TOYOTA
Technical Service Bulletin

Radio Screen Brightness Difference Between Modes

Service Category	Audio/Visual/Telematics		
Section	Navigation/Multi Info Display	**Market**	USA

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2013	RAV4	

Introduction

Some 2013 model year RAV4 vehicles may exhibit a condition where the radio screen brightness varies noticeably between the audio and map/APPs screens, and/or the map/APPs screen is difficult to see. Follow the procedures in this bulletin to update the radio software in order to equalize the screen brightness.

> **NOTE**
>
> **This bulletin ONLY applies to the Display Audio with Extension Box.**

Production Change Information

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

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
RAV4	Toyota Auto Body	JTMBFREV#D5020967
	TMMC	2T3BFREV#DW057087

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1315	Software Update	0.4	86140-42020 86140-0R020 86140-0R040	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.**
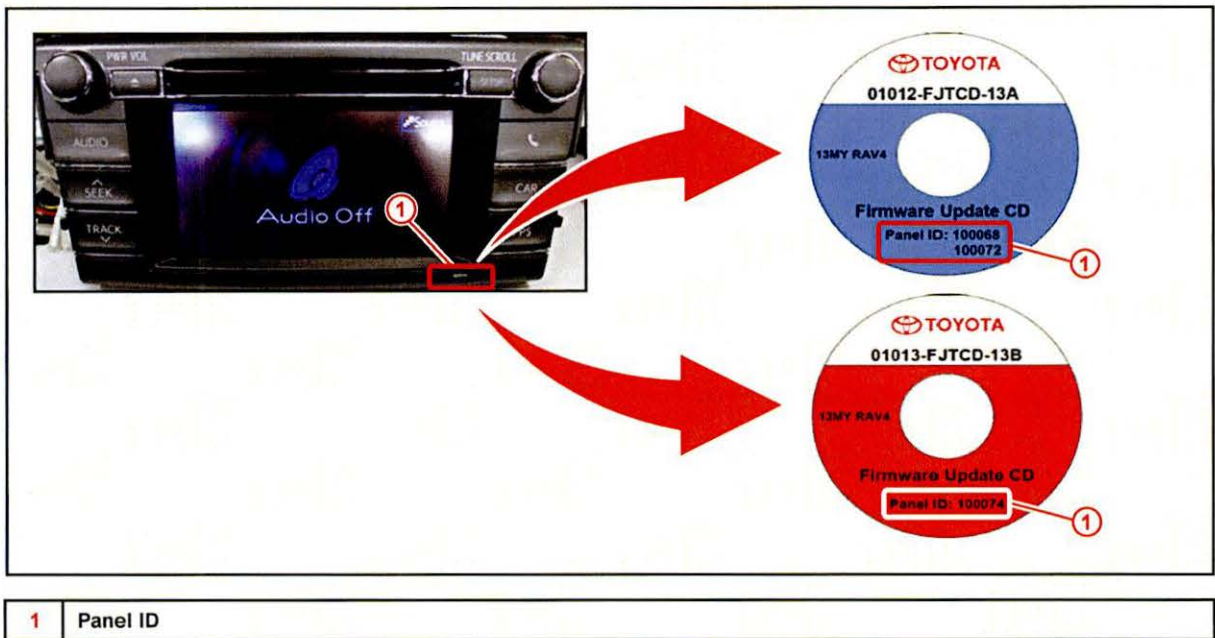
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Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
GR8 Battery Diagnostic Station*	00002-MCGR8	1

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	RADIO ASSEMBLY PART NUMBER	PANEL ID	DISC COLOR
CD Firmware Update - Fujitsu Ten	01012-FJTCD-13A	86140-42020	100068	Blue
		86140-0R020	100072	
	01013-FJTCD-13B	86140-0R040	100074	Red

Figure 1.

1	Panel ID

NOTE

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

* Essential SST.

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Repair Procedure

Software Update

> **NOTE**
> Follow the software update procedure EXACTLY as stated in this bulletin. Any deviation from this procedure may cause the software update to fail.

1. Confirm that the Firmware Update CD and the radio faceplate have the same Panel ID. (See Required Tools & Equipment for more detail.)

2. Start the engine, or install the GR8 Battery Diagnostic Station (or other "back up" power supply) and connect it to the vehicle 12V battery terminals and turn on ACC.

3. Ensure that the audio function is turned OFF and that the screen reads "*Audio Off.*"

   Figure 2.

   > **NOTE**
   > The screen name and image may differ due to the language setting and/or the last mode used in Display Audio.
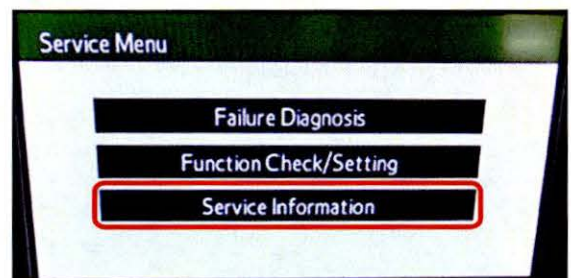
4. Press and hold the *CAR* button.

   Figure 3.

5. While holding the *CAR* button, operate the ILL (light control) switch in the following sequence:
   OFF – ON – OFF – ON – OFF – ON – OFF

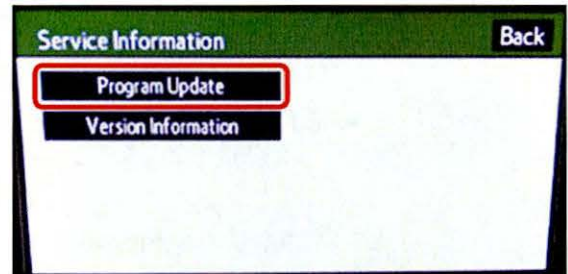6. When the *Service Menu* screen appears, select *Service Information*.

   Figure 4.

   Service Menu
   - Failure Diagnosis
   - Function Check/Setting
   - Service Information

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Repair Procedure

Software Update (Continued)

7. Select *Program Update*.

Figure 5.

> Service Information   Back
> Program Update
> Version Information

8. The *Program Update* screen will appear with the message "*Insert Update Disc.*"

Figure 6.

> Program Update   BACK
> Insert Update Disc
>
> Please do not turn off ACC
> until download is completed.
> OK

9. Insert the disc.

10. Select *OK* once it becomes selectable.

Figure 7.

NOTE
If the *OK* button fails to become selectable after 5 minutes, eject and reinsert the disc. If it still does not work, change the disc to a new one.

> Program Update   BACK
> Update Disc Detection
> Press "OK" to start updating
> Please do not turn off ACC
> until download is completed.
> OK
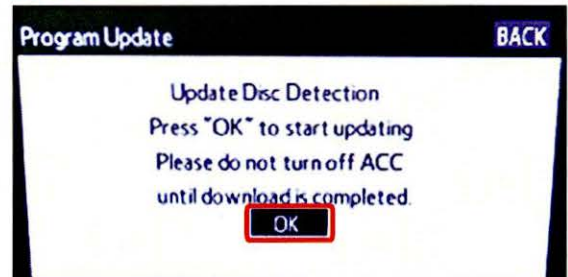
11. The *Program Update* screen will appear with Current Version and New Version fields.

NOTE
New Version is not the actual new software version but the software identification number.

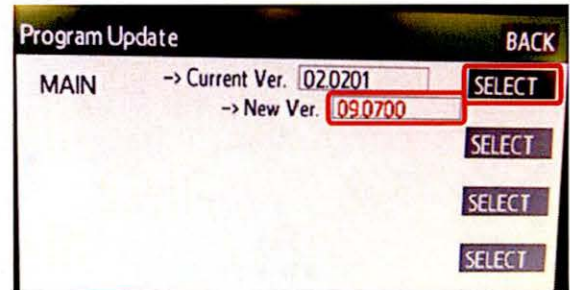## Radio Screen Brightness Difference Between Modes

Repair Procedure

Software Update (Continued)

12. Confirm the New Version number. Select *SELECT*.

- For P/N 86140-0R020 (Panel ID: 100072) or 86140-42020 (Panel ID: 100068), confirm New Version is "09.0700."

Figure 8.

Program Update		BACK
MAIN	-> Current Ver. 02.0201	SELECT
	-> New Ver. 09.0700	
		SELECT
		SELECT
		SELECT

- For P/N 86140-0R040 (Panel ID: 100074), confirm New Version is "09.0702."

Figure 9.

Program Update		BACK
MAIN	-> Current Ver. 03.0200	SELECT
	-> New Ver. 09.0702	
		SELECT
		SELECT
		SELECT
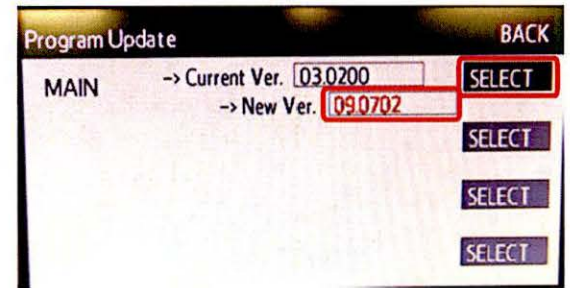
NOTE

If Program Loading Error appears, eject the disc and select *OK*. Then insert disc again and go back to step 10.
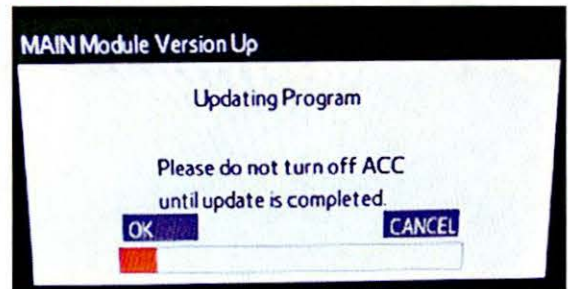
13. Select *OK*.

Figure 10.
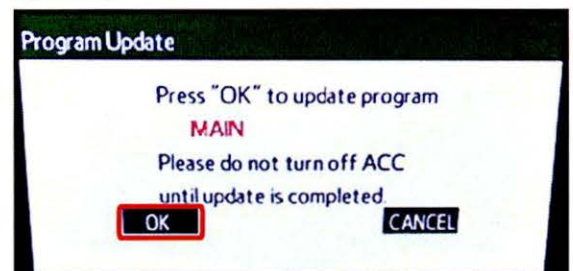
Program Update

Press "OK" to update program
MAIN
Please do not turn off ACC
until update is completed.
OK   CANCEL

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Repair Procedure

Software Update (Continued)

14. The *MAIN Module Version Up* screen will appear.   **Figure 11.**

Figure 11.

15. Ensure that the progress bar moves from left to right as the update proceeds.

> **NOTE**
> - **The update may take about 50 minutes.**
> - **Do NOT attempt to turn off the power during the update or the update will FAIL.**
> - **If the progress bar does not move within 10 minutes, eject the disc and cycle the ignition OFF. Start the procedure over from step 1.**

16. Once the update is complete, the message   **Figure 12.**
    "*Updating Complete*" will appear on the screen.

Figure 12.
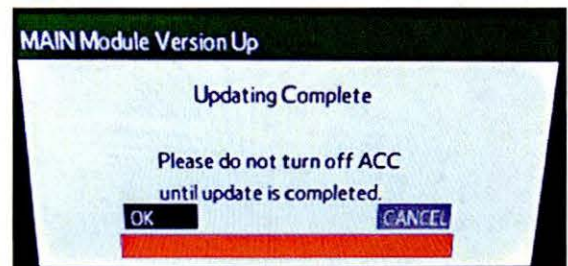
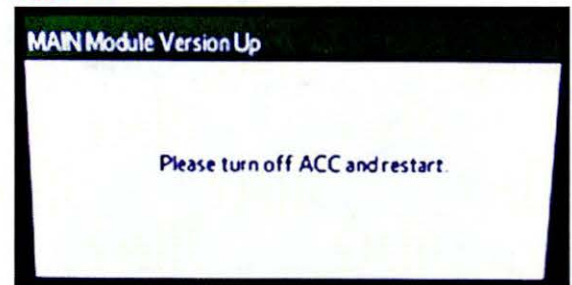17. Select *OK*.   **Figure 13.**
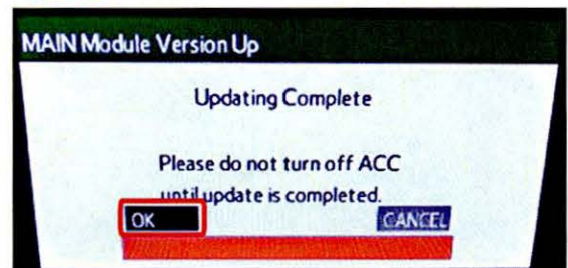
Figure 13.

Radio Screen Brightness Difference Between Modes

Repair Procedure

Software Update (Continued)

18. The message "*Please turn off ACC and restart.*" will appear.

Figure 14.

19. Cycle the ignition switch and ACC OFF and then wait for at least 1 minute before cycling it back on.

> **NOTE**
>
> **Wait for AT LEAST 1 minute after turning the power OFF, or the update may not be effective.**

Software Version Confirmation

1. Perform steps 2 – 6 of the Software Update procedure to re-enter the Service Information Menu.

2. When the *Service Information* screen appears, select *Version Information*.

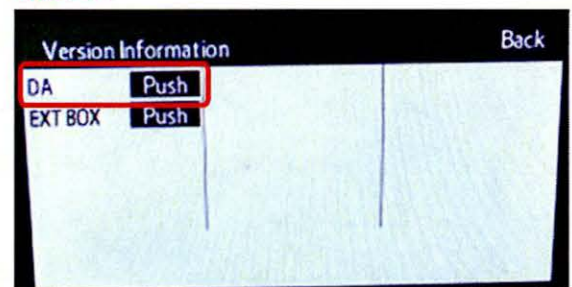> **NOTE**
>
> **Screen brightness equalization occurs once you have entered the Service Information screen.**

Figure 15.
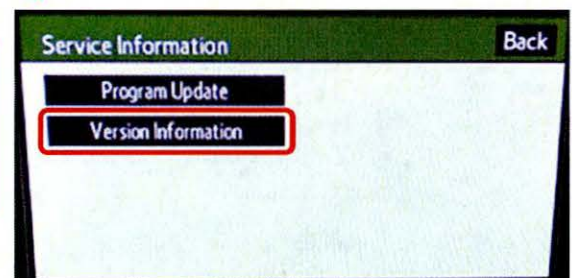
3. When the *Version Information* screen appears, select *Push* for "DA."

Figure 16.

Radio Screen Brightness Difference Between Modes
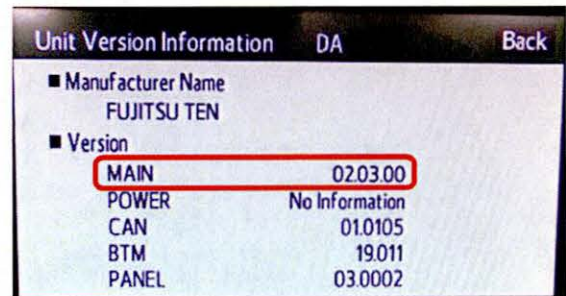
Repair Procedure

Software Version Confirmation (Continued)

4. Confirm the "MAIN" number on the *Unit Version Information DA* screen.
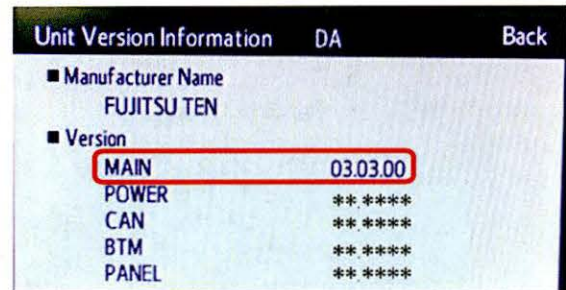
   - For P/N 86140-0R020 (Panel ID: 100072) or 86140-42020 (Panel ID: 100068), confirm "MAIN" number is "02.03.00."

   Figure 17.

   - For P/N 86140-0R040 (Panel ID: 100074), confirm "MAIN" number is "03.03.00."

   Figure 18.

   NOTE

   This version number is NOT the same as the New Version number shown before updating.

5. Wait for 10 seconds before cycling the engine or ACC OFF.

   NOTE

   Wait for AT LEAST 10 seconds before leaving the *Unit Version Information DA* screen, or the update may not be effective.

6. Confirm that the screen brightness on the map/APPs screen has improved.

7. Cycle the engine or ACC OFF.