

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, IS350	

SUPERSESION NOTICE

The information contained in this bulletin supersedes SB No. L-SB-0073-13.

- The entire bulletin has been updated.

Service Bulletin No. L-SB-0073-13 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Introduction

Some 2014 model year IS 250 and IS 350 vehicles equipped with navigation (version less than V10C8741) may exhibit one or more of the following conditions:

- Unit resets to the startup screen at times
- Display screen flashes blue while driving
- Black screen after ACC OFF/ON
- Black screen after changing from reverse screen to map screen
- Reset while creating the play list for USB audio
- The previous cover art image is displayed while a new DISC is being played
- Screen flashing after pressing back button on Favorite POI screen
- Pandora® not available at times

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:

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

Navigation System Firmware Update

Introduction (Continued)

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
- 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*

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
EL1413	Update Software	0.3	86804-53210 86804-53220	87	74

Navigation System Firmware Update

Warranty Information (Continued)

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.

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY	APPLICABLE FILE ON THE USB DRIVE*
USB Drive Firmware Update - Denso*	02028-DENSO-14D	1	13LHENNA-AB01_1050.kwi

* Essential SST.

MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file may also be downloaded directly from this Service Bulletin by clicking on the file name in the table above. The file may be saved directly to a commonly-available blank USB flash drive.

For USB flash drive requirements and download instructions:
Refer to the Technical Information System (TIS): *Diagnostics – Calibrations – Reference Documents* – [“Multimedia Software Download Instructions”](#)

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.

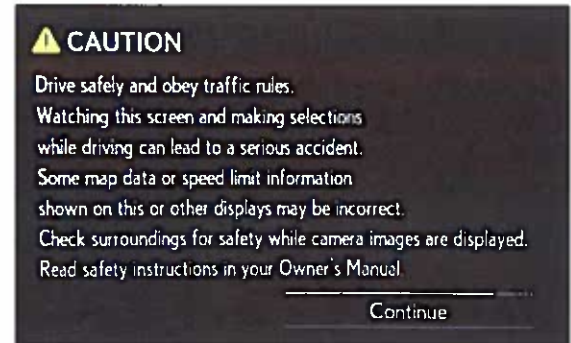


Navigation System Firmware Update

Repair Procedure (Continued)

- 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.

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

Figure 3.



- E. Select *General*.

Figure 4.

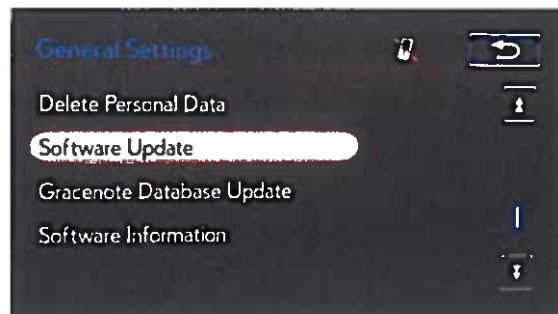


Navigation System Firmware Update

Repair Procedure (Continued)

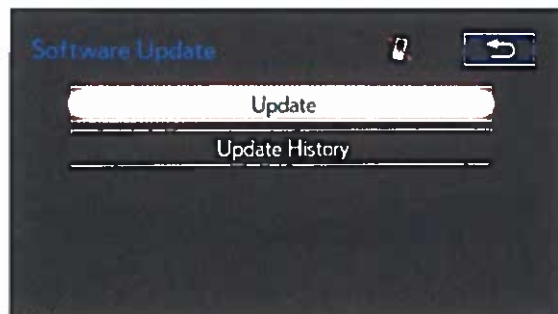
F. Select *Software Update*.

Figure 5.



G. Select *Update*.

Figure 6.



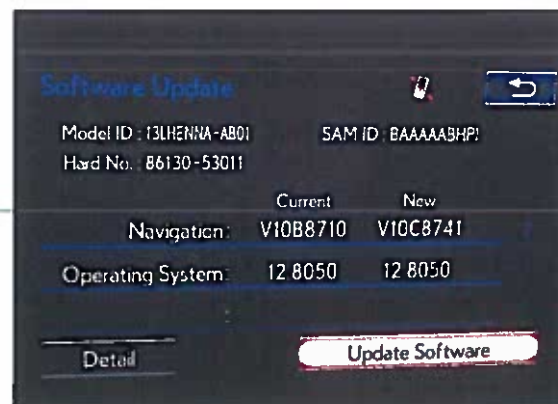
H. Confirm current version is older than new version.

- If the current version is V10C8741 or greater, **STOP** – this bulletin does NOT apply.
- If the current version is less than V10C8741, proceed to the next step.

2. Update software version.

A. Select *Update Software*.

Figure 7.

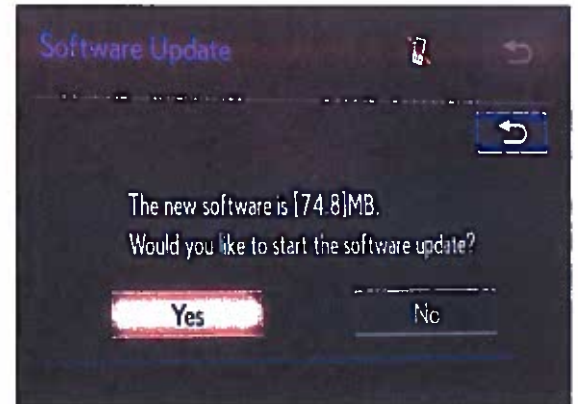


Navigation System Firmware Update

Repair Procedure (Continued)

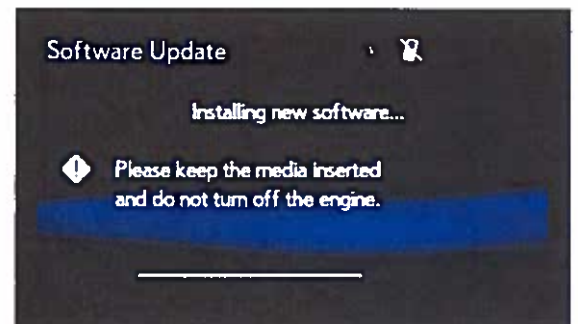
B. Select Yes.

Figure 8.



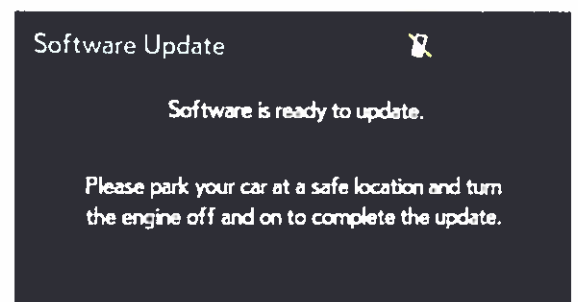
C. Wait for the software to install.

Figure 9.



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

Figure 10.



E. Remove the USB Drive SST.

Navigation System Firmware Update

Repair Procedure (Continued)

- F. Confirm the current software version has been updated on the *Software Update* screen. **Figure 11.**

