

# 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 - 2015 | 4Runner, Highlander, Highlander HV, Sequoia, Tacoma, Tundra |                        |
| 2015        | Avalon, Avalon HV, Prius V, Sienna, Venza                   |                        |

### REVISION NOTICE

#### August 4, 2015 Rev2:

- The Repair Procedure has been updated.

#### April 13, 2015 Rev1:

- Applicability has been updated to include 2015 model year Avalon, Avalon HV, Prius V, Sienna, and Venza vehicles.
- The entire bulletin has been updated.

Any previous printed versions of this bulletin should be discarded.

### SUPERSESSION NOTICE

The information contained in this bulletin supersedes SB No. T-SB-0006-14.

- Applicability has been updated to include 2015 model year applicable vehicles.

Service Bulletin No. T-SB-0006-14 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

## Entune Audio Head Unit Software Update (Panasonic)

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### 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
- 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)

## Entune Audio Head Unit Software Update (Panasonic)

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### Introduction (Continued)

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

Some 2014 model year applicable vehicles equipped with Entune™ Audio (software version 010180)/Entune™ Audio Plus (software version 01018B or 010190)/Entune™ Premium Audio (software version 0101B1 or 0101BE) may exhibit one or more of the following conditions:

- Bluetooth® call cannot be muted
- Email/Text message does not display and keeps showing "Loading message list"
- Radio reboots when text message is received
- Pandora® sound is interrupted
- No sound if "Ringtone Volume" and "Message Readout Volume" are changed during Bluetooth® connection
- Radio reboots when some HD radio channels are received
- Radio reboots with Bluetooth® operation.
- iPod® is paused after Bluetooth® phone call
- Pop noise from AM radio
- Noise on AM radio when brake is pressed in hybrid vehicles
- Destination cannot be set (Entune™ Premium Audio only)
- Distance to traffic incident is shown incorrectly (Entune™ Premium Audio only)
- Intersection map is not displayed (Entune™ Premium Audio only)
- Traffic incident icon is not displayed (Entune™ Premium Audio only)

## Entune Audio Head Unit Software Update (Panasonic)

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### Introduction (Continued)

- Radio freezes with navigation operation (Entune™ Premium Audio only)
- Touch screen becomes unresponsive after setting destination nearby and pop-up screen of “You are nearby” is displayed (Entune™ Premium Audio only)
- Arrival time shows incorrectly after destination is set (Entune™ Premium Audio only)
- Radio reboots with navigation operation (Entune™ Premium Audio only)
- Along My Route POI search does not show any results (Entune™ Premium Audio only)
- Traffic information icon is not displayed after returning from future time prediction to Now (Entune™ Premium Audio only)
- Traffic event icon disappears after going to traffic forecast (Entune™ Premium Audio only)
- Doppler traffic is not displayed after removing map SD card and reinserting it. (Entune™ Premium Audio only)
- Traffic event does not display intermittently (Entune™ Premium Audio only)

Some 2014 and 2015 model year applicable vehicles equipped with Entune™ Audio Version (software version 010185)/ Entune™ Audio Plus (software version 010190 or 010191)/ Entune™ Premium Audio (software version 0101BE or 0101C1) may exhibit one or more of the following conditions:

- Intermittent radio rebooting
- Bluetooth® inoperative (grey icon)
- Unable to delete certain Bluetooth registered devices
- Stuck on Toyota logo screen for 3 to 4 minutes before booting up
- Touch screen becomes unresponsive on voice recognition screen
- Fuel consumption screen does not update when update button is pressed
- Sudden “Call Ended” during a call
- iPhone 6/6 plus will not charge or play music (non-detection of iPhone 6/6 plus via USB)
- Current time display changes frequently while driving
- HD traffic/weather system update
- Street name orientations corrected

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

## Entune Audio Head Unit Software Update (Panasonic)

### Warranty Information

| OP CODE     | DESCRIPTION     | MODEL                       | TIME | OFF         | T1 | T2 |
|-------------|-----------------|-----------------------------|------|-------------|----|----|
| EL1318      | Software Update | Avalon<br>Avalon HV         | 0.3  | 86140-07070 | 87 | 74 |
|             |                 |                             |      | 86804-07070 |    |    |
|             |                 |                             |      | 86804-07090 |    |    |
|             |                 |                             |      | 86804-07100 |    |    |
|             |                 | 4Runner                     |      | 86100-35260 |    |    |
|             |                 |                             |      | 86100-35270 |    |    |
|             |                 |                             |      | 86100-35320 |    |    |
|             |                 | Highlander<br>Highlander HV |      | 86804-0E110 |    |    |
|             |                 |                             |      | 86804-0E120 |    |    |
|             |                 | Prius V                     |      | 86140-47210 |    |    |
|             |                 |                             |      | 86804-47230 |    |    |
|             |                 |                             |      | 86804-47250 |    |    |
|             |                 | Sequoia                     |      | 86140-0C060 |    |    |
|             |                 |                             |      | 86140-0C070 |    |    |
|             |                 |                             |      | 86804-0C030 |    |    |
|             |                 |                             |      | 86804-0C050 |    |    |
|             |                 | Sienna                      |      | 86804-08010 |    |    |
|             |                 |                             |      | 86804-08020 |    |    |
|             |                 | Tacoma                      |      | 86140-04040 |    |    |
|             |                 |                             |      | 86140-04120 |    |    |
|             |                 |                             |      | 86140-04130 |    |    |
|             |                 |                             |      | 86140-04150 |    |    |
|             |                 |                             |      | 86804-04010 |    |    |
|             |                 |                             |      | 86804-04030 |    |    |
|             |                 |                             |      | 86804-04050 |    |    |
|             |                 |                             |      | 86804-04070 |    |    |
|             |                 |                             |      | 86140-0C010 |    |    |
|             |                 |                             |      | 86140-0C021 |    |    |
|             |                 | Tundra                      |      | 86140-0C040 |    |    |
|             |                 |                             |      | 86140-0C050 |    |    |
| 86804-0C070 |                 |                             |      |             |    |    |
| 86804-0C080 |                 |                             |      |             |    |    |
| 86804-0C090 |                 |                             |      |             |    |    |
| 86804-0C100 |                 |                             |      |             |    |    |
| Venza       | 86140-0T120     |                             |      |             |    |    |
|             | 86140-0T130     |                             |      |             |    |    |
|             | 86804-0T040     |                             |      |             |    |    |
|             | 86804-0T050     |                             |      |             |    |    |

#### 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 Audio Head Unit Software Update (Panasonic)

### Required Tools & Equipment

| SPECIAL SERVICE TOOLS (SST)            | PART NUMBER                     | QTY | MODEL  | HEAD UNIT             | APPLICABLE FILE ON THE USB DRIVE*      |
|--|---------------------------------|-----|--|-----------------------|--|
| USB Drive Firmware Update - Panasonic* | <a href="#">01033-PANSC-15A</a> | 1   | 4Runner, Highlander, Highlander HV, Sequoia, Tacoma, Tundra, Venza | Entune™ Audio         | <a href="#">13TBDANA-DA00_0138.kwi</a> |
|  |                                 |     |  | Entune™ Audio Plus    | <a href="#">13TDDANA-DA00_0151.kwi</a> |
|  |                                 |     |  | Entune™ Premium Audio | <a href="#">13TDANNA-DA00_0209.kwi</a> |
|  |                                 |     | Avalon, Avalon HV  | Entune™ Audio Plus    | <a href="#">13TDDANA-DA02_0042.kwi</a> |
|  |                                 |     |  | Entune™ Premium Audio | <a href="#">13TDANNA-DA02_0078.kwi</a> |
|  |                                 |     | Sienna, Prius V  | Entune™ Premium Audio | <a href="#">13TDANNA-DA01_0078.kwi</a> |
|  |                                 |     | Prius V  | Entune™ Audio         | <a href="#">13TBDANA-DA01_0046.kwi</a> |

\* 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. The file may be saved directly to a commonly-available blank USB flash drive.

For USB flash drive requirements and download instructions:

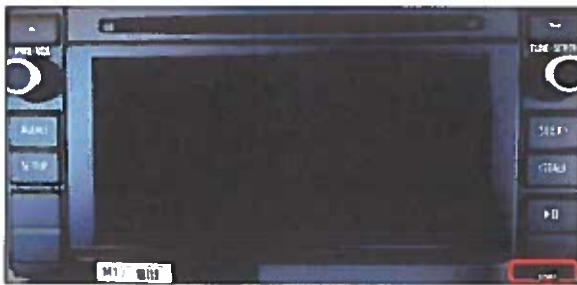
Refer to the Technical Information System (TIS): Diagnostics – Calibrations – Reference Documents – [“Multimedia Software Download Instructions”](#)

## Entune Audio Head Unit Software Update (Panasonic)

### Software Procedure

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

**Figure 1. Avalon, Avalon HV, Highlander, Highlander HV, Prius V, Sienna, 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<br>510078 | 57090<br>510079<br>510080 | 57092<br>57094<br>510074<br>510075<br>510076<br>510077 |
| Tundra                      | 57067           | 57068<br>57070<br>57071   | 57072<br>57073<br>57074<br>57075                       |
| Avalon                      | N/A             | 510022                    | 510023<br>510024<br>510081                             |
| Sienna                      | N/A             | N/A                       | 510026<br>510027                                       |
| Prius V                     | 510056          | N/A                       | 510057<br>510059                                       |
| Venza                       | 510018          | 510019                    | 510020<br>510021                                       |

## Entune Audio Head Unit Software Update (Panasonic)

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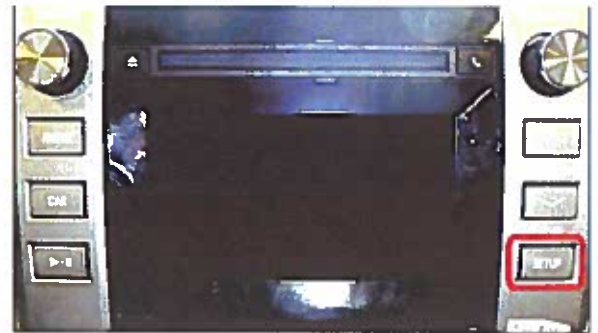
### Software Procedure (Continued)

2. Start the engine.
3. Go to the *Setup* screen.
  - A. For Entune™ Audio:  
Press the **SETUP** button on the panel.

**Figure 3.** 4Runner, Highlander, Highlander HV, Sequoia, Tacoma & Tundra.



**Figure 4.** 4Runner



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

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

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



**Figure 6.** Tundra





## Entune Audio Head Unit Software Update (Panasonic)

### Software Procedure (Continued)

**NOTE**

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

Figure 7.



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

Figure 8.



4. Select *General* on the Setup screen.

Figure 9.



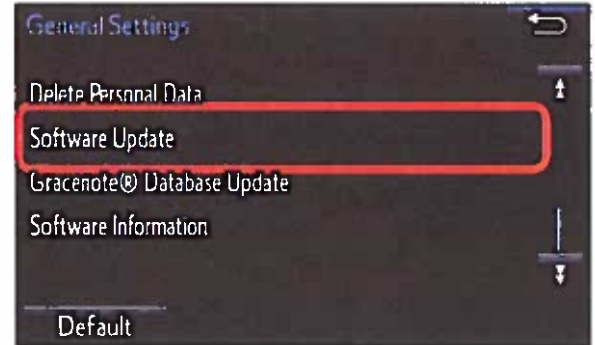
## Entune Audio Head Unit Software Update (Panasonic)

### Software Procedure (Continued)

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

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

**Figure 10.**



6. Select *Update* on the *Software Update* Screen.

**Figure 11.**



## Entune Audio Head Unit Software Update (Panasonic)

### Software Procedure (Continued)

**NOTE**

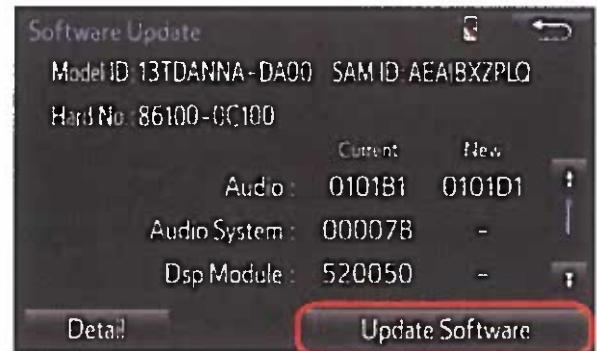
If software has been detected properly, a "New software was found." Pop-up will be displayed.

Figure 12.



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

Figure 13.



## Entune Audio Head Unit Software Update (Panasonic)

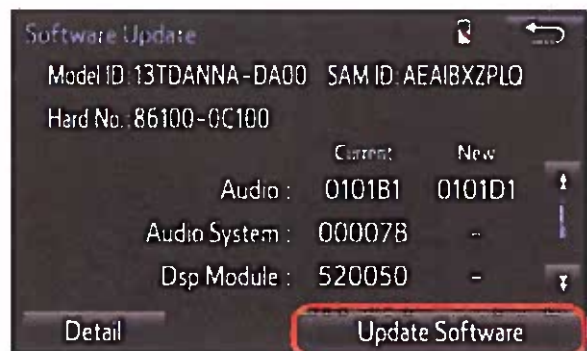
### Software Procedure (Continued)

Table 2. Software Version Information

| Type         | Entune™ Audio  |                  | Entune™ Audio  |                  | Entune™ Premium  |                  |
|--------------|--|------------------|--|------------------|--|------------------|
|              | Current Version  | New Version      | Current Version  | New Version      | Current Version  | New Version      |
| Audio        | 01012B<br>010169<br>010173<br>010179<br>01017B<br>010180<br>010185 | 01018A<br>01012E | 010171<br>01017C<br>010183<br>010185<br>01018B<br>010190<br>010191<br>010121 | 010197<br>01012A | 01013E<br>01014D<br>010185<br>010195<br>0101A1<br>0101A5<br>0101B1<br>0101BE<br>0101C1<br>010129<br>010130 | 0101D1<br>01014E |
| Audio System | 000072   | -                | 000072   | -                | 000072<br>000074<br>00007B   | -                |
| Dsp Module   | 420020   | -                | 520020   | -                | 520020<br>520050   | -                |
| Sub          | 010001   | -                | 010001   | -                | 010001   | -                |
| Can          | 130209   | -                | 130209   | -                | 130209   | -                |

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

Figure 14.

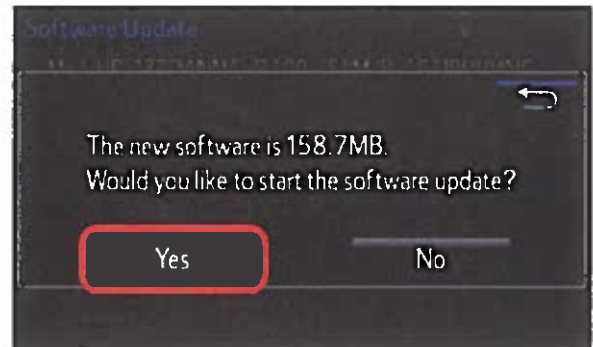


## Entune Audio Head Unit Software Update (Panasonic)

### Software Procedure (Continued)

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

Figure 15.



10. 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.

#### 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.

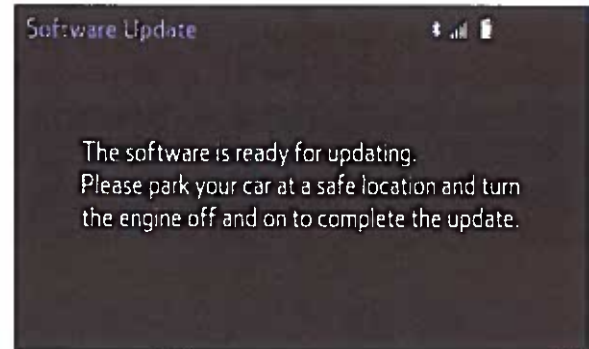


## Entune Audio Head Unit Software Update (Panasonic)

### Software Procedure (Continued)

11. When "The software is ready for updating." Displays, cycle the ignition OFF.

Figure 18.

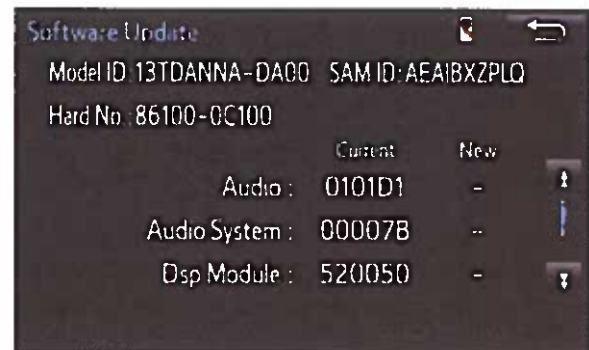


12. Remove the USB Drive SST from the vehicle USB port.

### 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.

Figure 19



## Entune Audio Head Unit Software Update (Panasonic)

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### Software Version Confirmation (Continued)

**Table 3. New Software Version Information**

| Type         | Entune™ Audio                          |             | Entune™ Audio Plus                     |             | Entune™ Premium                        |             |
|--------------|--|-------------|--|-------------|--|-------------|
|              | Current Version                        | New Version | Current Version                        | New Version | Current Version                        | New Version |
| Audio        | <b>01012E*</b><br>or<br><b>01018A*</b> | -           | <b>010197*</b><br>or<br><b>01012A*</b> | -           | <b>0101D1*</b><br>or<br><b>01014E*</b> | -           |
| 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

