

Abnormal Entune/Navigation Operation For Display Audio (Non-HDD Type)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2012 - 2013	4Runner, Corolla, RAV4, Tacoma	
2013 - 2014	Avalon HV, Venza	
2012 - 2014	Avalon, Camry, Camry HV, Prius C, Prius V	
2013	Highlander, Highlander HV	
2012 - 2015	Prius, Prius PHV	

SUPERSESION NOTICE

The information contained in this bulletin supersedes SB No. T-SB-0051-13.

- Applicability has been updated to include additional 2012 - 2015 model year vehicles.
- The entire bulletin has been updated.

Service Bulletin No. T-SB-0051-13 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Introduction

Some 2012 model year vehicles equipped with a Display Audio Navigation System and Entune™ (version less than 2.1.0) may exhibit one or more of the following conditions:

- Vehicle orientation slow to update after vehicle startup
- Five Bing™ search results are not all displayed on the map
- Voice recognition destination request does not provide feedback
- Voice recognition for POI search displays *"Function not available"* message
- *"Car Multimedia"* device name cannot be changed

Abnormal Entune/Navigation Operation For Display Audio (Non-HDD Type)

Introduction (Continued)

Some 2012 – 2013 model year vehicles equipped with a Display Audio Navigation System (Non-HDD) and Entune™ (version less than 2.2.0) may exhibit one or more of the following conditions:

- “*Address non-navigable*” message when using the navigation system
- Head unit audio does not switch correctly between day and night modes
- Dynamic re-route navigation setting is not remembered after ignition cycle
- Traffic Radius Filter setting is not remembered after ignition cycle
- “*You have arrived at your destination*” message gives incorrect side of street
- Head unit does not display incoming iPhone® iOS 6 text message sender ID
- Head unit does not fully display incoming iPhone® iOS 6 text messages which include carriage returns (line breaks)

Some 2012 – 2014 model year vehicles equipped with a Display Audio Navigation System (Non-HDD) and Entune™ (version less than 3.2.0) may exhibit one or more of the following conditions:

- Roads flash on and off in certain zoom levels (when Entune™ is in use)
- Discolored bands appear across the screen (when Entune™ is in use)
- Map area on the screen is black and only buttons are visible (when Entune™ is in use)
- Navigation freezes (when Entune™ is in use)
- When Bluetooth® is the last audio mode selected in previous ignition cycle, audio source switches back to Bluetooth® when another source is selected immediately after the engine starts

Some 2012 – 2015 model year vehicles equipped with a Display Audio Navigation System (Non-HDD) and Entune™ (Version less than 4.1.0) may exhibit one or more of the following conditions:

- When using navigation route guidance the arrival time at the destination was incorrect. The GPS indicated arrival time was off by one hour (issue connected to Daylight Savings Time)
- Phonebook entries could not be found on the head unit phonebook list due to an issue with upper case and lower case text entry
- Podcasts cannot be played back on Apple devices loaded with or upgraded to iOS 8, when in iPod® audio mode. “Loading...” displayed on screen
- Bing™ search engine service app will be removed and replaced with Destination Search.

The Entune™ multimedia system has been updated with new and improved applications (Slacker and iHeartRadio®) and additional updates. This bulletin is applicable to customers requesting installation of these new applications. The new software has been developed to enhance the Entune™ experience in vehicles equipped with the Display Audio Navigation System with Entune™.

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1514	Entune/Navigation	0.3	PT296-47120-AA	99	99

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 SERVICETOOLS (SST)	PART NUMBER	FILE NAME	SOFTWARE VERSION
USB Drive Firmware Update – Harman Becker*	01032-HBEKR-15A	01032-HBEKR-15A.zip	5.1.0

* 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 extracted (unzipped) from the “zip” folder and 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](#)”*

Abnormal Entune/Navigation Operation For Display Audio (Non-HDD Type)

Repair Procedure

1. Confirm that one or more of the conditions listed in the Introduction for all software variants are present.

NOTE

- Non-HDD Type Navigation units have a CD slot visible on the front of the radio.
- HDD Type Navigation units have a tilt-open navigation screen and CD slot behind the screen.



2. Check the software version.
 - A. Press the Setup button.
 - B. In the Setup menu, select General

Figure 1.



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Repair Procedure (Continued)

- C. In the *General Settings* Menu, scroll down and select *System Information*.

Figure 2.



- D. In the System Information menu the Software Version information is displayed (eg. 1.7.x, 1.8.4, 2.1.0, 2.2.0, 3.1.0, 3.2.0).

Figure 3.



- E. Is the software version lower than 5.1.0 (see example above)?
- **YES** – Go to step 3.
 - **NO** – (Version 5.1.0 is present) This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

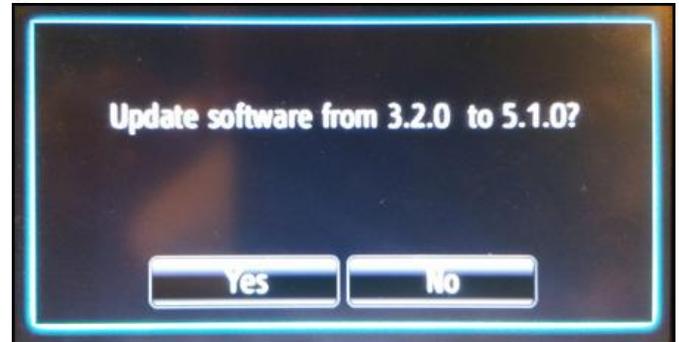
3. Start the vehicle or put the hybrid system in Ready ON mode.
4. Turn on the radio.
5. Press the *Apps* button (the system will switch to the *Apps* main page).

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Repair Procedure (Continued)

6. Install the USB Drive SST into the vehicle's USB slot (there will be a short pause while the software version is read).
7. An "Update software from X.X.X to 5.1.0?" message will be displayed.

Figure 4.



8. Select Yes.
9. A "Please do not interrupt the software update once it has started. The engine must be running during the software update." message will be displayed.

Figure 5.



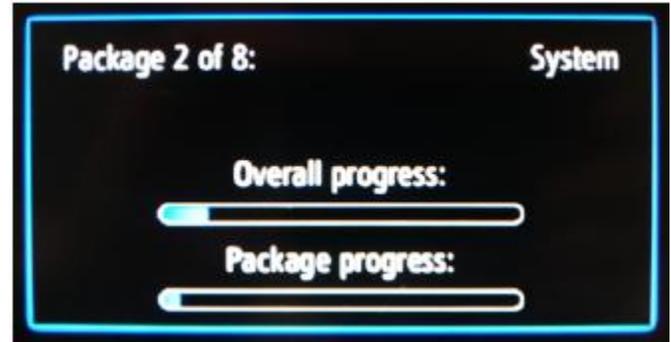
10. Select Confirm (the engine must be running or hybrid system in Ready ON mode during software update).

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Repair Procedure (Continued)

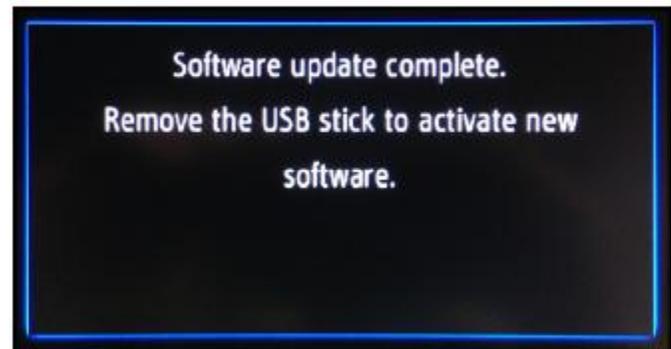
11. The software will begin and the screen will show a "Package 1 of 8" message, and continue through 8 of 8. It will take approximately 5 minutes for the update to complete.

Figure 6.



12. When finished, a "Software update complete" message is displayed.

Figure 7.



13. Remove the USB Drive SST.

14. Turn the vehicle OFF and restart it.

15. Confirm the software version was updated by performing the Software Version Check Procedure.

Figure 8.



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Repair Procedure (Continued)

16. Pair the dealership troubleshooting phone to perform general operation checks and confirm that the condition was corrected.
17. Delete the dealership troubleshooting phone from the paired devices list.