

# Entune Audio Head Unit Software Update (Panasonic)

Service  
Category    Audio/Visual/Telematics

Section     Audio/Video

Market    USA

Toyota Supports  
ASE Certification 

## Applicability

| YEAR(S) | MODEL(S)                                                             | ADDITIONAL INFORMATION |
|---------|----------------------------------------------------------------------|------------------------|
| 2014    | 4Runner, Highlander,<br>Highlander HV,<br>Sequoia, Tacoma,<br>Tundra |                        |

### REVISION NOTICE

**July 30, 2014 Rev2:**

- The entire bulletin has been updated.

**February 27, 2014 Rev1:**

- Applicability has been updated to include 2014 model year Highlander vehicles.
- The entire bulletin has been updated.

**Any previous printed versions of this bulletin should be discarded.**

## Introduction

Some 2014 model year applicable vehicles equipped with Entune™ Audio (version 010169) / Entune™ Audio Plus (version 010171) / Entune™ Premium Audio (version 010185) may exhibit one or more of the following conditions:

- Bluetooth® sometimes disconnects with Android™ phones
- Bluetooth® disconnects with iPhone® 4 when connected to USB
- Radio reboots with heavy radio load condition (e.g., dual map and POIs ON and Entune™ Audio music ON and multiple destinations set) (Entune™ Premium Audio only)
- Radio reboots after completing a navigation route by voice command system and pressing Talk Switch (Entune™ Premium Audio only)

Some 2014 model year applicable vehicles equipped with Entune™ Audio (version 010173) / Entune™ Audio Plus (version 01017C) / Entune™ Premium Audio (version 010195) may exhibit one or more of the following conditions:

- Voice command screen is cancelled by pop-up screen

## Entune Audio Head Unit Software Update (Panasonic)

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### Introduction (Continued)

- Voice command system does not respond for an extended period of time
- Radio reboots and navigation route is deleted (Entune™ Premium Audio only)
- Bluetooth® disconnects when phone is connected to Bluetooth® Audio from USB connection
- Radio reboots after entering a particular address as destination (Entune™ Premium Audio only)
- Route guidance is lost after ACC is cycled and after arriving at second destination (Entune™ Premium Audio only)

Some 2014 model year applicable vehicles equipped with Entune™ Audio (version 010179) / Entune™ Audio Plus (software version 010183) / Entune™ Premium Audio (software version 0101A1) may exhibit one or more of the following conditions:

- Radio reboots after using voice command system or after screen goes blank (Entune™ Premium Audio only)
- Bluetooth® disconnects or repeats disconnect and connect
- Entune™ is inoperative (Entune™ Premium Audio only)
- Radio freezes when certain Home address is set as destination (Entune™ Premium Audio only)
- House number is not displayed in Home or preset locations (Entune™ Premium Audio only)

Some 2014 model year applicable vehicles equipped with Entune™ Audio (software version 01017B) / Entune™ Audio Plus (software version 010185) / Entune™ Premium Audio (software version 0101A5) may exhibit one or more of the following conditions:

- 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)
- Radio reboots when an Apple® device which has 9,999 songs or more is connected
- Unselected music is played when certain playlists are selected by voice commands
- CD does not play occasionally
- Voice prompt ends unexpectedly while trying to make a call by voice commands
- Voice commands are inoperative for music
- Radio screen goes black after using voice commands

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



## Entune Audio Head Unit Software Update (Panasonic)

### Warranty Information

| OP CODE | DESCRIPTION     | MODEL                       | TIME | OFP                                                                                                                  | T1 | T2 |
|---------|-----------------|-----------------------------|------|----------------------------------------------------------------------------------------------------------------------|----|----|
| EL1318  | Software Update | 4Runner                     | 0.3  | 86100-35260<br>86100-35270<br>86100-35320                                                                            | 87 | 74 |
|         |                 | Highlander<br>Highlander HV |      | 86804-0E110<br>86804-0E120                                                                                           |    |    |
|         |                 | Sequoia                     |      | 86140-0C060<br>86140-0C070<br>86804-0C030<br>86804-0C050                                                             |    |    |
|         |                 | Tacoma                      |      | 86140-04120<br>86140-04130<br>86804-04010<br>86804-04030                                                             |    |    |
|         |                 | Tundra                      |      | 86140-0C010<br>86140-0C021<br>86140-0C040<br>86140-0C050<br>86804-0C070<br>86804-0C080<br>86804-0C090<br>86804-0C100 |    |    |

#### 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 | HEAD UNIT             | APPLICABLE FILE ON THE USB DRIVE** |
|----------------------------------------|---------------------------------|-----|-----------------------|------------------------------------|
| USB Drive Firmware Update - Panasonic* | <a href="#">01025-PANSC-14B</a> | 1   | Entune™ Audio         | 13TBDANA-DA00_0128.kwi             |
|                                        |                                 |     | Entune™ Audio Plus    | 13TDDANA-DA00_0139.kwi             |
|                                        |                                 |     | Entune™ Premium Audio | 13TDANNA-DA00_0177.kwi             |

\* Essential SST.

\*\* For information only.

## Entune Audio Head Unit Software Update (Panasonic)

### Required Tools & Equipment (Continued)

#### NOTE

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

### Software Update

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

Figure 1. Highlander, Sequoia, Tacoma, & Tundra

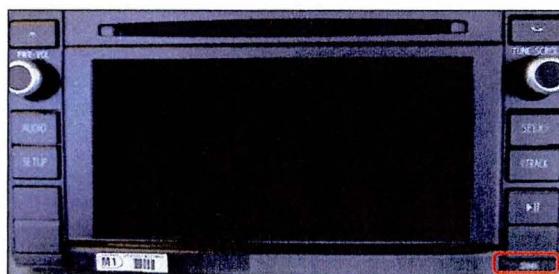


Figure 2. 4Runner



Table 1. Panel ID Information

| Model                       | Entune™ Audio | Entune™ Audio Plus      | Entune™ Premium Audio            |
|-----------------------------|---------------|-------------------------|----------------------------------|
| 4Runner                     | N/A           | N/A                     | 57079<br>57080<br>57085          |
| Highlander<br>Highlander HV | N/A           | N/A                     | 57063<br>57064                   |
| Sequoia                     | 57096         | 57097                   | 57099<br>570A1                   |
| Tacoma                      | 57089         | 57090                   | 57092<br>57094                   |
| Tundra                      | 57067         | 57068<br>57070<br>57071 | 57072<br>57073<br>57074<br>57075 |

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

## Entune Audio Head Unit Software Update (Panasonic)

### Software Update (Continued)

4. Go to the *Setup* screen.

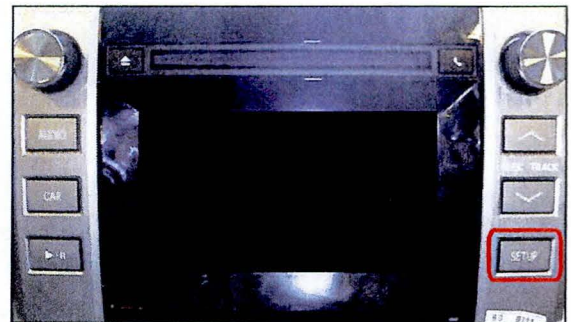
**A. For Entune™ Audio:**

Press the *SETUP* button on the panel.

**Figure 3. Tacoma, Sequoia**



**Figure 4. Tundra**



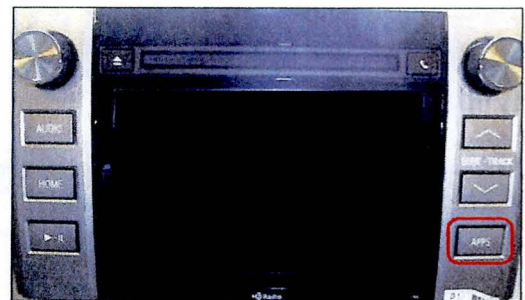
**B. For Entune™ Audio Plus / Entune™ Premium Audio:**

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

**Figure 5. 4Runner, Highlander, Highlander HV, Sequoia, Tacoma and Tundra**



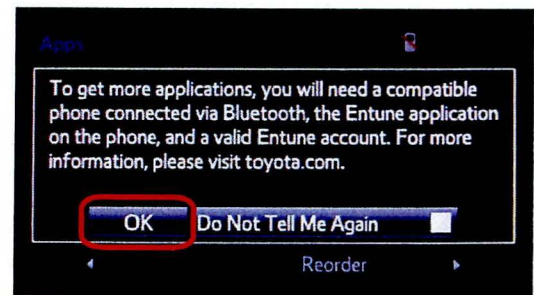
**Figure 6. Tundra**



**NOTE**

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

**Figure 7.**



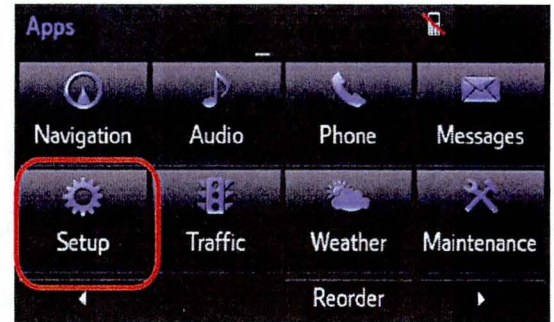


## Entune Audio Head Unit Software Update (Panasonic)

### Software Update (Continued)

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

**Figure 8.**



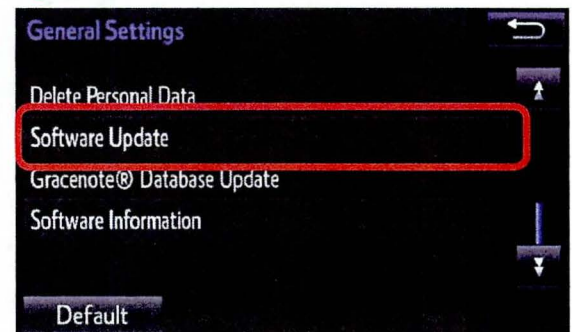
5. Select *General* on the *Setup* screen.

**Figure 9.**



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

**Figure 10.**



**HINT**

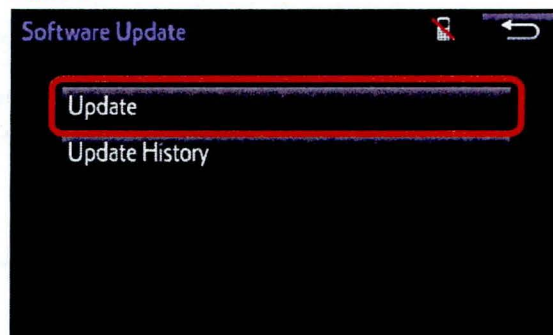
Scroll down the list until *Software Update* is displayed.

## Entune Audio Head Unit Software Update (Panasonic)

### Software Update (Continued)

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

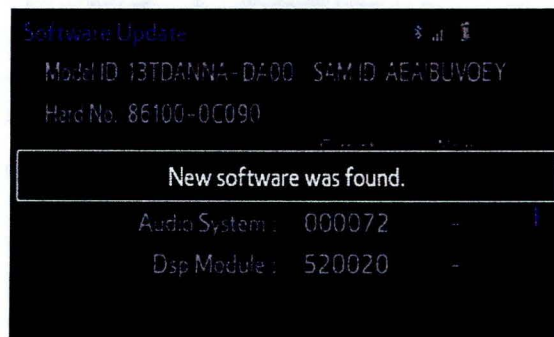
Figure 11.



#### NOTE

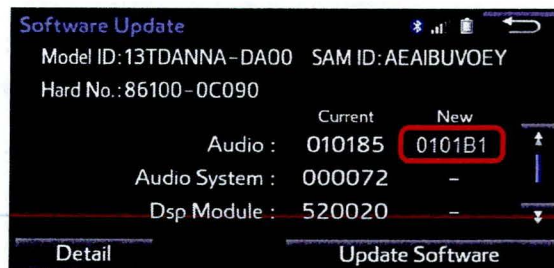
If software has been detected properly, a "New software was found." pop-up will be displayed.

Figure 12.



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

Figure 13.



## Entune Audio Head Unit Software Update (Panasonic)

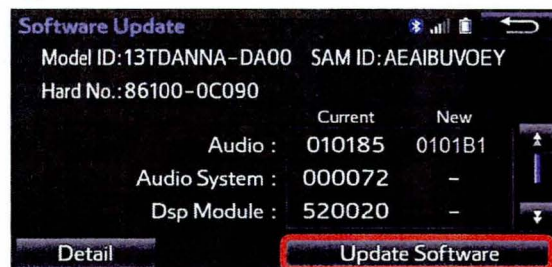
### Software Update (Continued)

Table 2. Software Version Information

| Type         | Entune™ Audio                        |             | Entune™ Audio Plus                   |             | Entune™ Premium Audio                |             |
|--------------|--------------------------------------|-------------|--------------------------------------|-------------|--------------------------------------|-------------|
|              | Current Version                      | New Version | Current Version                      | New Version | Current Version                      | New Version |
| Audio        | 010169<br>010173<br>010179<br>01017B | 010180      | 010171<br>01017C<br>010183<br>010185 | 01018B      | 010185<br>010195<br>0101A1<br>0101A5 | 0101B1      |
| Audio System | 000072                               | —           | 000072                               | —           | 000072<br>000074<br>00007B           | —           |
| Dsp Module   | 420020                               | —           | 520020                               | —           | 520020<br>520050                     | —           |
| Sub          | 010001                               | —           | 010001                               | —           | 010001                               | —           |
| Can          | 130209                               | —           | 130209                               | —           | 130209                               | —           |

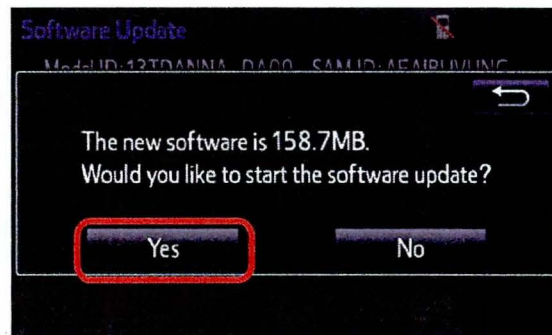
9. Select *Update Software* on the *Software Update* screen.

Figure 14.



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

Figure 15.





## Entune Audio Head Unit Software Update (Panasonic)

### Software Update (Continued)

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

**NOTE**

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

Figure 16.



For Entune™ Premium Audio:

If update fails and the error message "New software is not compatible with the system." displays, cycle the ignition OFF, remove the Map Micro SD Card from the head unit, and repeat steps 2 – 11.

Figure 17.

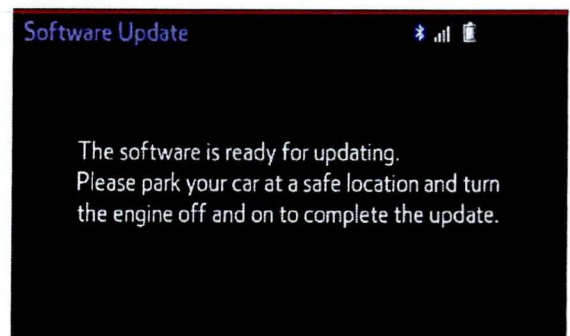
**NOTE**

Software update error is more likely to occur in areas with more traffic information.

Once update is complete, reinsert the Map Micro SD card into the head unit, cycle the ignition OFF, and proceed to step 13.

12. When "The software is ready for updating." displays, cycle the ignition OFF.

Figure 18.



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

## Entune Audio Head Unit Software Update (Panasonic)

### Software Version Confirmation

1. Perform steps 3 – 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.

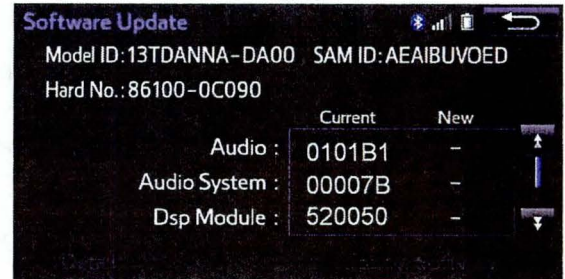


Table 3. New Software Version Information

| Type         | Entune™ Audio   |             | Entune™ Audio Plus |             | Entune™ Premium Audio      |             |
|--------------|-----------------|-------------|--------------------|-------------|----------------------------|-------------|
|              | Current Version | New Version | Current Version    | New Version | Current Version            | New Version |
| Audio        | 010180*         | –           | 01018B*            | –           | 0101B1*                    | –           |
| Audio System | 000072          | –           | 000072             | –           | 000072<br>000074<br>00007B | –           |
| Dsp Module   | 420020          | –           | 520020             | –           | 520050                     | –           |
| Sub          | 010001          | –           | 010001             | –           | 010001                     | –           |
| Can          | 130209          | –           | 130209             | –           | 130209                     | –           |

\* Updated version information