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	
2016	CT200H, ES300H, ES350, GS F, GS200T, GS350, GS450H, GX460, IS200T, IS300, IS350, LS460, LS600H, NX200T, NX300H, RC F, RC200T, RC300, RC350	

REVISION NOTICE

October 25, 2016 Rev1:

- **Applicability has been updated to include 2016 model year CT 200h, ES 300h/350, GX 460, IS 300/350/200t, NX 200t/300h, and RC F/350/300/200t vehicles.**

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2015 – 2016 Lexus IS models, NX models, ES models, CT 200h, RC models, and 2016 GS models and LS models equipped with navigation (version less than V15A8910), or GX 460 vehicles equipped with navigation (version less than V19A8910) may exhibit one or more of the following conditions:

- Voice Recognition is Inoperative
- Same XM channel icon is used for different channels
- Loss of traffic information at times when using Lexus Enform
- There is traffic incident mark "!" on the map screen, but no info on the traffic incident screen
- iPod scroll is stopped changing by tune knob
- HOME button does not work
- Reset while making a turn off of the highlighted route

Navigation System Firmware Update

Introduction (Continued)

- After correction of text in Quick Message15, the corrected text is displayed in Quick Message13
- Navigation system reboots intermittently
- Navigation system reboots after receiving errant weather data
- Some screens with clock information show 12:00 as 0:00

Some 2015 Lexus IS models, NX models, ES models, CT200H, RC, LS, and GS models equipped with navigation (version less than V15A8872), or GX 460 vehicles equipped with navigation (version less than V19A8871) may exhibit one or more of the following 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 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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Firmware Update Information

Multimedia Type	MODEL	Applicable File on USB Drive
w/ Navigation (7 inch)	CT	13LHENNA-AB01_0003.kwi
	ES	
	IS	
	NX	
	RC	
w/ Navigation (12 inch)	GS	13LWENNA-AB01_0002.kwi
	LS	
without Navigation (8 inch)	GS	13LHEANA-AB01_0002.kwi
w/ Navigation (8 inch)	GX	13LHENNA-AA01_0004.kwi

MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file may 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*"

Navigation System Firmware Update

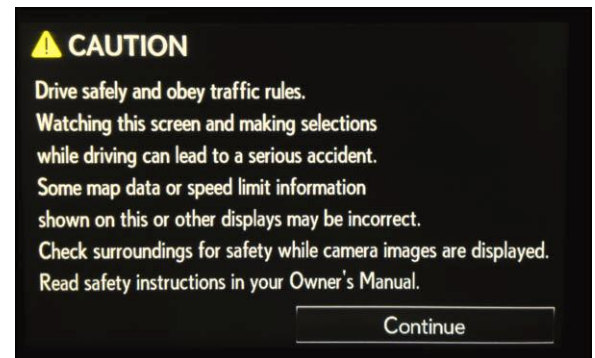**Repair Procedure**

1. Confirm the software version.

   Figure 1.

   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.

   Figure 2.

   C. Connect the USB Drive SST to the USB port.

Navigation System Firmware Update

Repair Procedure (Continued)

D. From the navigation menu, select *Setup*.

Figure 3.
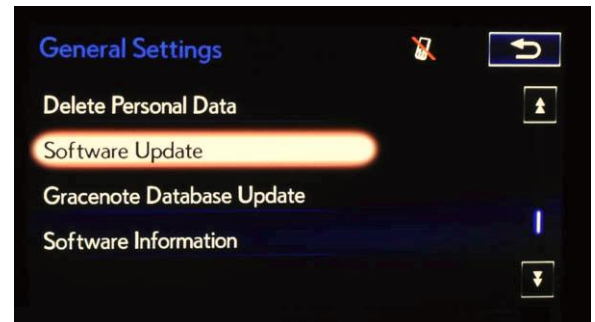

E. Select *General*.

Figure 4.

F. Select *Software Update*.

Figure 5.

Navigation System Firmware Update

Repair Procedure (Continued)
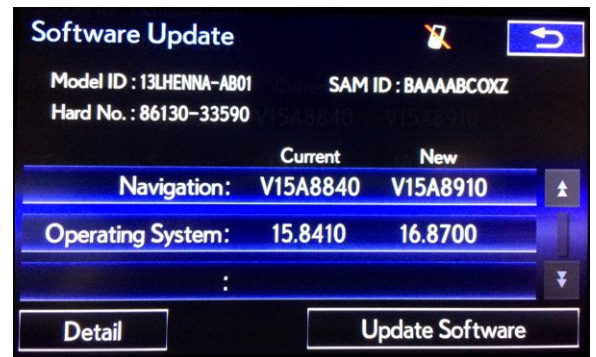
G. Select *Update*.

Figure 6.

H. Confirm current version is older than new version.

- If the current version is V19A8910 or greater for 2015-16 GX models or if the current version is V15A8910 or greater for 2015-16 CT, ES, IS, NX, RC models or 2015 LS and GS models, STOP - this bulletin does NOT apply.
- If the current version is less than V19A8910 for 2015-16 GX models or if the current version is less than V15A8910 for 2015-16 CT, ES, IS, NX, RC models or 2015 LS and GS models, proceed to the next step.

2. Update software version.

A. Select *Update Software*.

Figure 7.

Navigation System Firmware Update

Repair Procedure (Continued)
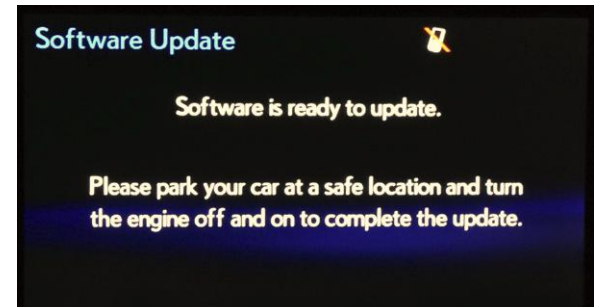
B. Select *Yes*.

Figure 8.

C. Wait for the software to install.

Figure 9.

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.**

Figure 10.

Navigation System Firmware Update

Repair Procedure (Continued)

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

Figure 11.

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

Figure 12.