


Display Audio System Firmware Update (Fujitsu Ten)

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2015	ES300H, ES350	

Introduction

Some 2015 model year ES 300h and ES 350 vehicles equipped with the Lexus Display Audio (non-Navigation) system may exhibit one or more of the following conditions:

- Lexus Display Audio system becomes frozen/unresponsive/slow response
- Simple Traffic Map is displayed as a solid yellow screen
- Voice Recognition screen changes to the Home screen by itself

A software update is now available to address these conditions.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1508	Update Software	0.3	86140-33200	87	74

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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	APPLICABLE FILE ON USB DRIVE
USB Drive Firmware Update - Fujitsu Ten*	02036-FJTSU-15A	1	13LHDANA-CC01_3712.kwi

* Essential SST.

MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file may also be downloaded directly from this Service Bulletin by clicking on the file name in the table above. Once downloaded, the file may be saved directly to a commonly-available blank USB flash drive.

For USB flash drive requirements and download instructions:
Refer to the Technical Information System (TIS): *Diagnostics – Calibrations – Reference Documents* – [“Multimedia Software Download Instructions”](#)

NOTE

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

Repair Procedure

1. Confirm the software version.
 - A. Start the engine. The *LEXUS* emblem will be displayed on the audio screen.

Figure 1.

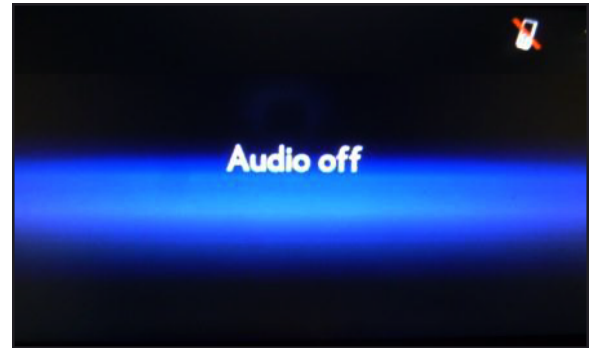


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Repair Procedure (Continued)

- B. Turn the radio OFF and confirm the screen displays the *Audio off* message.

Figure 2.



- C. Connect the USB Drive SST (or a USB Drive containing the file downloaded from the link in this Service Bulletin) to the USB port, then press the *AUDIO* button.

- D. The *Source* screen will be displayed. Confirm that *USB 1* is illuminated as shown.

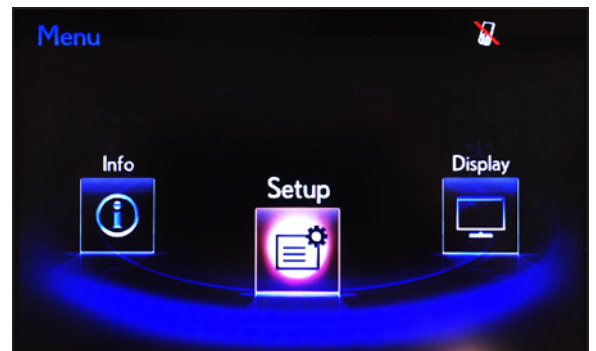
Figure 3.



- E. Press the *MENU* button.

- F. From the *Menu* screen, select *Setup*.

Figure 4.

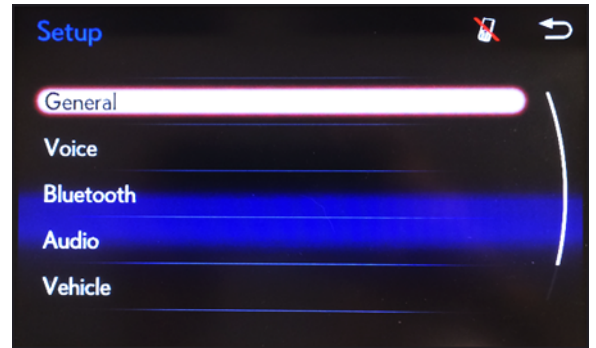


Display Audio System Firmware Update (Fujitsu Ten)

Repair Procedure (Continued)

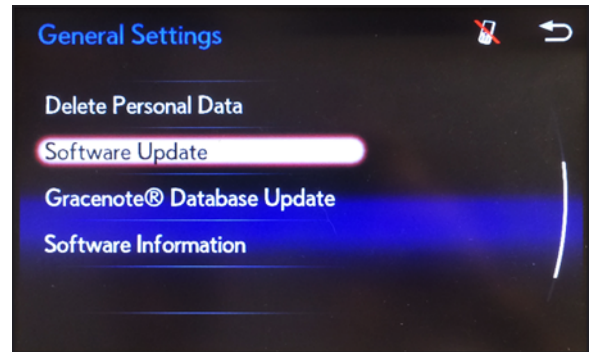
G. Select *General*.

Figure 5.



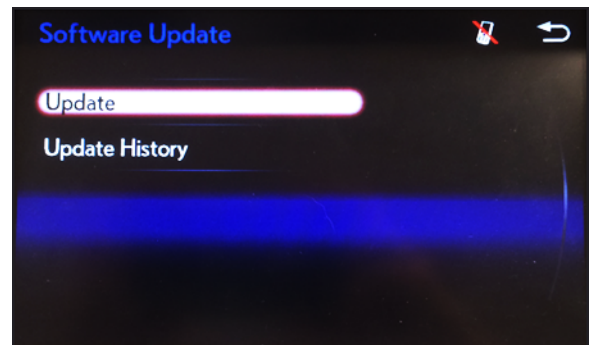
H. Select *Software Update*.

Figure 6.



I. Select *Update*.

Figure 7.

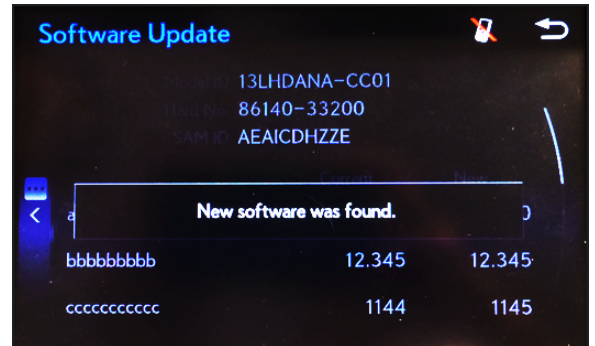


Display Audio System Firmware Update (Fujitsu Ten)

Repair Procedure (Continued)

- J. A “New software was found.” pop-up message will be displayed for a few seconds.

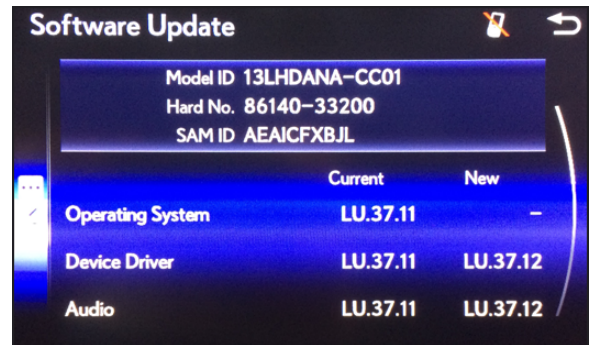
Figure 8.



- K. Confirm the *Operating System* current version is older than the new version.

Figure 9.

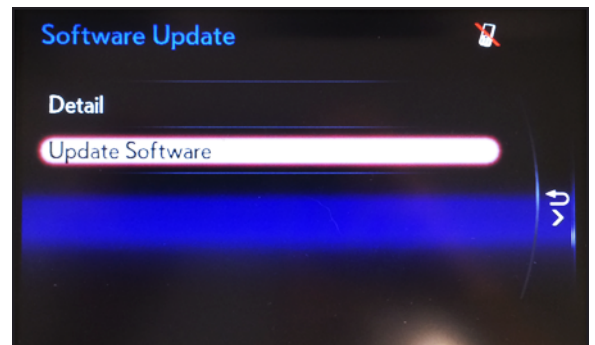
- If the current version is LU.37.12 or greater, **STOP** – this bulletin does NOT apply.
- If the current version is less than LU.37.12, proceed to the next step.



2. Update the software version.

- A. From the *Software Update* screen, select *Update Software*.

Figure 10.

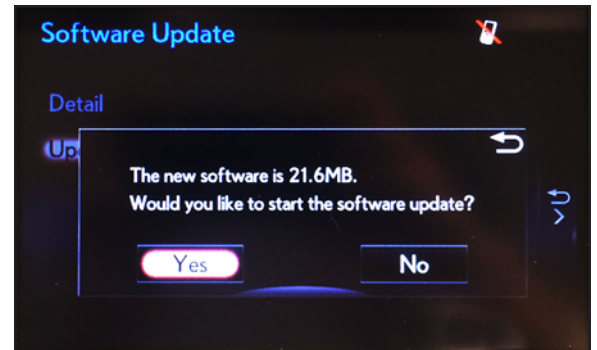


Display Audio System Firmware Update (Fujitsu Ten)

Repair Procedure (Continued)

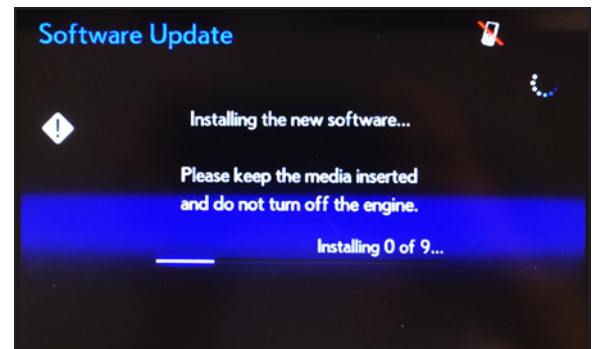
B. Select Yes.

Figure 11.



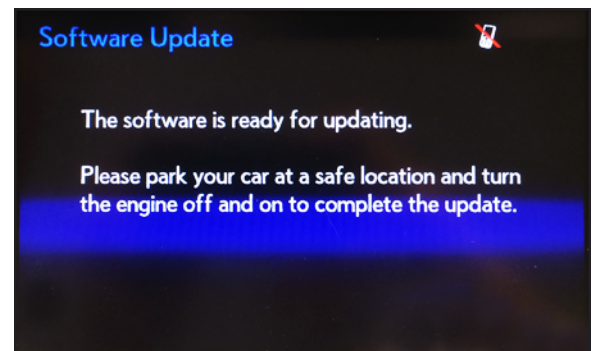
C. Wait for the software to install.

Figure 12.



D. When "The software is ready for updating." message is displayed, turn the ignition OFF and wait for 30 seconds.

Figure 13.



NOTE

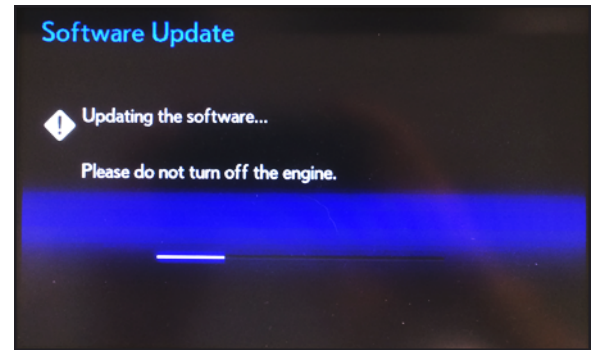
Do NOT remove the USB Drive SST (or the USB Drive containing the file downloaded from the link in this Service Bulletin) from the USB port.

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Repair Procedure (Continued)

- E. Turn the ignition ON, and wait for the software to update.

Figure 14.



- F. Confirm the *LEXUS* logo screen is displayed.

Figure 15.

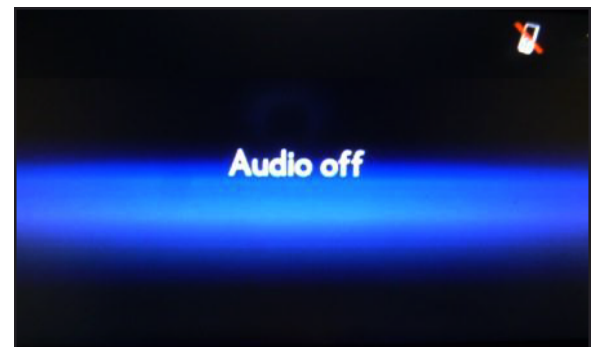


- G. Confirm the *Audio off* screen is displayed.

Figure 16.

NOTE

Do NOT turn the ignition OFF before the *Audio off* screen displays.



Display Audio System Firmware Update (Fujitsu Ten)

Repair Procedure (Continued)

3. Confirm the software version has been updated.

A. Press the *MENU* button.

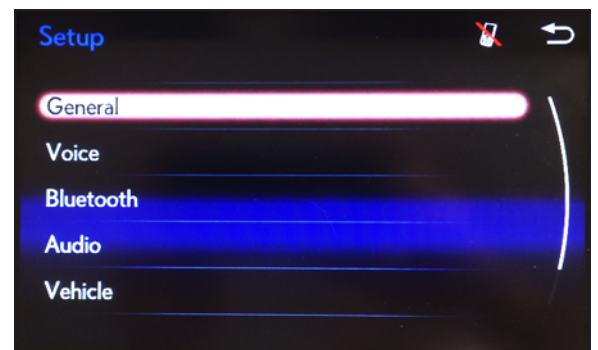
B. Select *Setup*.

Figure 17.



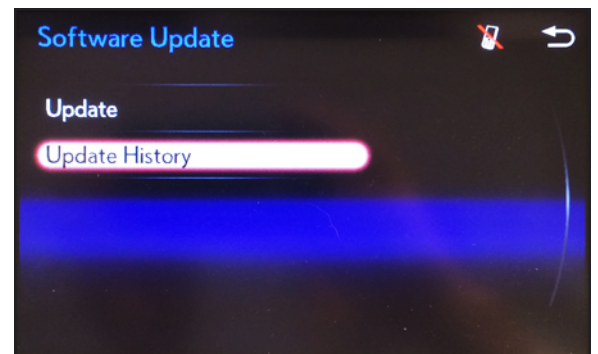
C. Select *General*.

Figure 18.



D. Select *Update History*.

Figure 19.



Display Audio System Firmware Update (Fujitsu Ten)

Repair Procedure (Continued)

- E. Confirm the software version has been updated to LU.37.12.

Figure 20.

Update Item	New	M/D/Y
Boot	LU.37.12	
Voice Recognition	LU.37.12	
Audio	LU.37.12	
Bluetooth	LU.37.12	
Device Driver	LU.37.12	

- F. Remove the USB Drive SST (or the USB Drive containing the file downloaded from the link in this Service Bulletin) from the USB port.
- G. Verify proper operation of the Lexus Display Audio system.