Entune Audio Head Unit Software Update (Fujitsu Ten)

Service Category: Audio/Visual/Telematics
Section: Audio/Video
Market: USA

Applicability

<table>
<thead>
<tr>
<th>YEAR(S)</th>
<th>MODEL(S)</th>
<th>ADDITIONAL INFORMATION</th>
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<tbody>
<tr>
<td>2014 – 2015</td>
<td>Camry, Camry HV,</td>
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<tr>
<td></td>
<td>Corolla, RAV4</td>
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<tr>
<td>2015</td>
<td>Prius C</td>
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REVISION NOTICE

July 14, 2016 Rev1:
- The Introduction and the Software version sections have been updated.
Any previous printed versions of this bulletin should be discarded.

SUPERSESSION NOTICE

The information contained in this bulletin supersedes SB No. T-SB-0003-14.
- Applicability has been updated to include 2015 model year Prius C vehicles.
- The entire bulletin has been updated.

Service Bulletin No. T-SB-0003-14 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Introduction

Some 2014 model year Corolla vehicles equipped with Entune™ Audio (version BU.26.42) or Entune™ Premium Audio (version AU.26.61) may exhibit one or more of the following conditions:
- Apps screen displays after re-route (Entune™ Premium Audio only)
- Voice command system freezes during phonebook transfer
- Voice command system freezes when radio is in XM mode
- Bluetooth® is inoperative while using Apps
- Sent SMS message continually appears on display audio for BlackBerry® devices (Q10 & Z10)
Entune Audio Head Unit Software Update (Fujitsu Ten)

Introduction (Continued)

Some 2014 model year Corolla and RAV4 vehicles equipped with Entune™ Audio (version BU.30.05 & BU.30.25), Entune™ Audio Plus (version DU.35.08), or Entune™ Premium Audio (version AU.30.08 & AU.35.05) may exhibit one or more of the following conditions:

- Voice command system freezes when voice command is used right after ignition is ON (Entune™ Premium Audio only)
- Entune™ function is inoperative (Entune™ Premium Audio only)
- Cover art does not match with HD Radio™ music playing (Entune™ Premium Audio only)
- Music cannot be selected via voice command system (Entune™ Premium Audio only) when a device has more than 15,000 songs
- XM preset channels are removed (Entune™ Premium Audio only)
- Radio freezes after inputting a certain address in navigation destination (Entune™ Premium Audio only)
- Bluetooth® connection is dropped
- Phonebook does not transfer
- Browse button does not appear in Bluetooth® Audio
- Bluetooth® connected device cannot be changed
- Voice command system is inoperative after deleting all contacts
- Connected Bluetooth® device cannot be deleted
- User setting is deleted

Some 2014 model year vehicles equipped with Entune™ Audio (version BU.30.18, BU.30.27, BU.30.21, BU.30.31), Entune™ Audio Plus (version DU.35.16), or Entune™ Premium Audio (version AU.30.26, AU.30.51, AU.36.66, AU.35.16, AU.35.17) may exhibit one or more of the following conditions:

- Cover art does not change when changing songs on Bluetooth® Audio (Entune™ Audio, Entune™ Premium Audio only)
- Audio automatically becomes “Audio off,” disconnects Bluetooth® automatically, or won’t automatically play
- Bluetooth® Audio volume fluctuates or goes back to default setting or becomes louder for an instant
- Won’t display Playlist in browse properly
- Won’t recognize the music title in iPod™ No sound on iPod™ Video while time count on the video is progressing correctly
- Could not playback CD
Entune Audio Head Unit Software Update (Fujitsu Ten)

Introduction (Continued)

- A loading screen continues being displayed at the time
- Continuously reboots
- Radio screen changes to an arbitrary rear camera screen while driving
- Added App is not added at end of the Apps list
- Mandatory update pop-up appears after Bluetooth® is disconnected
- Unit freezes or no response when using voice command
- Buttons and radio screen related to Phone and Apps won't respond
- Voice command shuts down in the middle or no guidance at all
- Voice command initialization not completed or takes long time to complete initializing
- Music Voice Recognition is not available (Entune™ Audio, Entune™ Premium Audio only)
- Won't display email or text message properly (no body text, no line break, shows the same message twice)
- Incoming email or text message shown after email has already been viewed in Messages screen
- “Text to speech” readout doesn't work or slow response, and volume does not change
- Old email or text message is included in new contents when incoming mail message is read aloud
- Audio system sound does not MUTE during email reading aloud
- Weather map will not open, only beeps
- There is no car cursor on the simple map traffic screen
- Won’t display Phone call list properly
- Won’t go to Map screen or no map on Home screen (Entune™ Premium Audio only)
- Navigation re-route pop-up comes up continuously (Entune™ Premium Audio only)
- No map is displayed with new vehicles (Entune™ Premium Audio only)
- “i” button is displayed when navigation route guidance is not used (Entune™ Premium Audio only)
- Radio screen goes blank or freezes occasionally while using navigation function (Entune™ Premium Audio only) One Shot Address Entry doesn’t work sometimes (Entune™ Premium Audio only)
- Unit freezes when searching route to home memorized in preset memory (Entune™ Premium Audio only)
Entune Audio Head Unit Software Update (Fujitsu Ten)

Introduction (Continued)

Some 2014 model year vehicles equipped with Entune™ Audio Plus (version DU.70.09) or Entune™ Premium Audio (version AU.70.09) may exhibit one or more of the following conditions:

- A ringtone does not sound when phone call is received during route guidance (Entune™ Premium Audio only)
- Voice command was cancelled unexpectedly (Entune™ Audio Plus, Entune™ Premium Audio only)
- “Yes” button is grayed out in the Bluetooth® Call Confirm screen (Entune™ Audio Plus, Entune™ Premium Audio only)
- Connected phone does not show as connected (Entune™ Audio Plus, Entune™ Premium Audio only)
- “Connecting” message for text message does not go away when phone is already connected (Entune™ Audio Plus, Entune™ Premium Audio only)
- Cache radio is rewound by itself after voice command usage (Entune™ Premium Audio only)
- Touch screen button is unresponsive on Entune™ caution screen (Entune™ Audio Plus, Entune™ Premium Audio only)
- Some text messages are not displayed on the screen (Entune™ Audio Plus, Entune™ Premium Audio only)
- In Home screen, full screen of Entune™ audio app is not shown (Entune™ Audio Plus, Entune™ Premium Audio only)
- Radio takes time to read out messages after “Show my message” voice command is recognized
- Voice command cannot be recognized during map route guidance (Entune™ Premium Audio only)
- Incorrect destination is set when voice command is used (Entune™ Premium Audio only) Some audio sources are not displayed when voice command is used (Entune™ Audio Plus, Entune™ Premium Audio only)
- Weather of some cities is not displayed when voice command is used (Entune™ Audio Plus, Entune™ Premium Audio only)
- Voice command for music is not recognized (Entune™ Audio Plus, Entune™ Premium Audio only)
- Some Playlists cannot be chosen when voice command is used (Entune™ Audio Plus, Entune™ Premium Audio only)
- Radio freezes when voice command is used (Entune™ Audio Plus, Entune™ Premium Audio only)
- Blank radio presets are not skipped with steering wheel switch (Entune™ Audio Plus, Entune™ Premium Audio only)
Entune Audio Head Unit Software Update (Fujitsu Ten)

Introduction (Continued)

- Destination cannot be set (Entune™ Premium Audio only)
- Distance to traffic incident is shown incorrectly (Entune™ Premium Audio only)
- Intersection map is not displayed (Entune™ Premium Audio only)
- Traffic incident icon is not displayed (Entune™ Premium Audio only)
- Radio freezes with navigation operation (Entune™ Premium Audio only)
- Touch screen becomes unresponsive after setting destination nearby and pop-up screen of “You are nearby” is displayed (Entune™ Premium Audio only)
- Arrival time shows incorrectly after destination is set (Entune™ Premium Audio only)
- Radio reboots with navigation operation (Entune™ Premium Audio only)
- Along My Route POI search does not show any results (Entune™ Premium Audio only)
- Traffic information icon is not displayed after returning from future time prediction to current time (Entune™ Premium Audio only)
- Traffic information is not displayed (Entune™ Premium Audio only)
- Doppler traffic is not displayed after removing map SD card and reinserting it (Entune™ Premium Audio only)
- Traffic event does not display intermittently (Entune™ Premium Audio only)
- HD Traffic™ does not display at times (Entune™ Premium Audio only)

Audio Plus (version DU.70.26), or Entune™ Premium Audio (version AU.70.28) may exhibit one or more of the following conditions:

- A part of music information of the whole album is not displayed when album art is pressed
- Revised Quick Reply message goes back to default after key cycle
- Device names in Bluetooth® setup screen are grayed out
- Bluetooth® is disconnected and does not reconnect automatically
- Pronunciation of French name streets is incorrect
- HD Traffic™ does not display
- Voice command cannot be used and keeps saying “voice recognition initializing” (Entune™ Premium Audio only)

Some 2014 – 2015 model year vehicles equipped with Entune™ Audio (version BU.38.11 or BU.70.25), Entune™ Audio Plus (version DU.70.31), or Entune™ Premium Audio (AU.70.33 or AU.38.32) may exhibit one or more of the following conditions:
Entune Audio Head Unit Software Update (Fujitsu Ten)

Introduction (Continued)

- Voice command cannot be used and keeps saying “voice recognition initializing” (Entune™ Audio Plus only)
- Browse button is not displayed on Bluetooth® Audio screen
- Radio freezes during phonebook transfer Updated system software is now available to address these conditions.

Some 2014 – 2015 model year vehicles equipped with Entune™ Audio (version BU.38.44 or BU.70.26), Entune™ Audio Plus (version DU.70.61), or Entune™ Premium Audio (AU.70.61 or AU.38.71) may exhibit one or more of the following conditions:

- When pushing the off-hook button during a call (No held calls/No incoming calls), it is not possible to switch to on hold.
- Unable to switch a current call to “Hold.”
- Black screen (radio still plays).
- Pandora® displaying incorrectly.
- Will not add destination when pressed on Voice Recognition screen.
- Voice Recognition suddenly ends.
- When switching from XM to AM/FM, the radio stays on XM.
- Voice Recognition inoperative for Entune™ apps.
- Entune™ icons are yellow blocks.
- Frequency displays incorrectly after pressing Scan button multiple times.
- Navigation is frozen or clock has stopped.
- HD Traffic data is not shown on the map.
- Unable to perform “Web Search” using Voice Recognition.

Some 2014 - 2015 model year vehicles equipped with Entune(tm) Audio (version BU.70.29 or BU.38.47), Entune(tm) Audio Plus (version DU.70.69), or Entune(tm) Premium Audio (AU.70.69 or AU.38.83) or earlier may exhibit one or more of the following conditions:

- Audio source information does not match between the Head Unit and Instrument Cluster.
- Incorrect phone number displayed on Instrument Cluster during the first few seconds on an incoming call.
- Browse button is missing during Bluetooth audio on supported phones.
- Phone book transfer cannot be interrupted once it has been started.
- If Hands Free Bluetooth fails to connect it will not display the connection failure screen.

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Introduction (Continued)

• When connecting an audio player and the system times out, the incorrect screen is displayed.
• Device information missing and only the device name is shown.
• Weather icon flickers intermittently.
• Bluetooth status is not displayed in the radio options screen.
• ETA is displayed in the quick message.
• Track name is not displayed on iHeartRadio screen.
• Screen doesn’t transition to the sonar screen intermittently.
• Apps menu screen freezes intermittently.
• Error codes cannot be cleared from service menu.
• Voice Recognition is slow to respond or freezes.
• Intermittent black screen or screen shuts off.
• “Message list could not be loaded” or SMS messages will not be read intermittently.
• Intermittently Entune™ will not launch.
• Intermittent rebooting or resetting.
• Stuck on “Hello” screen.
• Time doesn’t update when crossing time zones.
• Cancel button is inoperative in Add Device Screen.
• Bluetooth intermittently disconnects or doesn’t connect or reconnect.
• Stuck on “retrieving messages. Please wait...” screen.
• Unable to change to FM mode.
• Audio hard button is inoperative after Voice Recognition.
• Half of the home screen is displayed in the service menu.
• Audio is missing from the home screen.
• Home screen is displayed when screen off is selected.
• Stuck on “Transferring contacts" screen.
• “Go” button on voice recognition screen is intermittently inoperative.
• Weather map button is intermittently inoperative.
• Audio information doesn’t is match between the instrument cluster and the head unit.
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Introduction (Continued)

- Instrument cluster displays incorrect information when on XM mode.
- Rumble sound coming from the radio when no audio is playing.
- USB audio resets after ignition off and on.
- Hands Free settings reset after ignition off and on.

Follow the repair procedure in this bulletin to install the latest software version.

Production Change Information

This bulletin applies to:

- 2014 Camry and Camry HV vehicles equipped with Entune™ Audio and Entune™ Premium Audio System produced AFTER the Production Change Effective VINs shown below.

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- 2015 Camry and Camry HV vehicles equipped with Entune™ Audio and Entune™ Premium Audio System
## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Warranty Information

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**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.
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Software Update

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Required Tools & Equipment

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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. Once downloaded, the applicable set of files must be extracted (unzipped) from the "zip" folder and saved 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”

Software Update

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

Figure 1.

1. Corolla
2. RAV4
3. Camry/Camry HV
4. Prius C

Panel ID Information

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<th>MODEL</th>
<th>MODEL YEAR</th>
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</table>

2. Insert the USB Drive SST into the vehicle USB port.

3. Start the engine.
4. Wait for the Select Audio Source screen to be displayed.

5. Wait until the USB source icon highlights and displays the USB name with the icon.
Entune Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

6. Go to the Setup screen.

A. For Entune™ Audio.

Press the SETUP button on the panel.

Figure 4.

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
Entune Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

NOTE
If Entune pop-up displays, select OK.

(2) Select Setup on the Apps screen.

7. Select General on the Setup screen.
Entune Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

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

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

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

**NOTE**
If software has been detected properly, a “*New software was found.*” pop-up will be displayed.
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Software Update (Continued)

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

**NOTE**

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

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### Software Version Information

<table>
<thead>
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<th>Entune™ Audio Plus</th>
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Entune Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)


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

**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.
Entune Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

13. The unit begins installation.

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

Figure 17.

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.

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

Figure 19.
Entune Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

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

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

Software Version Confirmation

1. Wait for the Select Audio Source screen to be displayed.
## Software Version Confirmation (Continued)

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

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