

Subject Unable to Update Radio Software		Market USA
Service Category Audio/Visual/Telematics	Section Audio/Video	
Applicability All Applicable Models		

APPLICABLE VEHICLES

2014-2016	Highlander	2015-2016	Avalon
2014-2016	Tundra	2015-2016	Sienna
2015-2016	Venza	2015-2016	Avalon HV
2015-2016	Prius V	2014-2016	Tacoma
2014-2016	4Runner	2014-2016	Sequoia
2014-2016	Highlander HV		

CONDITION

Some vehicles may exhibit an error message when trying to perform a radio software update: "Unable to update the software. Please try again later." If the following screen is seen; follow the directions below.



RECOMMENDATIONS

Turn the vehicle ignition to the ACC ON position, remove the update USB stick from the vehicle, and leave the vehicle in the ACC ON for a MINIMUM of 20 minutes. After the 20 minute ACC ON has been performed, cycle the IG and attempt to perform the radio update.

LINK REFERENCES

This Tech Tip does not contain any link references