

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Service
Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	Camry, Camry HV, Corolla, RAV4	

REVISION NOTICE

July 31, 2014 Rev1:

- Applicability has been updated to include 2014 model year Camry, Camry HV, and RAV4 vehicles.
- The entire bulletin has been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2014 model year Corolla vehicles equipped with Entune™ (version BU.26.42) or Entune™ Premium (version AU.26.61) Audio may exhibit one or more of the following conditions:

- APP screen displays after re-route (Entune™ Premium Audio only)
- Voice command system freezes during phone book transfer
- Voice command system freezes when radio is in XM mode
- Bluetooth® is inoperative while using APPs
- Sent SMS message continually appears on display audio for BlackBerry® devices (Q10 & Z10)

Some 2014 model year Camry and RAV4 vehicles equipped with Entune™ (version BU.30.05 & BU.30.25), Entune™ Audio Plus (version DU.35.08) Entune™ Premium Audio (version AU.30.08 & AU.35.05) may exhibit one or more of the following conditions:

- Voice command system freezes when voice command is used right after ignition is ON (Entune™ Premium Audio only)
- Entune™ function is inoperative (Entune™ Premium Audio only)
- Cover art does not match with HD radio music playing (Entune™ Premium Audio only)

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Introduction (Continued)

- Music cannot be selected via voice command system (Entune™ Premium Audio only) when a device has more than 15,000 songs
- XM preset channels are removed (Entune™ Premium Audio only)
- Radio freezes after inputting a certain address in navigation destination (Entune™ Premium Audio only)
- Bluetooth® connection is dropped
- Phone book does not transfer
- Browse button does not appear in Bluetooth® Audio
- Bluetooth® connected device cannot be changed
- Voice command system is inoperative after deleting all contacts
- Connected Bluetooth® device cannot be deleted
- User setting is deleted

Some 2014 model year vehicles equipped with Entune™ Audio (version BU.30.18, BU.30.27, BU.30.21, BU.30.31), Entune™ Audio Plus (version DU.35.16) or Entune™ Premium Audio (version AU.30.26, AU.30.51, AU.36.66, AU.35.16, AU.35.17) may exhibit one or more of the following conditions:

- Cover art does NOT change when changing songs on Bluetooth® Audio (Entune™ Audio, Entune™ Premium Audio only)
- Audio automatically becomes "Audio off", disconnects Bluetooth® automatically, or won't automatically play
- Bluetooth® Audio volume fluctuates or goes back to default setting or becomes louder for an instant
- Won't display Playlist in browse properly
- Won't recognize the music title in iPod™
- No sound on iPod™ Video while time counts on the video is progressing correctly
- Could not playback CD
- A loading screen continues being displayed at the time
- Continuously reboots
- Radio screen changes to an arbitrarily rear camera screen while driving
- Added APP is not added at end of the APP list
- Mandatory update popup appears after Bluetooth® is disconnected

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Introduction (Continued)

- Unit freezes or no response when using Voice Command
- Buttons and radio screen related to Phone and APPs won't respond
- Voice command shuts down in the middle or no guidance at all
- Voice command initialization not completed or takes long time to complete initializing
- Music Voice Recognition is NOT available. (Entune™ Audio, Entune™ Premium Audio only)
- Won't display email or text message properly. (no body text, no line break, shows the same message twice)
- Incoming email or text message shown after email has already viewed already in Messages screen
- "Text to speech" readout doesn't work or slow response, and volume does not change
- Old email or text message is included to new contents when incoming mail message is read aloud
- Audio system sound does not MUTE during email reading aloud
- Weather map will NOT open, only beeps
- There is no car cursor on the simple map traffic screen
- Won't display Phone call list properly
- Won't go to Map Screen or No Map on Home Screen (Entune™ Premium Audio only)
- Navigation re-route pop-up comes up continuously (Entune™ Premium Audio only)
- No map is displayed with new vehicles (Entune™ Premium Audio only)
- "i" button is displayed when navigation route guidance is not used (Entune™ Premium Audio only)
- Radio screen goes blank or freezes occasionally while using navigation function (Entune™ Premium Audio only)
- One Shot Address Entry doesn't work sometimes (Entune™ Premium Audio only)
- Unit freezes when searching route to home memorized in preset memory (Entune™ Premium Audio only)
- When certain destination/route is set, estimated arrival time shows blank (Entune™ Premium Audio only)
- Cannot delete characters in POI search (Entune™ Premium Audio only)
- Shows "Would you like to set this destination on the freeway" even when the destination is not on freeway (Entune™ Premium Audio only)

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Introduction (Continued)

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

Production Change Information

This bulletin applies to:

- All 2014 RAV4 vehicles.
- 2014 Corolla vehicles equipped with Entune Audio and Entune Premium Audio System.
- 2014 Camry and Camry HV vehicles equipped with Entune Audio and Entune™ Premium Audio System 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	OFF	T1	T2
EL1317	Software Update	Camry Camry HV	0.3	86140-06190 86804-06160 86804-06140	87	74
		Corolla		86140-02050 86804-02020		
		RAV4		86140-0R090 86140-0R100 86140-42190 86140-42200 86804-0R010 86804-0R020 86804-42090		

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.

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	MODEL	HEAD UNIT	APPLICABLE FILE ON USB DRIVE**	QTY
USB Drive Firmware Update - Fujitsu Ten*	01027-FJTSU-14A	All	Entune™ Audio	13TBDANN-CA01_7006.kwi	1
		RAV4	Entune™ Audio Plus	13TDANNA-CA01_7009.kwi	1
		Camry, Camry HV, Corolla	Entune™ Premium Audio	13TDANNA-CA02_7009.kwi	1
		RAV4		13TDANNA-CA03_7009.kwi	1

* Essential SST.

** For Information Only.

NOTE

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

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Software Update

1. Confirm the audio system type by checking the Panel ID printed above the top-right or bottom-right of the display.

Figure 1. Corolla



Figure 2. Camry, RAV4, Camry HV



Panel ID Information

MODEL	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM
Camry Camry HV	100201	N/A	100202 100203
Corolla	100149	N/A	100150
RAV4	100327 100328	100325 100326	100319 100324 100459

2. Insert the USB Drive SST into the vehicle USB port.
3. Start the engine.

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

4. Wait for the *Select Audio Source* screen to be displayed.

Figure 3.



5. Wait until the USB source icon highlights and displays the USB name with the icon.

Figure 4.



Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

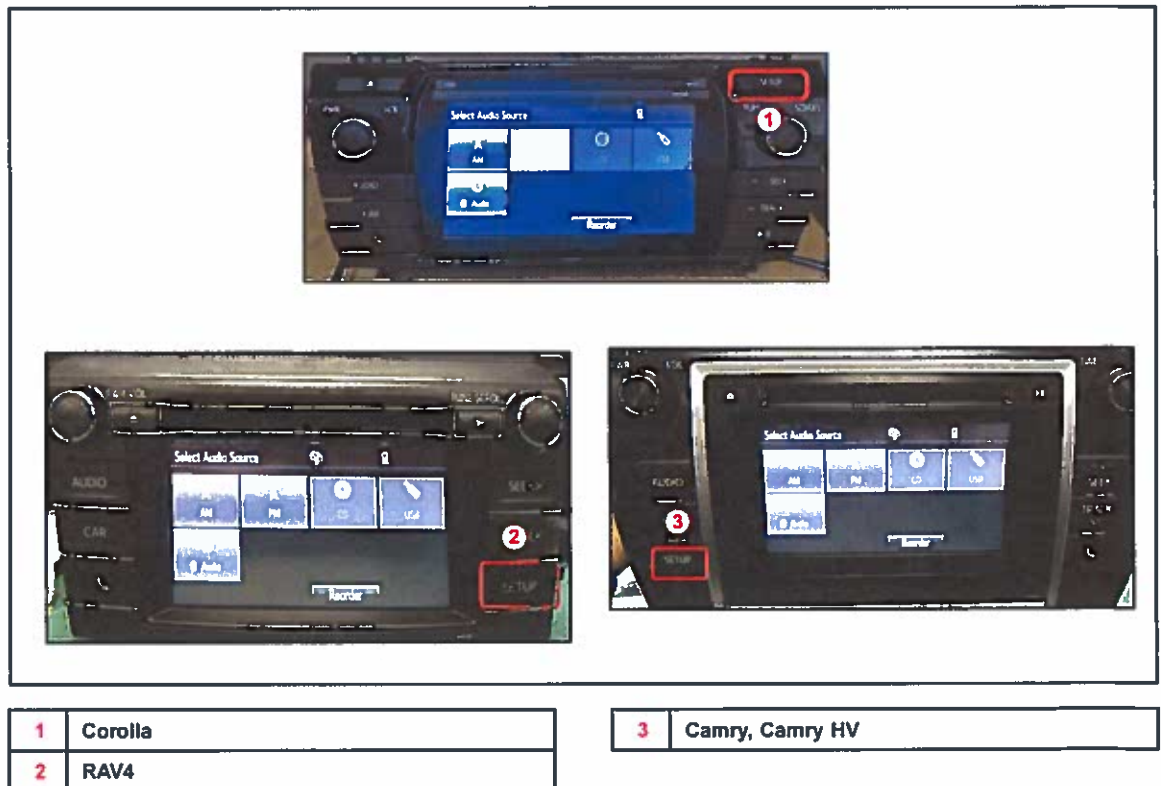
Software Update (Continued)

6. Go to the *Setup* screen.

A. For Entune Audio.

Press the *SETUP* button on the panel.

Figure 5.



B. For Entune Audio Plus / Entune Premium Audio:

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

Figure 6. Camry, Corolla, RAV4



Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

NOTE

If Entune pop-up displays, select **OK**.

Figure 7.



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

Figure 8.



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

Figure 9.



Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

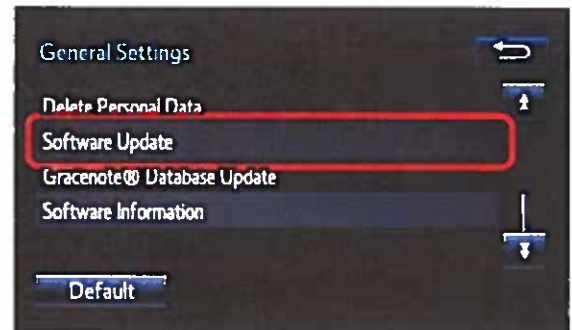
Software Update (Continued)

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

HINT

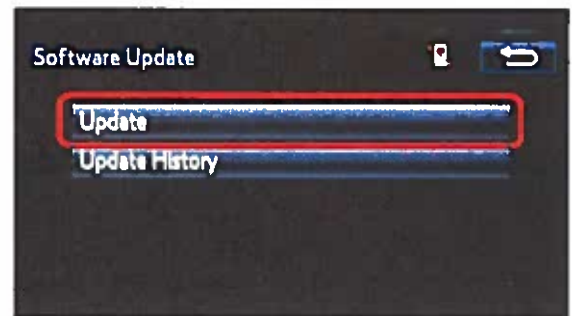
Scroll down the list until *Software Update* is displayed.

Figure 10.



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

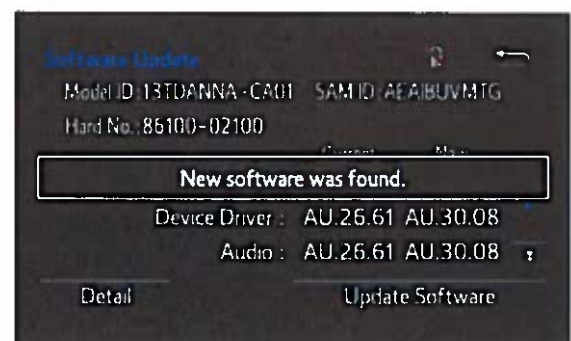
Figure 11.



NOTE

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

Figure 12.



Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

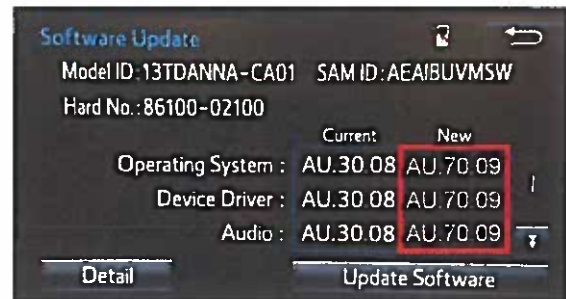
Software Update (Continued)

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

NOTE

Update Software is enabled only if there is an update newer than the current software.

Figure 13.



Software Version Information

Type	Entune™		Entune™ Audio plus		Entune™ Premium Audio	
	Current Version	New Version	Current Version	New Version	Current Version	New Version
Operating System	BU.26.42 BU.30.05 BU.30.18 BU.30.27 BU.30.21 BU.30.31	BU.70.06	DU.35.08 DU.35.16 DU.35.17	DU.70.09	AU.26.61 AU.30.08 AU.30.26 AU.30.51 AU.35.05 AU.35.16 AU.35.17 AU.35.53 AU.35.66	AU.70.09
Device Driver		BU.70.06		DU.70.09		AU.70.09
Audio		BU.70.06		DU.70.09		AU.70.09
Navigation		—		—		AU.70.09
Bluetooth		BU.70.06		DU.70.09		AU.70.09
GUI		BU.70.06		DU.70.09		AU.70.09
Middle Ware		BU.70.06		DU.70.09		AU.70.09
Kernel		BU.70.06		DU.70.09		AU.70.09
Voice Recognition		BU.70.06		DU.70.09		AU.70.09

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

Figure 14.

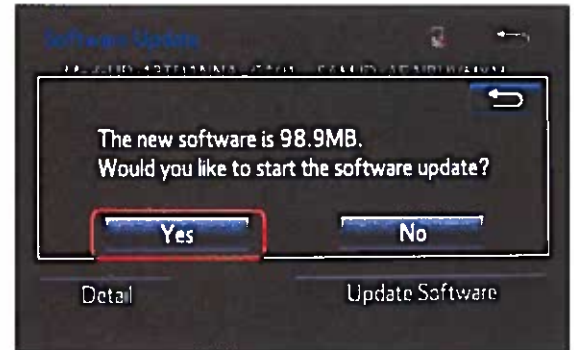


Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

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

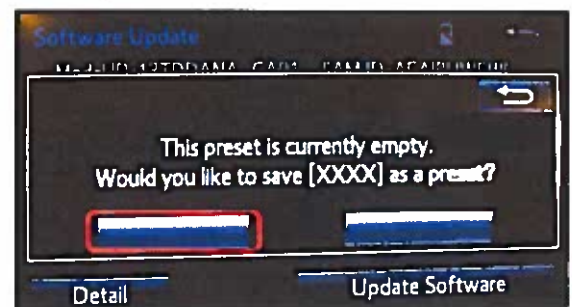
Figure 15.



NOTE

Entune Audio Plus only Select left box on the *This preset is currently empty. Would you like to save [XXXX] as a preset?* pop-up.

Figure 16.

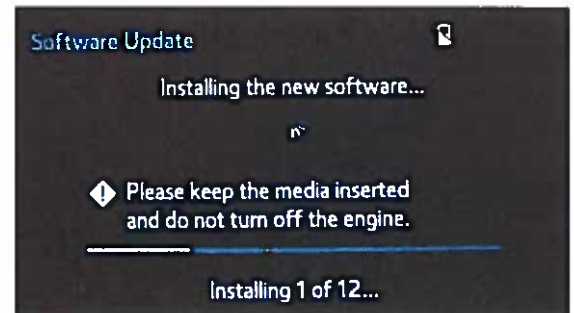


13. The unit begins installation.

NOTE

Do NOT turn off ACC before the software is ready for updating.

Figure 17.



Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

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

Figure 18.

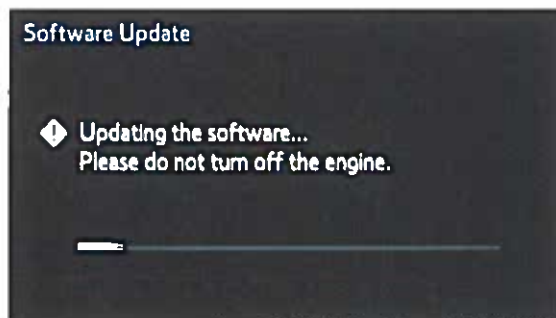


15. Wait for the audio system to finish the software update.

NOTICE

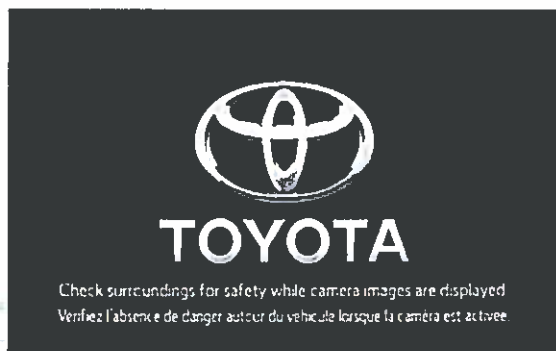
Do NOT turn off ACC before the next Toyota logo screen displays.

Figure 19.



16. When the Toyota logo screen is displayed, the update is finished.

Figure 20.



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

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Software Version Confirmation

1. Wait for the *Select Audio Source* screen to be displayed.

Figure 21.



2. Perform steps 6 – 9 of the Software Update procedure to re-enter the *Software Update* screen.
3. Verify that the software information is update on the Software Update screen.

New Software Version Information

Type	Entune™ Audio		Entune™ Audio plus		Entune™ Premium Audio	
	Current Version	New Version	Current Version	New Version	Current Version	New Version
Operating System	BU.70.06	-	DU.70.09	-	AU.70.09	-
Device Driver	BU.70.06	-	DU.70.09	-	AU.70.09	-
Audio	BU.70.06	-	DU.70.09	-	AU.70.09	-
Navigation	-	-	-	-	AU.70.09	-
Bluetooth	BU.70.06	-	DU.70.09	-	AU.70.09	-
GUI	BU.70.06	-	DU.70.09	-	AU.70.09	-
Middle Ware	BU.70.06	-	DU.70.09	-	AU.70.09	-
Kernel	BU.70.06	-	DU.70.09	-	AU.70.09	-
Voice Recognition	BU.70.06	-	DU.70.09	-	AU.70.09	-