Entune Audio Head Unit Software Update (Pioneer)

Service Category	Audio/Visual/Telematics	
Section	Audio/Video	Market USA

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	4Runner, Camry, Camry HV, Highlander, Highlander HV	

Introduction

Some 2014 model year applicable vehicles equipped with Entune™ Audio Plus (version 0815 for 4Runner, version 0827 for Camry, Camry HV, Highlander, and Highlander HV) may exhibit one or more of the following conditions:

- Radio station preset goes back to default after key cycle when driver setting is used

- Radio screen freezes when a new message is received

Some 2014 model year applicable vehicles equipped with Entune™ Audio (version 0827 for Highlander and Highlander HV only) / Entune™ Audio Plus (version 0829) may exhibit one or more of the following conditions:

- Cannot make a phone call by voice commands from phone book

- Radio shows wrong artist/song name when *RPT* and *Shuffle* are switched from device

- Song stops after the last song when *Repeat Off* is selected from device

- Radio reboots during vehicle customization (Camry, Camry HV, Highlander, Highlander HV)

- Vehicle customization cannot be set (Camry, Camry HV, Highlander, Highlander HV)

Updated system software is now available to address these conditions. Follow the repair procedure in this bulletin to update the software.

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Production Change Information

This bulletin applies to:

- All 2014 model year 4Runner, Highlander, and Highlander HV vehicles equipped with Entune™ Audio and Entune™ Audio Plus systems.

- 2014 model year Camry and Camry HV vehicles equipped with Entune™ Audio Plus systems produced **AFTER** the Production Change Effective VINs shown below.

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
Camry	TMMK	4T1BF1FK#EU352836
		4T1BF1FK#EU772337
		4T1BK1FK#EU025425
		4T1BK1FK#EU543812
	SIA	4T4BF1FK#ER373319
Camry HV	TMMK	4T1BD1FK#EU110949

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFP	T1	T2
EL1408	Software Update	4Runner	0.3	86140-35120 86140-35130	87	74
		Camry Camry HV		86140-06200		
		Highlander Highlander HV		86140-0E041 86140-0E051		

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	HEAD UNIT	APPLICABLE FILE ON THE USB DRIVE**
USB Drive Firmware Update - Pioneer*	01026-PIONR-14A	1	Entune™ Audio	13TBDANA-EA01_0002.kwi
			Entune™ Audio Plus	13TDDANA-EA01_0002.kwi

* Essential SST.
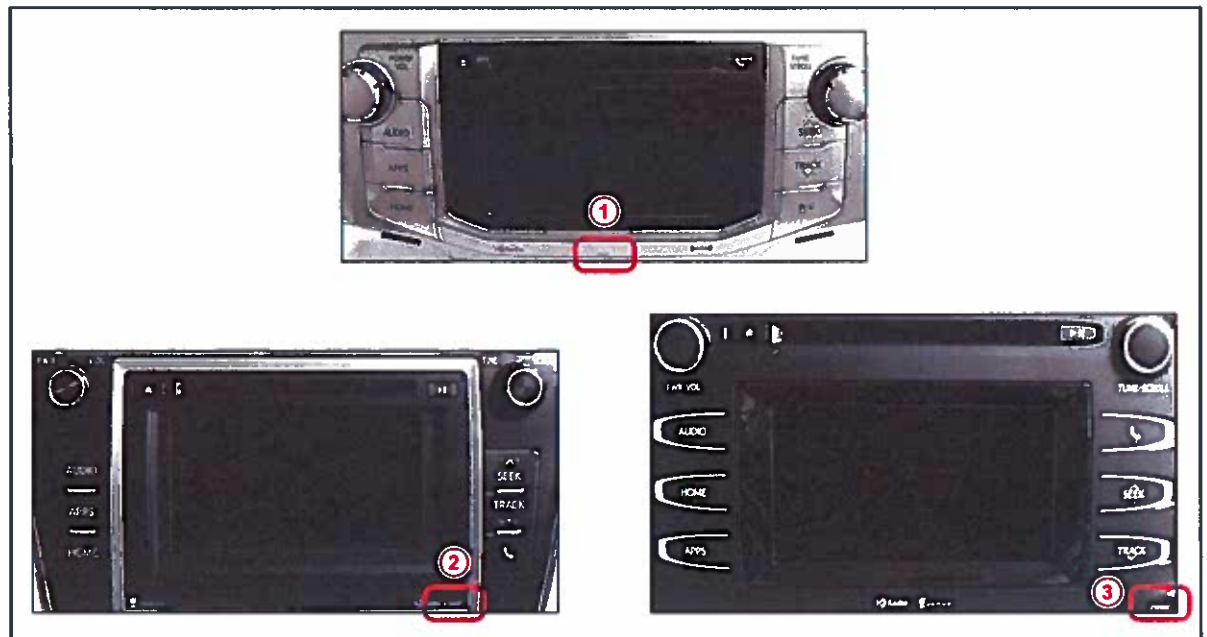** For information only.

NOTE

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

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Software Update

1. Confirm the audio system type by checking the Panel ID printed on the bottom-right or bottom-center of the head unit faceplate.

Figure 1. Panel ID Location

1	4Runner		3	Highlander / Highlander HV
2	Camry / Camry HV			

MODEL	PANEL ID
4Runner	P10544 P10545
Camry	P10507
Camry HV	
Highlander	P10430 P10431
Highlander HV	

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Software Update (Continued)

2. Start the engine.

3. Insert the USB Drive SST into the vehicle USB port.

4. Go to the *Setup* screen.

A. For Entune™ Audio:

Press the *SETUP* button on the left of the panel.

Figure 2. Highlander, Highlander HV

B. For Entune™ Audio Plus:

(1) Press the *APPS* button on the panel.

Figure 3. 4Runner

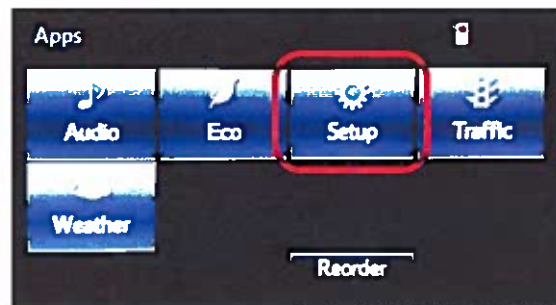**Figure 4. Camry, Camry HV, Highlander, Highlander HV**

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Software Update (Continued)

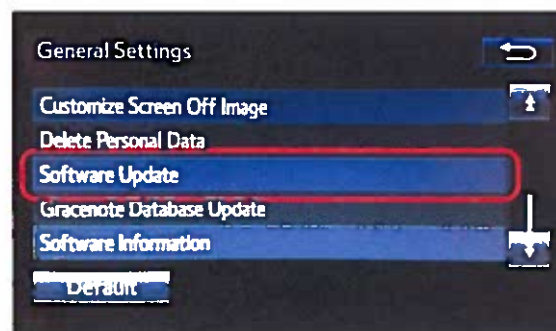(2) Select *Setup* on the *Apps* screen.

Figure 5.

5. Select *General* on the *Setup* screen.

Figure 6.

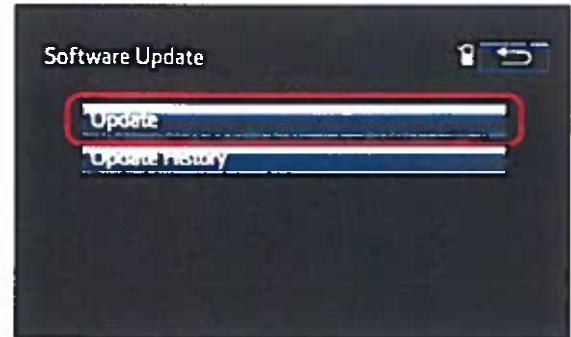6. Select *Software Update* from the list on the *General Settings* screen.

> **HINT**
> **Scroll down the list until *Software Update* is displayed.**

Figure 7.

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Software Update (Continued)

7. Select *Update* on the *Software Update* screen.

Figure 8.

> **NOTE**
>
> If software has been detected properly, a *"New software was found."* pop-up will be displayed.

Figure 9.

There are no files available for playback.
Please add compatible files to your USB device.

Hard No.: 86140-0E050

New software was found.
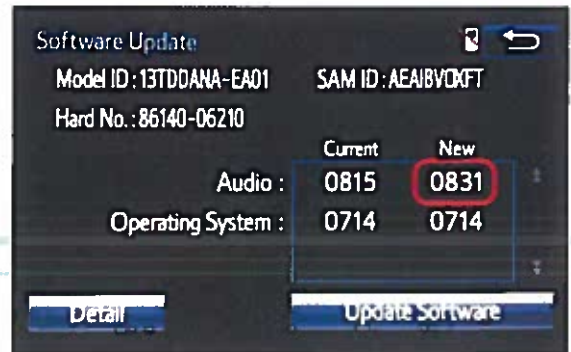
Operating System : 0714   0714

8. Verify that the new software is up-to-date on the *Software Update* screen.

Table 1. Software Version Information

TYPE	4RUNNER		CAMRY, CAMRY HV, HIGHLANDER, HIGHLANDER HV	
	CURRENT	NEW	CURRENT	NEW
Audio	0815 0829	0831	0827 0829	0831
Operating System	0714	0714	0714	0714

Figure 10.

Software Update

Model ID: 13TDDANA-EA01   SAM ID: AEAIBVCXFT
Hard No.: 86140-06210

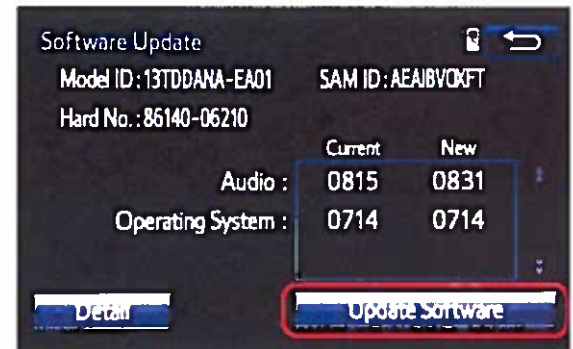|	Current	New
Audio :	0815	0831
Operating System :	0714	0714

Entune Audio Head Unit Software Update (Pioneer)
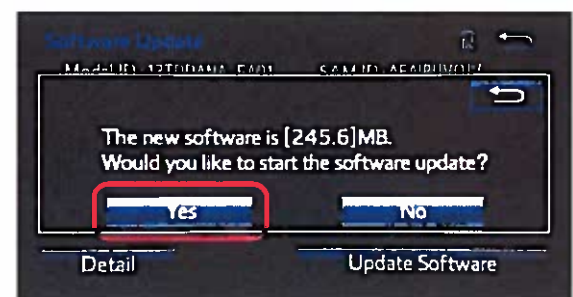
Software Update (Continued)

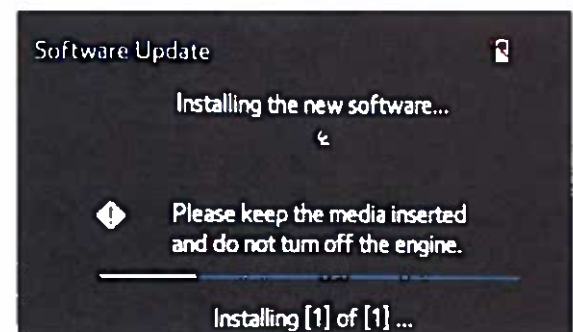9. Select *Update Software* on the *Software Update* screen.

Figure 11.

10. Select *Yes* on the *"Would you like to start the software update?"* pop-up.

Figure 12.

11. The unit begins installation. The update will take about 10 minutes.
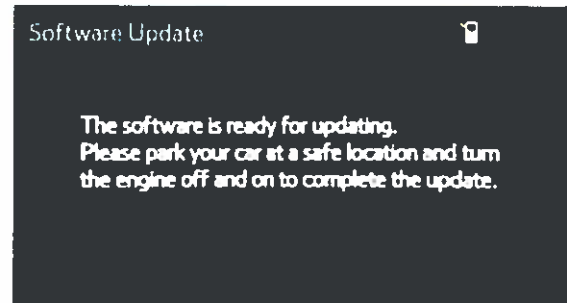
Figure 13.

> **NOTE**
> - **Do NOT turn off ACC before the software is ready for updating.**
> - **Do NOT pull the USB Drive SST out of the vehicle USB port.**

Entune Audio Head Unit Software Update (Pioneer)

Software Update (Continued)

12. When *"The software is ready for updating."* displays, cycle the ignition OFF and wait for 30 seconds. Then cycle the ignition ON again.

Figure 14.

Software Update

The software is ready for updating.
Please park your car at a safe location and turn
the engine off and on to complete the update.

13. Remove the USB Drive SST from the vehicle USB port.

Software Version Confirmation

1. Perform steps 4 – 7 of the Software Update procedure to re-enter the *Software Update* screen.

2. Verify that the software information is updated on the *Software Update* screen.

Figure 15.

Software Update   Model ID : 13TDDANA-EA01   SAM ID : AEAIBVOXFT
Hard No. : 86140-06210

	Current	New
Audio :	0831	–
Operating System :	0714	–

Detail   Update Software

Table 2. New Software Version Information

TYPE	4RUNNER, CAMRY, CAMRY HV, HIGHLANDER, HIGHLANDER HV	
	CURRENT	NEW
Audio	0831	–
Operating System	0714	–