

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

REVISION NOTICE

June 26, 2014 Rev2:

- The Introduction, Required Tools & Equipment, and Repair Procedure sections have been updated.

October 17, 2013 Rev1:

- The Introduction, Required Tools & Equipment, and Repair Procedure sections have been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2014 model year IS 250 and IS 350 vehicles equipped with navigation (version less than V10A8500) 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

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Introduction (Continued)

- Cannot use customized images or other settings
- Cannot select applications from the HOME screen using the cursor
- XM Satellite Radio presets not displayed
- The audio power off cannot be controlled for approximately 15 seconds after ignition cycle
- Emergency Screen button label errors
- An Enform® application update fails to download
- Map screen becomes gray
- Navigation system resets while tuning XM Radio
- Slow update of HD Traffic Info
- Voice recognition is unavailable due to initialization*

Some 2014 model year IS 250 and IS 350 vehicles equipped with navigation (version less than V10B8710) may exhibit one or more of the following conditions:

- Black screen after ACC ON
- Disconnecting and reconnecting Bluetooth® device
- Manually disabling Bluetooth® from the handset results in inability of the head unit to reconnect to handset

A software update is now available to address these conditions.

* For this condition it is recommended that you also delete personal data before the firmware update.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1313	Update Software	0.3	86804-53210 86804-53220	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.

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Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY	APPLICABLE FILE ON THE USB DRIVE**
USB Drive Navigation Map Update - Denso*	02022-DENSO-14A	1	13LHENNA-AB01_1001.kwi

* Essential SST.

** For information only.

NOTE

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

Repair Procedure

1. Confirm the software version.

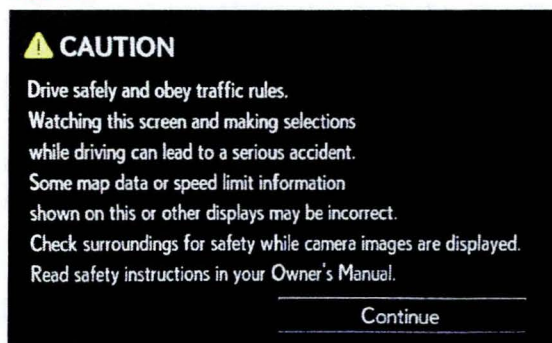
- A. Start the engine. The *LEXUS* emblem will be displayed on the navigation screen.

Figure 1.



- B. Wait for the display to switch to the *Caution* screen, and then select *Continue*. The map screen will display.

Figure 2.



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

NOTICE

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

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Repair Procedure (Continued)

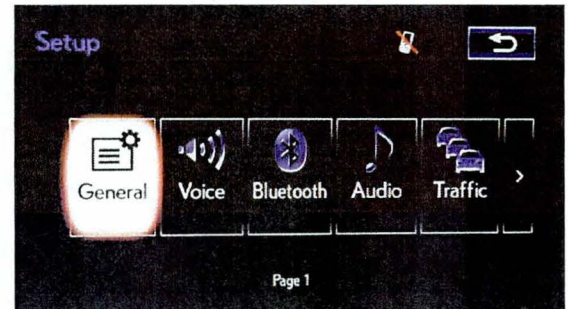
D. From the navigation menu, select *Setup*.

Figure 3.



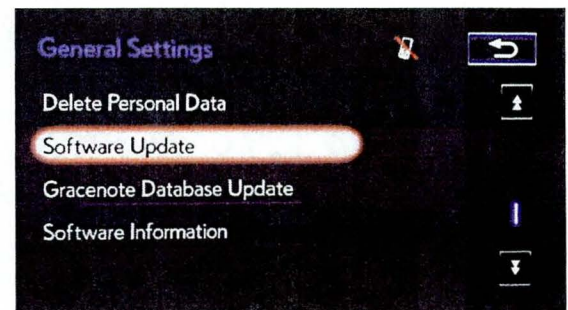
E. Select *General*.

Figure 4.



F. Select *Software Update*.

Figure 5.

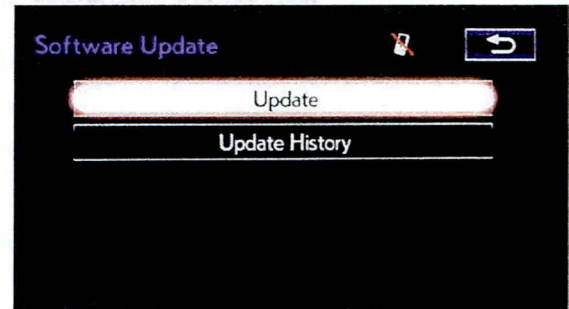


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Repair Procedure (Continued)

G. Select *Update*.

Figure 6.



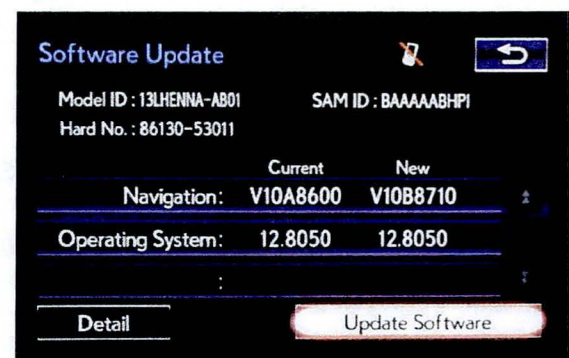
H. Confirm current version is older than new version.

- If the current version is V10B8710 or greater, **STOP** – this bulletin does NOT apply.
- If the current version is less than V10B8710, proceed to the next step.

2. Update software version.

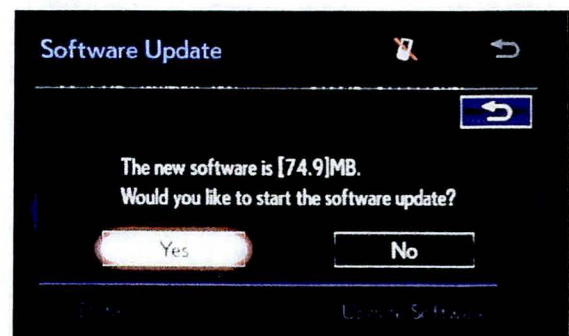
A. Select *Update Software*.

Figure 7.



B. Select *Yes*.

Figure 8.

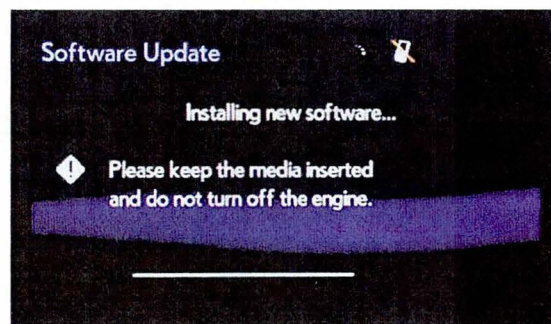


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Repair Procedure (Continued)

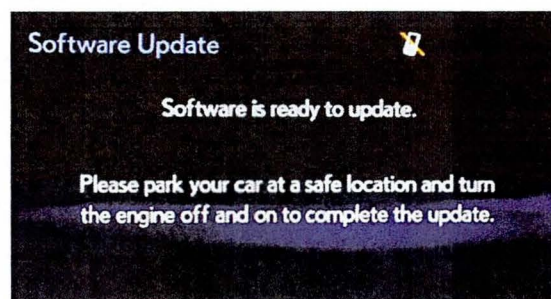
C. Wait for the software to install.

Figure 9.



D. Cycle the ignition OFF and ON to complete the update.

Figure 10.



E. Remove the USB Drive SST.

F. Confirm the current software version has been updated on the *Software Update* screen.

Figure 11.

