

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	

REVISION NOTICE

March 13, 2014 Rev2:

- The entire bulletin has been updated.

January 6, 2014 Rev1:

- The Repair Procedure has been updated.

Any previous printed versions of this bulletin should be discarded.

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 VIN shown below.

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
RAV4	TMMC	2T3BFREV#DW057087

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1405	Software Update	0.5	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.

Required Tools & Equipment

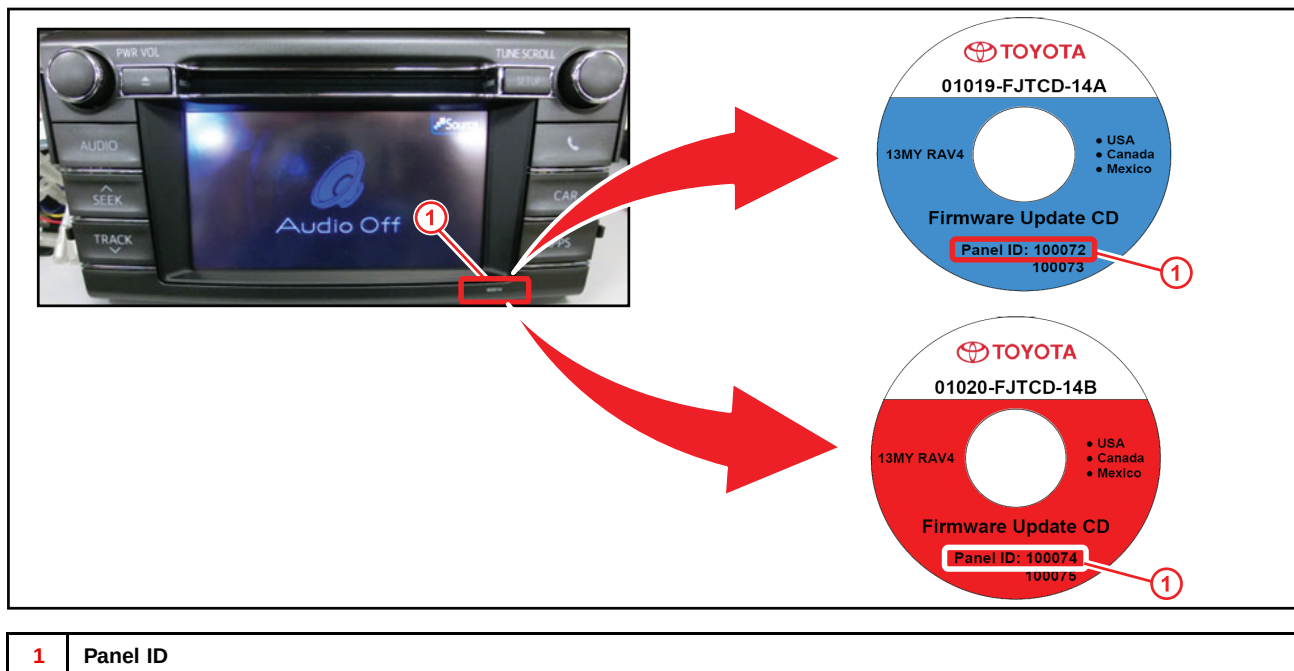
SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
GR8 Battery Diagnostic Station*	00002-MCGR8	1

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	RADIO ASSEMBLY PART NUMBER	PANEL ID	DISC COLOR
CD Firmware Update - Fujitsu Ten	01019-FJTCD-14A	86140-0R020	100072	Blue
	01020-FJTCD-14B	86140-0R040	100074	Red

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Required Tools & Equipment (Continued)

Figure 1.



NOTE

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

* Essential SST.

Repair Procedure

Main 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 and connect it to the vehicle 12V battery terminals, and turn the ignition switch to ON.

NOTE

Vehicles equipped with smart key will turn OFF the power automatically after approximately 1 hour.

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Repair Procedure

Main Software Update (Continued)

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

NOTE

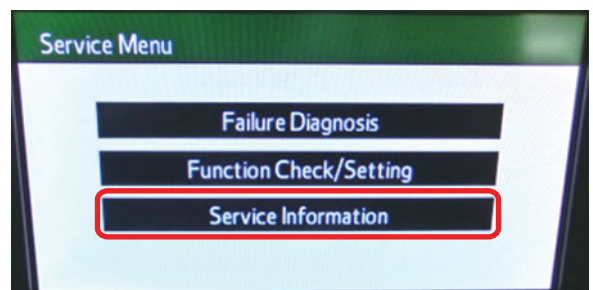
The screen name and image may differ due to the language setting and/or the last mode used in Display Audio.

Figure 2.

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.

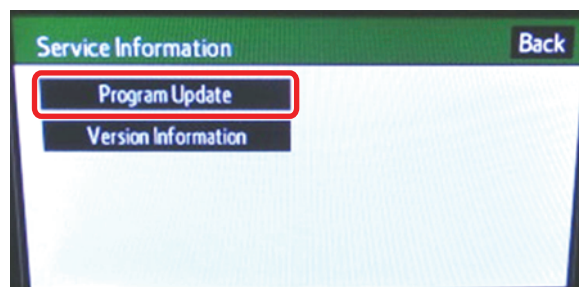
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Repair Procedure

Main Software Update (Continued)

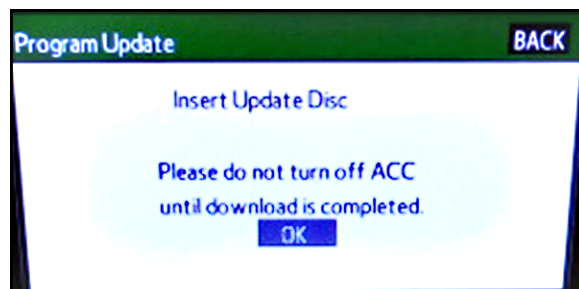
7. Select *Program Update*.

Figure 5.



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

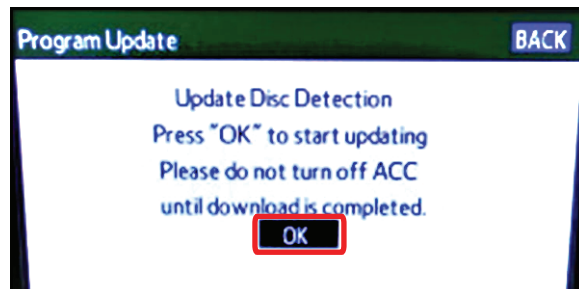
Figure 6.



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.

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.

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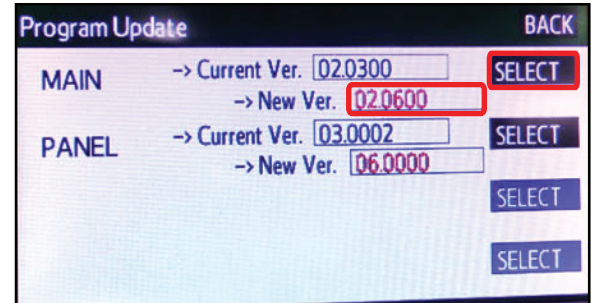
Repair Procedure

Main Software Update (Continued)

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

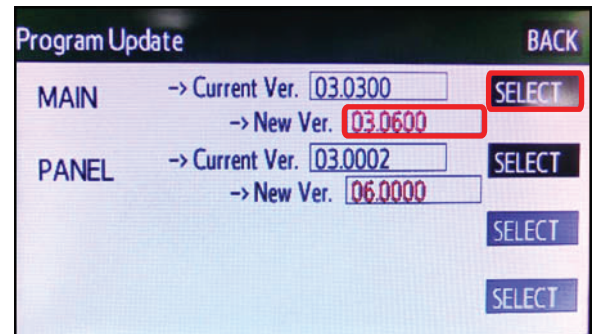
- For P/N 86140-0R020 (Panel ID: 100072) confirm New Version is "02.0600."

Figure 8.



- For P/N 86140-0R040 (Panel ID: 100074), confirm New Version is "03.0600."

Figure 9.

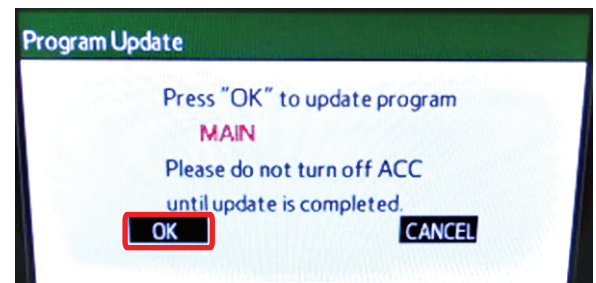


NOTE

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.

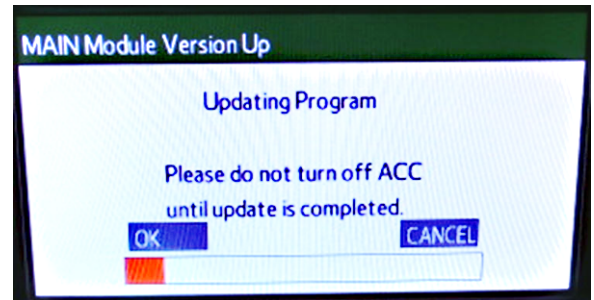


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Repair Procedure

Main Software Update (Continued)

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



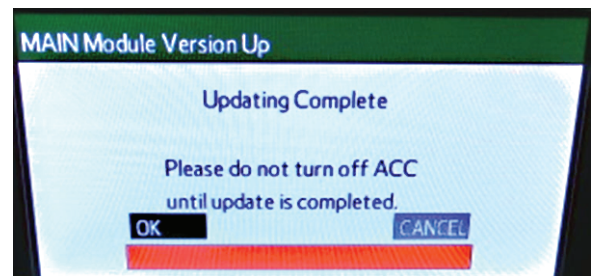
15. Ensure that the progress bar moves from left to right as the update proceeds.

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.

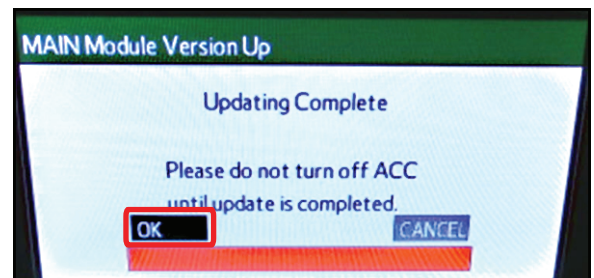
16. Once the update is complete, the message "Updating Complete" will appear on the screen.

Figure 12.



17. Select **OK**.

Figure 13.



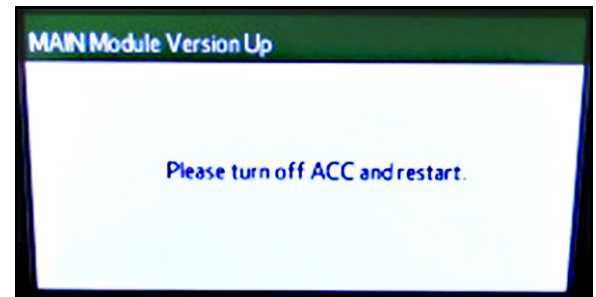
Radio Screen Brightness Difference Between Modes

Repair Procedure

Main 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 2 minutes before cycling it back on.

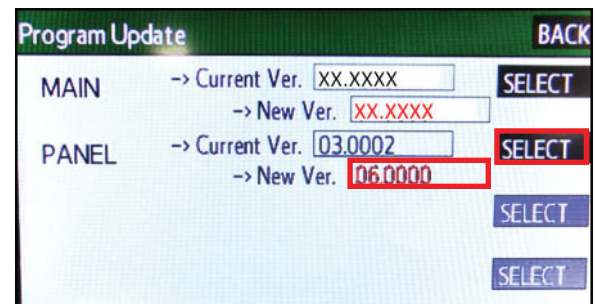
NOTE

Wait for AT LEAST 2 minutes after turning the power OFF, or the update may not be effective.

Panel Software Update

1. Perform steps 2 – 11 of the Main Software Update procedure to go to the *Program Update* screen.
2. For P/N 86140-0R020 (Panel ID: 100072) or P/N 86140-0R040 (Panel ID: 100074), confirm New "PANEL" version is "06.0000." and press *SELECT*.

Figure 15.



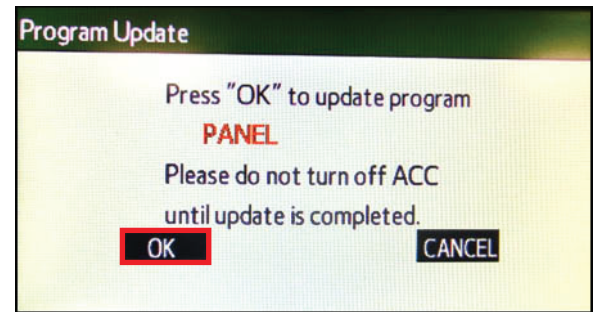
Radio Screen Brightness Difference Between Modes

Repair Procedure

Panel Software Update (Continued)

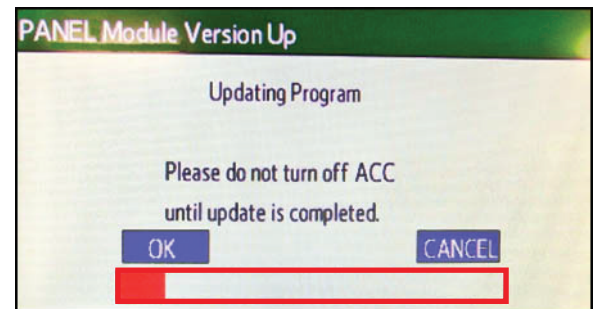
3. Select **OK**.

Figure 16.



4. The *PANEL Module Version Up* screen will appear.

Figure 17.



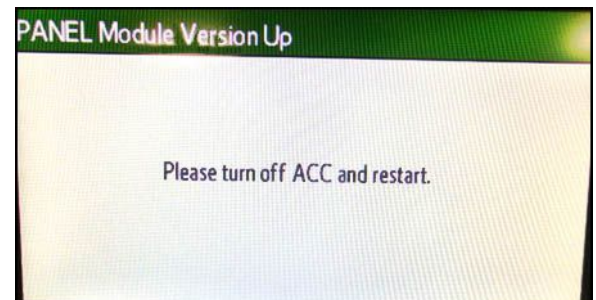
5. Ensure that the progress bar moves from left to right as the update proceeds.

NOTE

- The update may take about 3 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.

6. The message "*Please turn off ACC and restart.*" will appear. When disc is ejected automatically, pick up the disc.

Figure 18.



Radio Screen Brightness Difference Between Modes

Repair Procedure

Panel Software Update (Continued)

7. Cycle the ignition switch and ACC OFF and then wait for at least 2 minutes before cycling it back on.

NOTE

Wait for AT LEAST 2 minutes after turning the power OFF, or the update may not be effective.

Software Version Confirmation

1. Perform steps 2 – 6 of the Main 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 19.

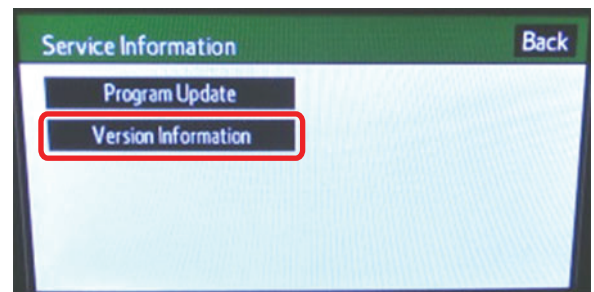
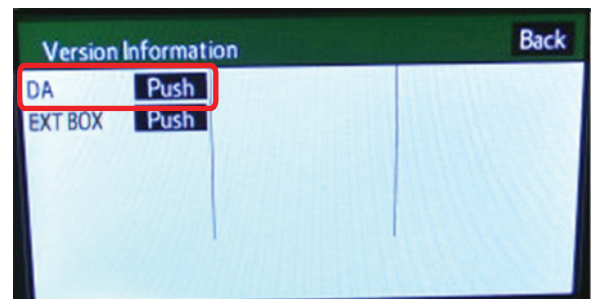


Figure 20.



Radio Screen Brightness Difference Between Modes

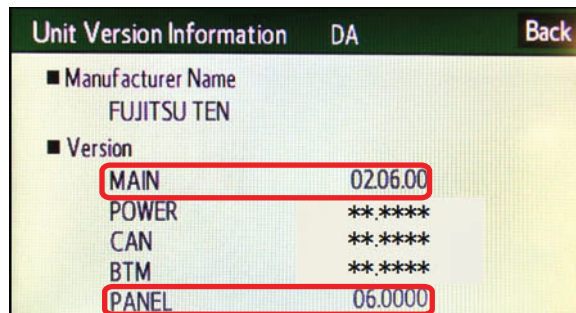
Repair Procedure

Software Version Confirmation (Continued)

4. Confirm the "MAIN" and the "PANEL" numbers on the *Unit Version Information DA* screen.

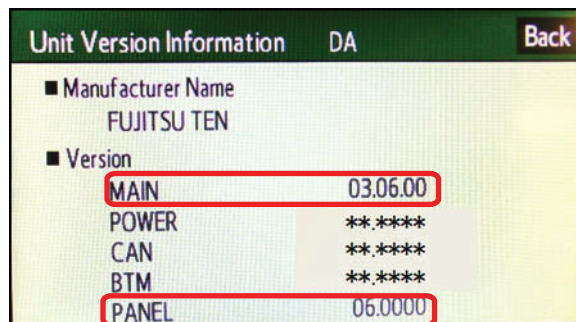
- For P/N 86140-0R020 (Panel ID: 100072) confirm "MAIN" number is "02.06.00" and "PANEL" number is "06.0000."

Figure 21.



- For P/N 86140-0R040 (Panel ID: 100074), confirm "MAIN" number is "03.06.00" and "PANEL" number is "06.0000."

Figure 22.



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.