

Entune Audio Head Unit Software Update (Fujitsu Ten)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016	Camry, Camry HV, Corolla, RAV4, RAV4 HV	

REVISION NOTICE

April 4, 2016 Rev1:

The Software Update section has been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2016 model year vehicles equipped with Entune™ Audio (version UU.10.48), Entune™ Audio Plus (version EU.10.68 or EU.20.05 or EU.20.08), or Entune™ Premium Audio (CU.10.71 or CU.10.72 or CU.20.05 or CU.20.08) may exhibit one or more of the following conditions:

- Swiping feature inoperative on APPs or Setup screens.
- Meijer Department Store is intermittently pronounced “Mee-jer”.
- Number of transferred contacts is not updated.
- Slacker skips 2 songs when using steering wheel controls.
- Starting Pandora via Voice Recognition is intermittently inoperative.
- Transitioning from BT Audio to Entune, no sound is output (iPhone and Android).
- FM mode will show the incorrect number of available stations intermittently.
- Voice Recognition will not start intermittently.
- Audio is intermittently not displayed on the home screen.
- Rumbling sound when no audio is playing.
- Intermittent “Message list could not be loaded” is displayed when retrieving messages.
- Audio information does not match between the Head Unit and Instrument Cluster.
- Instrument Cluster has incorrect display of XM channels.
- Panoramic camera view is intermittently inoperative.
- Scout voice guidance has rear speakers muted.
- USB Audio Playback resets after key cycle.

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Warranty Information

OP CODE	DESCRIPTION	TIME	MODEL	OFF	T1	T2
EL1521	Software Update	0.3	Camry, Camry HV	86804-06180 86804-06190 86140-06660 86140-06670	73	74
			Corolla	86140-02460 86140-02470 86804-02070		
			RAV4	86804-0R030 86804-0R040 86140-0R170 86140-42110 86140-0R180 86804-42100 86804-42110 86140-42460		
			Prius C	86140-52330 86804-52040		

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 SERVICE TOOLS (SST)	PART NUMBER	HEAD UNIT	APPLICABLE FILE ON USB DRIVE	QTY
USB Drive Firmware Update – Fujitsu Ten*	01040-FJTSU-16A	Entune™ Audio	15TBDANA-CA01_1106.kwi	1
		Entune™ Audio Plus	15TDDANA-CA01_2014.kwi	
		Entune™ Premium Audio	15TDANNA-CA01_2014.kwi	

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Required Tools & Equipment (Continued)

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.

1. Confirm the audio system type by checking the Panel ID printed above the top-right or bottom-right of the display.

Figure 1



1	Corolla
2	RAV4

3	Camry/Camry HV
4	Prius C

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Software Update (Continued)

MODEL	MODEL YEAR	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM
Camry, Camry HV	2016	100614	N/A	100612 100613
Corolla		100571	100570	100569
RAV4		100573 100581	100574 100582	100575 100576 100583 100584
Prius C		100629	N/A	100628

2. Insert the USB Drive SST into the vehicle USB port.
3. Start the engine.
4. Wait for the screen to be displayed.

Figure 2.



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Software Update (Continued)

5. Wait until the USB source icon highlights and displays the USB name with the icon.

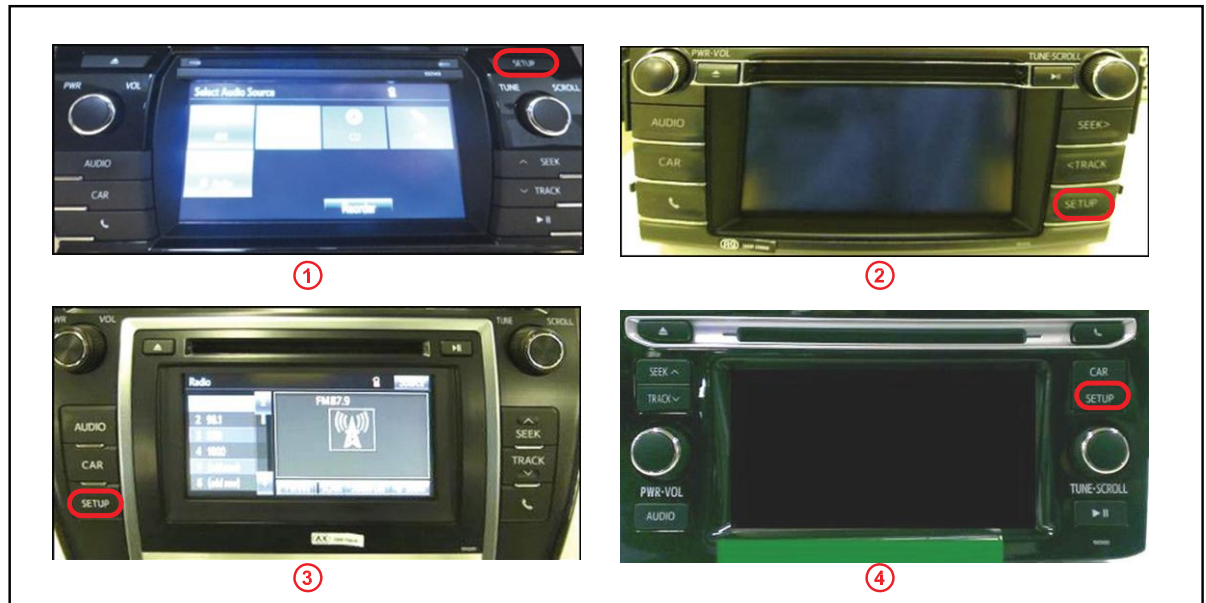
Figure 3.



6. Go to the *Setup* screen.
 - A. For Entune™ Audio.

Press the *SETUP* button on the panel.

Figure 4.



1	Corolla
2	RAV4

3	Camry/Camry HV
4	Prius C

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Software Update (Continued)

B. For Entune™ Audio Plus / Entune™ Premium Audio:

(1) Press the APPS button on the left of the panel.

Figure 5. Camry, Corolla, RAV4



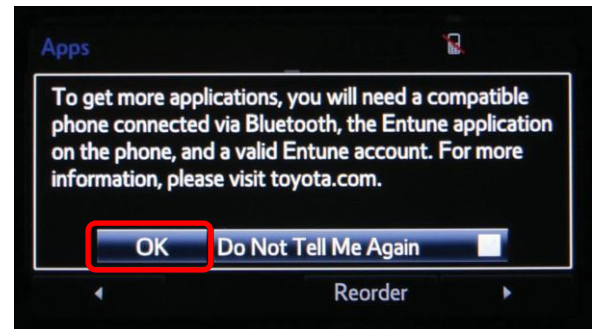
Figure 6. Prius C



NOTE

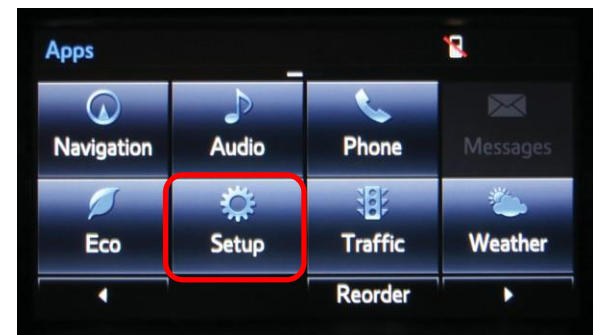
If Entune pop-up displays, select **OK**.

Figure 7.



(2) Select Setup on the Apps screen.

Figure 8.



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Software Update (Continued)

7. Select *General* on the Setup screen.

Figure 9.

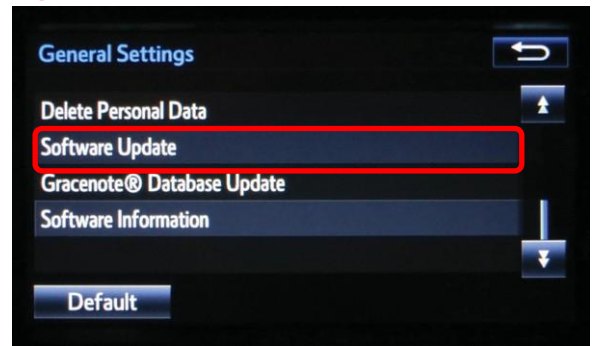


8. Select *Software Update* from the list on the General Settings screen.

HINT

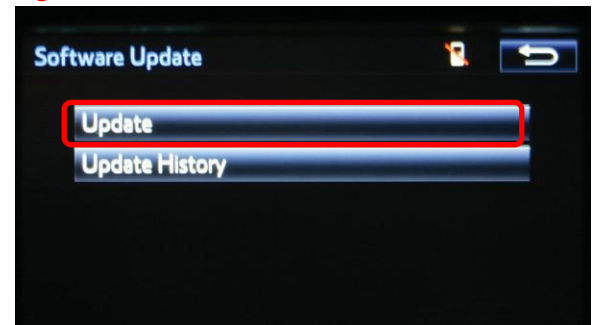
Scroll down the list until *Software Update* is displayed.

Figure 10.



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

Figure 11.



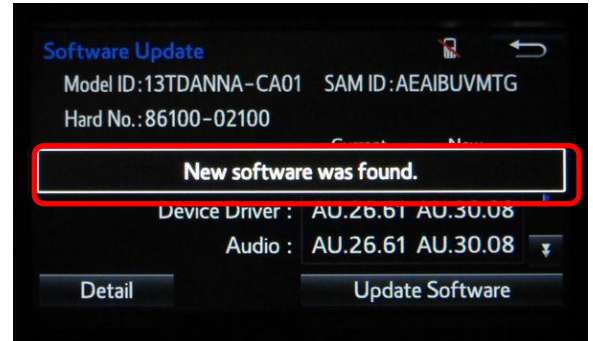
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Software Update (Continued)

NOTE

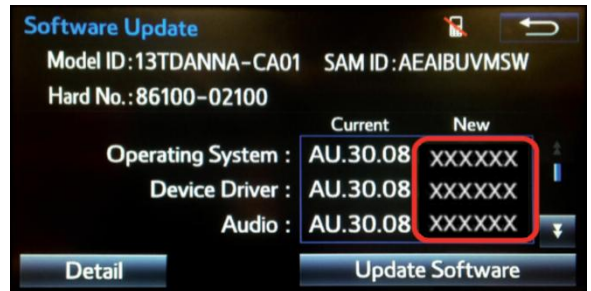
If software has been detected properly, a **"New Software was found."** pop-up will be displayed.

Figure 12.



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

Figure 13.



NOTE

Update Software is enabled only if there is an update newer than the current software.

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Software Update (Continued)

Software Version Information

Type	Entune™ Audio		Entune™ Audio Plus		Entune™ Premium Audio	
	Current Version	New Version 16 Corolla 16 Rav4 16 Camry 16 Prius C	Current Version	New Version 16 Corolla 16 Rav4	Current Version	New Version 16 Corolla 16 Rav4 16 Camry 16 Prius C
Operating System	UU.10.48	-	EU.10.68 EU.20.05 EU.20.08	-	CU.10.71 CU.10.72 CU.20.05 CU.20.08	-
Device Driver		UU.11.06		EU.20.14		CU.20.14
Audio		UU.11.06		EU.20.14		CU.20.14
Navigation		-		-		-
Bluetooth		UU.11.06		EU.20.14		CU.20.14
GUI		UU.11.06		-		-
Middle ware		UU.11.06		EU.20.14		CU.20.14
Kernel		UU.11.06		EU.20.14		CU.20.14
Voice Recognition		-		EU.20.14		CU.20.14

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

Figure 14.

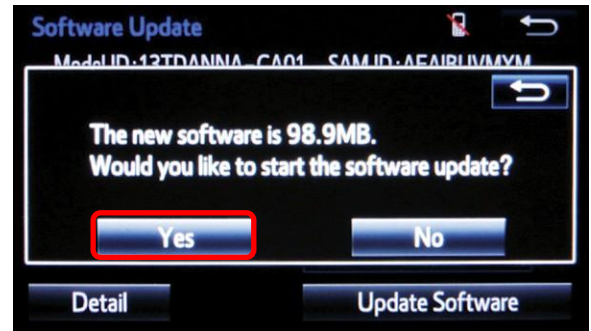


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Software Update (Continued)

12. Select Yes on the “Would you like to start the software update?” pop-up.

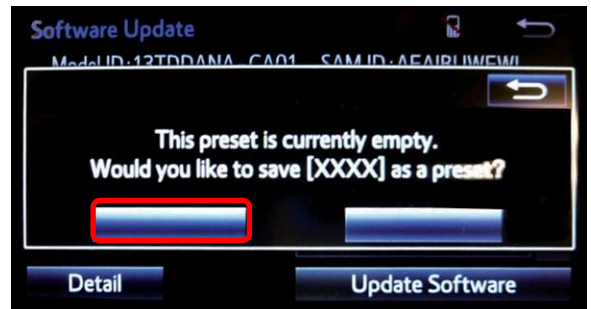
Figure 15.



NOTE

Entune™ Audio Plus only: Select left box on the “This preset is currently empty. Would you like to save [XXXX] as a preset?” pop-up.

Figure 16.



13. This unit begins installation.

NOTE

Do NOT turn off ACC before the software is ready for updating.

Figure 17.

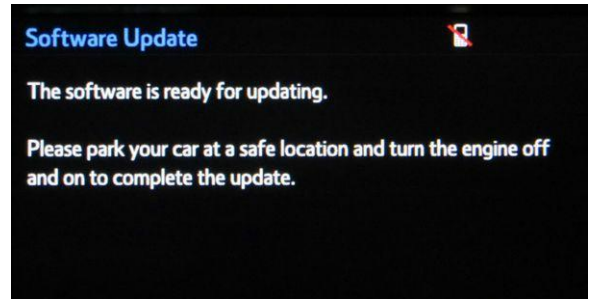


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Software Update (Continued)

14. When “The software is ready for updating.” Displays, cycle the ignition OFF and wait for 30 seconds. Then cycle the ignition ON again.

Figure 18.

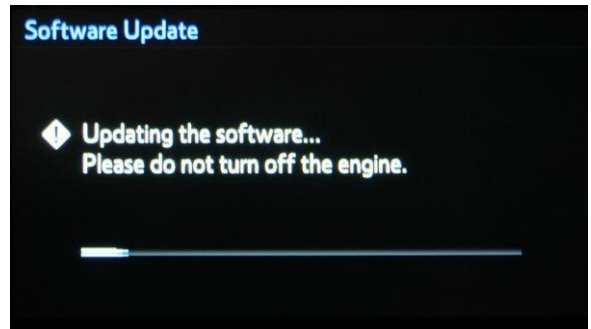


15. Wait for the audio system to finish the software update.

NOTE

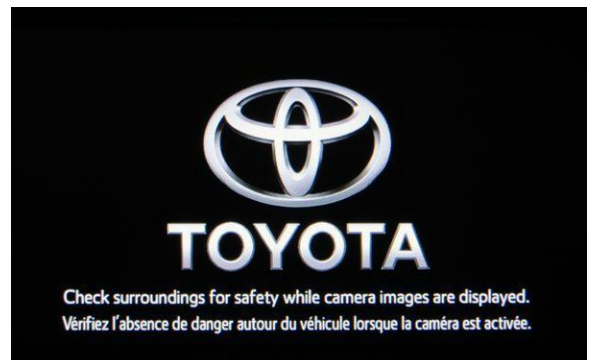
Do NOT turn off ACC before the next Toyota logo screen displays.

Figure 19.



16. When the Toyota logo screen is displayed, the update is finished.

Figure 20.



17. Remove the USB Drive SST from the vehicle USB port.

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Software Version Confirmation

1. Wait for the Select Audio Source screen to be displayed.

Figure 21.



2. Perform steps 6-9 of the Software Update procedure to re-enter the Software Update screen.
3. Verify that the software information is updated on the Software Update screen.

New Software Version Information

Type	Entune™ Audio		Entune™ Audio Plus		Entune™ Premium Audio	
	New Version		New Version		New Version	
	16 Corolla 16 Rav4 16 Camry 16 Prius C	M/D/Y	16 Corolla 16 Rav4	M/D/Y	16 Corolla 16 Rav4 16 Camry 16 Prius C	M/D/Y
Boot	UU.11.06	Updated date (If no GPS signal, date may not be accurate)	EU.20.14	Updated date (If no GPS signal, date may not be accurate)	CU.20.14	Updated date (If no GPS signal, date may not be accurate)
Voice Recognition	-		EU.20.14		CU.20.14	
GUI	UU.11.06		-		-	
Audio	UU.11.06		EU.20.14		CU.20.14	
Bluetooth	UU.11.06		EU.20.14		CU.20.14	
Navigation	-		-		-	
Device Driver	UU.11.06		EU.20.14		CU.20.14	
Kernel	UU.11.06		EU.20.14		CU.20.14	
Operating System	-		-		-	
Middle ware	UU.11.06		EU.20.14		CU.20.14	
Power	-		EU.20.14		CU.20.14	