

Subject

**Head Unit Does Not Recognize Downloaded
Multimedia Software File**

Market

USA

Service Category

Audio/Visual/Telematics

Section

Outline-Audio/Visual/Telematics

Applicability

2014 CT 200h, GX 460, IS 250, IS 350

APPLICABLE VEHICLES

2014	GX460	2014	IS250
2014	CT200H	2014	IS350

CONDITION

Head unit does not recognize a Multimedia software update file that has been downloaded to a USB flash drive from a Technical Service Bulletin.

RECOMMENDATIONS

The USB flash drive should contain a single file with a ".kwi" file extension at the end. If the file name has a time stamp at the beginning (such as **20141015161453022_13LHENNA-AB01_1050.kwi**) insert the USB flash drive into an open USB slot on a PC. Then navigate to the folder showing the contents of the USB flash drive. Right click on the file name, chose "Rename", then delete the timestamp portion, leaving only the actual file name (such as 13LHENNA-AB01_1050.kwi).

Then connect the USB flash drive to the vehicle's USB port, and execute the update following the Repair Procedure in the applicable Technical Service Bulletin.

LINK REFERENCES

This Tech Tip does not contain any link references