Entune Audio Head Unit Software Update (Panasonic)

Service Category	Audio/Visual/Telematics

Toyota Supports
ASE Certification

Section	Audio/Video	**Market**	USA

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	4Runner, Highlander, Sequoia, Tacoma, Tundra	

REVISION NOTICE

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™ (version 010169) / Entune™ Plus (version 010171) / Entune™ Premium (version 010185) Audio 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™ music ON and multiple destinations set) (Entune™ Premium only)

- Radio reboots after completing a navigation route by voice command system and pressing Talk Switch (Entune™ Premium only)

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

- Voice command screen is cancelled by pop-up screen

- Voice command system does not respond for an extended period of time

- Radio reboots and navigation route is deleted (Entune™ Premium only)

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Introduction (Continued)

- Bluetooth® disconnects when phone is connected to Bluetooth® Audio from USB connection
- Radio reboots after entering a particular address as destination (Entune™ Premium only)
- Route guidance is lost after ACC is cycled and after arriving at second destination (Entune™ Premium only)

Some 2014 model year applicable vehicles equipped with Entune™ (version 010179) / Entune™ Plus (software version 010183)/ Entune™ Premium (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 only)
- Bluetooth disconnects or repeats disconnect and connect
- Entune™ is inoperative (Entune™ Premium only)
- Radio freezes when certain Home address is set as destination (Entune™ Premium only)
- House number is not displayed in Home or preset locations (Entune™ Premium only)

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

Warranty Information

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

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Warranty Information (Continued)

> **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*	01021-PANSC-14A	1	Entune™	13TBDANA-DA00_0123
			Entune™ Plus	13TDDANA-DA00_0133
			Entune™ Premium	13TDANNA-DA00_0165

* 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 machine.

Figure 1. Highlander, Sequoia, Tacoma, & Tundra
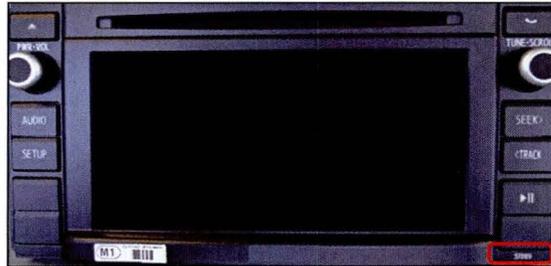
Figure 2. 4Runner

Table 1. Panel ID Information

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

2. Start the engine.

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

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Software Update (Continued)

4. Go to the *Setup* screen.

A. For Entune™:

Press the *SETUP* button on the panel.

Figure 3.

Figure 4.

B. For Entune™ Plus / Entune™ Premium:

Press the *APPS* button on the panel.

Figure 5.

Figure 6.
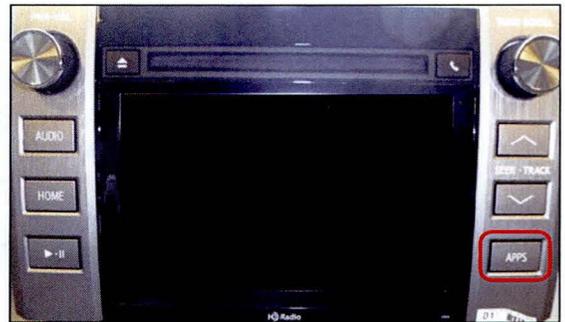
NOTE
If Entune™ pop-up displays, select *OK*.

Figure 7.

To get more applications, you will need a compatible phone connected via Bluetooth, the Entune application on the phone, and a valid Entune account. For more information, please visit toyota.com.

OK   Do Not Tell Me Again

Reorder
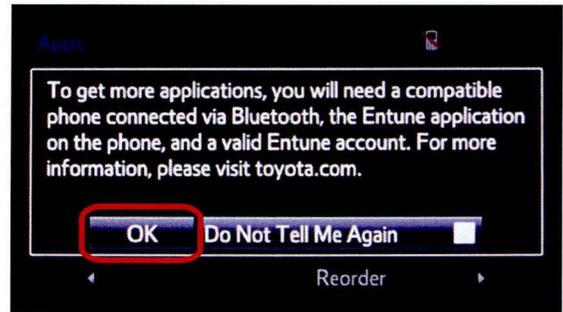
Entune Audio Head Unit Software Update (Panasonic)

Software Update (Continued)

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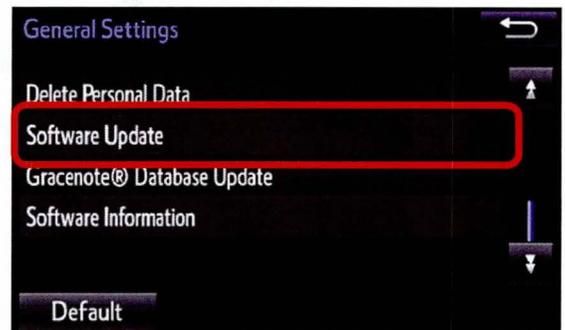
> **HINT**
> Scroll down the list until *Software Update* is displayed.

Figure 10.

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™		Entune™ Plus		Entune™ Premium	
	Current Version	New Version	Current Version	New Version	Current Version	New Version
Audio	010169 010173 010179	01017B	010171 01017C 010183	010185	010185 010195 0101A1	0101A5
Audio System	000072	–	000072	–	000072 000074	–
Dsp Module	420020	–	520020	–	520020 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.
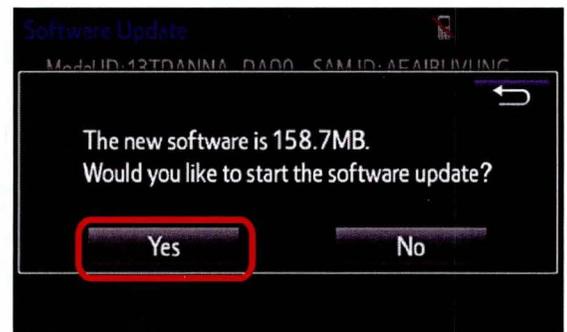
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Software Update (Continued)

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:

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.

> **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.

Figure 17.

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

Figure 18.
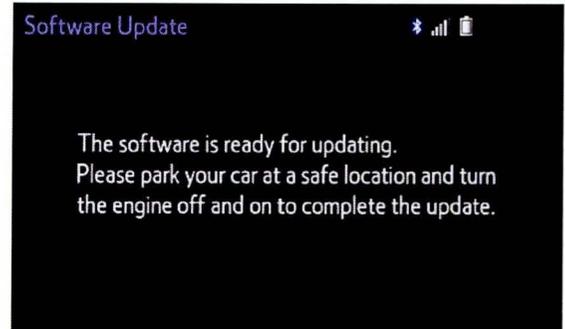
13. Remove the USB Drive SST from the vehicle USB port.

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Software Version Confirmation

1. Perform steps 2 – 6 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.
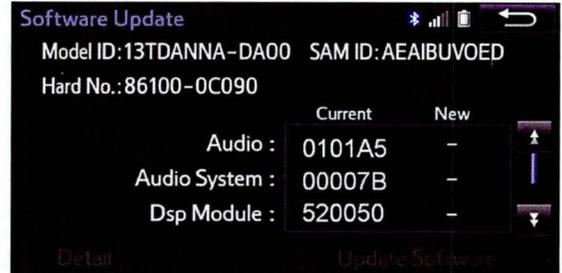
Figure 19.

Table 3. New Software Version Information

Type	Entune™		Entune™ Plus		Entune™ Premium	
	Current Version	New Version	Current Version	New Version	Current Version	New Version
Audio	01017B*	–	010185*	–	0101A5*	–
Audio System	000072	–	000072	–	00007B*	–
Dsp Module	420020	–	520020	–	520050	–
Sub	010001	–	010001	–	010001	–
Can	130209	–	130209	–	130209	–

* Updated version information