TOYOTA
Technical Service Bulletin

Radio/Navigation Touch Screen Intermittently Inoperative

Service Category   Audio/Visual/Telematics

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

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2015	Prius V	

REVISION NOTICE

October 29, 2015 Rev1:

- **The entire bulletin has been updated.**

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2015 model year Prius V vehicles may exhibit an intermittently inoperative radio/navigation touch screen. The only way the touch controls are able to be recovered is to cycle the ignition or reboot the head unit. Follow the procedures in this bulletin to address this condition.

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PRODUCTION CHANGE EFFECTIVE VIN
Prius V	JTDZN3EU#FJ034802

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1515	Software Update	0.3	86140-47210 86804-47230 86804-47250	87	74

Radio/Navigation Touch Screen Intermittently Inoperative

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.**

Parts Information

SPECIAL SERVICETOOLS (SST)	PART NUMBER	HEAD UNIT	APPPLICABLE ON THE USB DRIVE	QTY
USB Drive Firmware Update - Panasonic	01039-PANSC-15B	Entune™ Audio Plus	13TBDANA-DA01_0049.kwi	1
		Entune™ Premium Audio	13TDANNA-DA01_0084.kwi	

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"*

Repair Procedure

1. Start the engine
2. Insert the USB containing the firmware
3. Go to the *Setup* screen
4. Select the *Home* button, then the Gear icon in the upper right corner.

Figure 1.
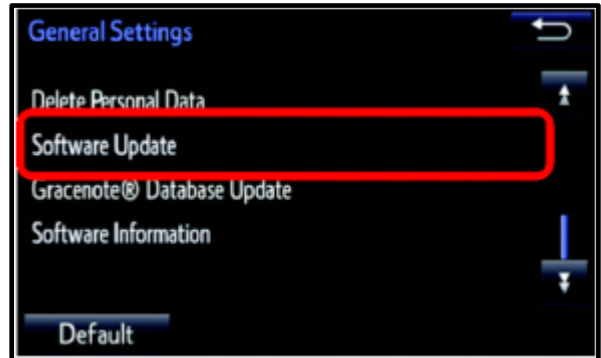
Radio/Navigation Touch Screen Intermittently Inoperative

Repair 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 3.

6. Select Update on the Software Update Screen.

> **NOTE**
>
> **If software has been detected properly, a "New software was found." Pop-up will be displayed.**
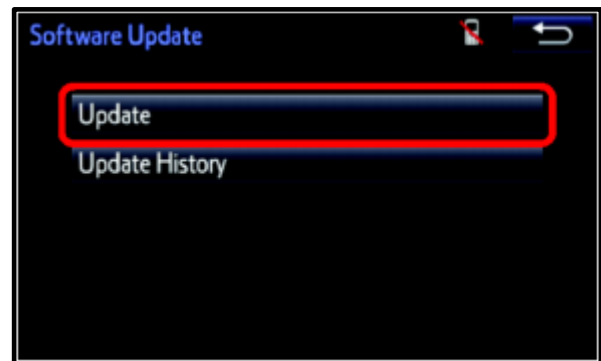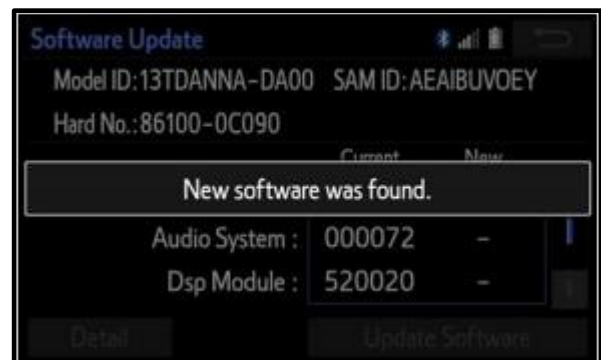
Figure 4.

Figure 5.

Radio/Navigation Touch Screen Intermittently Inoperative

Repair Procedure (Continued)

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

Type	Entune™ Audio		Entune™ Premium	
	Current Version	New Version	Current Version	New Version
Audio	01012B 010169 010173 010179 01017B 010180 010185 '01018A 01012E	010131	01013E '01014D '010185 '010195 '0101A1 '0101A5 '0101B1 '0101BE '0101C1 '0101D1 '010129 '010130 '010150 '01014E	010154
Audio System	000072 '000088	-	000072 000074 00007B 000088 000091	-
DSP Module	420020 420060	-	520020 520050 520070	-
Sub	010001	-	010001	-
Can	130209	-	130209	-

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

Figure 6.

Radio/Navigation Touch Screen Intermittently Inoperative

Repair Procedure (Continued)

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

Figure 7.

10. The update will take about 10 minutes once the unit begins installation.

Figure 8.

> **NOTE**
> - **Do NOT turn off the engine or ACC during the update.**
> - **Do NOT remove the USB Drive during the update.**

Figure 9.

For Entune™ Premium Audio:

If the 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 1-11.
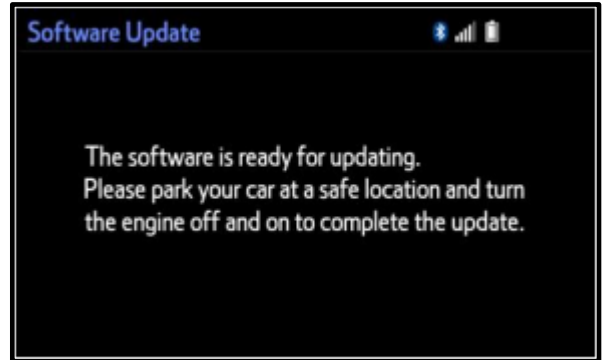
Radio/Navigation Touch Screen Intermittently Inoperative

Repair Procedure (Continued)

11. When *"The software is ready for updating"* pop-up displays, cycle the ignition OFF.

Figure 10.

12. Remove the USB Drive 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 the software information is updated on the *Software Update* screen.

Figure 11.

Radio/Navigation Touch Screen Intermittently Inoperative

Software Version Confirmation (Continued)

Type	Entune™ Audio Plus		Entune™ Premium Audio	
	Current Version	New Version	Current Version	New Version
Audio	010131	—	010154	—
Audio System	000072 '000088	—	000072 000074 00007B 000088 000091	—
Dsp Module	420020 420060	—	520020 520050 520070	—
Sub	010001	—	010001	—
Can	130209	-	130209	—