LEXUS

Technical Service Information Bulletin

Navigation System Firmware Update

**Service
Category**   Audio/Visual/Telematics

Section   Navigation/Multi Info Display   **Market** USA

Lexus Supports
ASE Certification ASE

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2015	CT200H, ES300H, ES350, GS350, GS450H, GX460, IS250, IS350, LS460, LS600H, NX200T, NX300H, RC F, RC350	

Introduction

Some 2015 Lexus vehicles equipped with navigation may exhibit one or more of the conditions.

- Navigation system becomes frozen/has no response or slow response
- Missing or incorrect HD Traffic incidents and/or flow data shown on the screen
- Resetting of the navigation system
- iPod Error is displayed with Apple device connected to the USB port
- Song Title is not updated when using Siri
- Display is blank after a Bluetooth™ Audio device is connected
- No audio sound after completing a phone call
- Navigation system resets when playing an "Audio Book" on a CD
- Unable to load multiple destinations when using Destination Assist feature

A software update is now available to address these conditions.

Navigation System Firmware Update

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1513	Update Software	0.3	86804-33860 86804-33870 86804-78010 86804-78270 86804-24210 86804-24220 86804-53T40 86804-53T50 86804-60C90 86804-60C60 86804-76820 86804-76810 86804-30B10 86804-30B20 86130-30660 86804-50720 86130-50410 86804-50750	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 SERVICETOOLS (SST)	PART NUMBER	Multimedia Type	MODEL	Applicable File on USB Drive	QTY
USB Drive Firmware Update – Denso*	02037-DENSO-15A	w/ Navigation (7 inch)	CT	13LHENNA-AB01_1524.kwi	1
			ES		
			IS		
			NX		
			RC		
		w/ Navigation (12 inch)	GS	13LWENNA-AB01_0014.kwi	1
			LS		
		without Navigation (8 inch)	GS	13LHEANA-AB01_1519.kwi	1
		w/ Navigation (8 inch)	GX	13LHENNA-AA01_1021.kwi	1

* 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*"

NOTE

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

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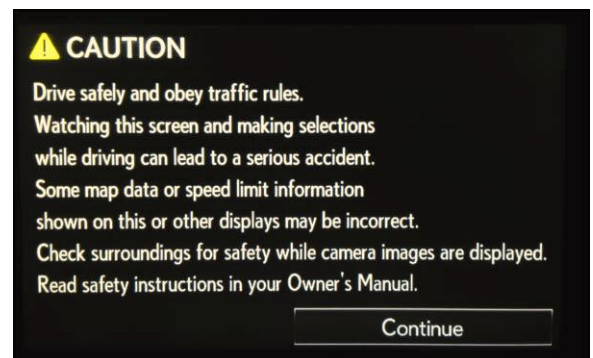**Repair Procedure**

    1. Confirm the software version.

    A. Start the engine. The LEXUS emblem will be displayed on the navigation screen.

    B. Wait for the display to switch to the italic Caution screen, and then select *Continue*. The map screen will display.
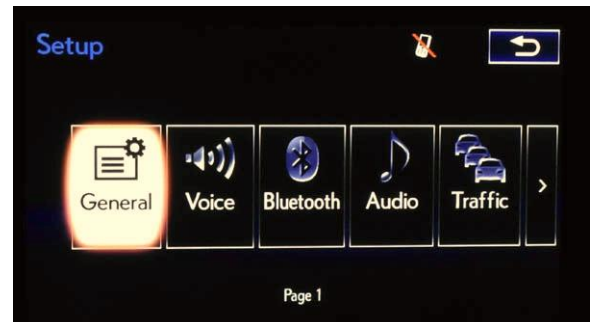

    C. Connect the USB Drive SST to the USB port.
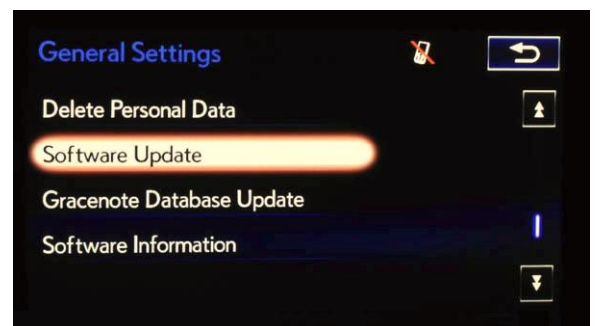
Navigation System Firmware Update
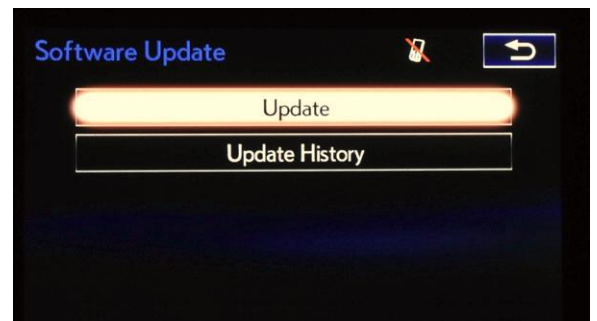
D. From the navigation menu, select *Setup*.

E. Select *General*.

F. Select *Software Update*.
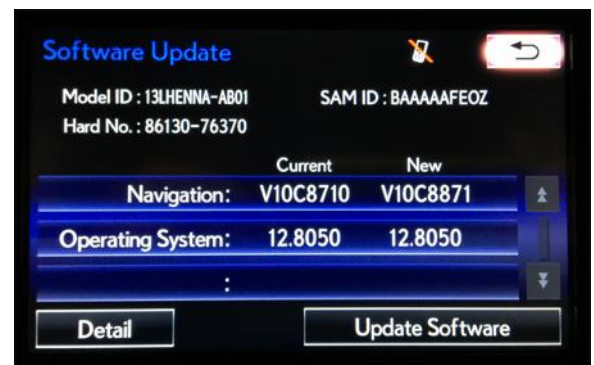

G. Select *Update*.

Navigation System Firmware Update
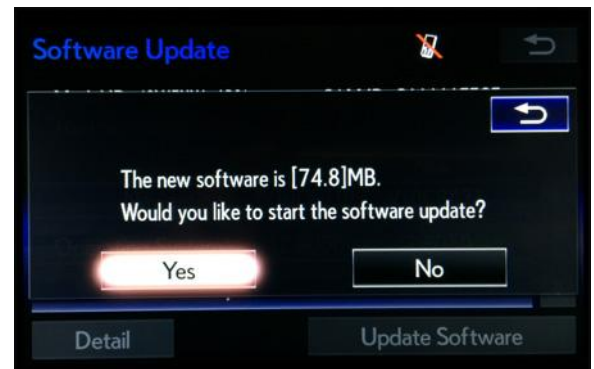
H. Confirm current version is older than new version.

- If the current version is V10C8871 or greater for 2015 GX models or if the current version is V15A8872 or greater for 2015 CT, ES, GS, IS, LS, NX, or RC models, **STOP** - this bulletin does NOT apply.
- If the current version is less than V10C8871 for 2015 GX models or if the current version is less than V15A8872 for 2015 CT, ES, GS, IS, LS, NX, or RC models, proceed to the next step.

2. Update software version.

A. Select *Update Software*.

B. Select *Yes*.
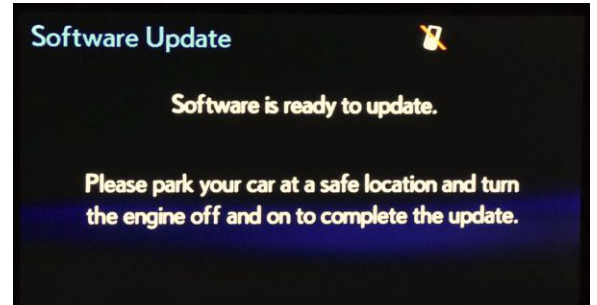

C. Wait for the software to install.
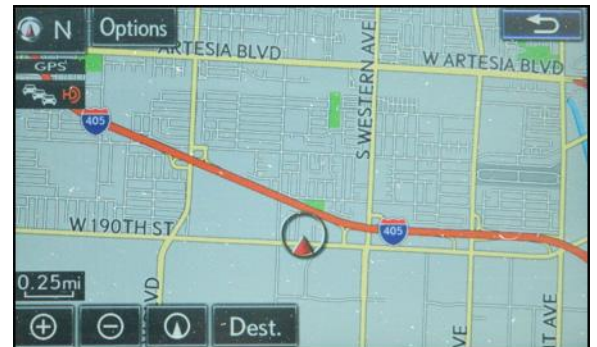
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D. Cycle the ignition OFF and ON to complete the update.

> **NOTE**
>
> **After the ignition is turned OFF and ON the update will take several minutes to complete.**

E. Do not remove the USB Drive SST or turn Off the ignition until the navigation screen is present.

F. Confirm the current software version has been updated on the Software Update screen.