Figure 20.

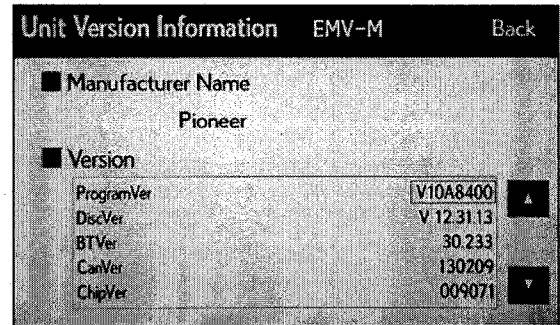


Navigation System Firmware Update

Repair Procedure (Continued)

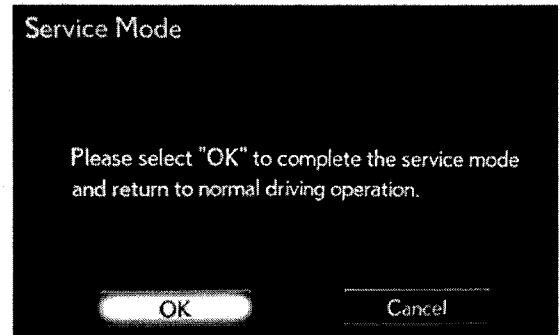
3. Confirm the software version is updated.
 - A. Perform sub-steps B – F of step 1 above to navigate to the *Unit Version Information* screen.
 - B. Confirm Program Version is V10A8400.

Figure 21.



- C. Exit *Service Mode* by cycling ignition OFF or holding down the HOME button for at least 5 seconds.

Figure 22.



NOTE

If the screen shown appears after start-up, following the update, select **OK**.