

Navigation and MID Distance Do NOT Match

Service Category Vehicle Interior

Section Meter/Gauge/Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016	Land Cruiser	

Introduction

Some 2016 model year Land Cruiser vehicles equipped with Entune™ Premium JBL Audio (version V1AA1600) may exhibit one or more of the following conditions:

- Rebooting while using Navigation
- Intermittent freezing
- Traffic data doesn't display
- Displays "0:00" in the phone/email history
- MID and Navigation distance to next turn do not match

Follow the Repair Procedure in this bulletin to address these conditions.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1614	Software Update	0.3	86804-60F70	87	74

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

MODEL	HEAD UNIT	MULTIMEDIA ID
Land Cruiser	Entune™ Premium JBL Audio	13THENNA-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](#)”*

Repair Procedure

1. Start the engine.
2. Go to the *Setup* screen by pressing the *Setup* button.
3. Select *General* on the *Setup* screen.
4. Select *Software Update* from the list on the *General Settings* screen.

HINT

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

Figure 1.

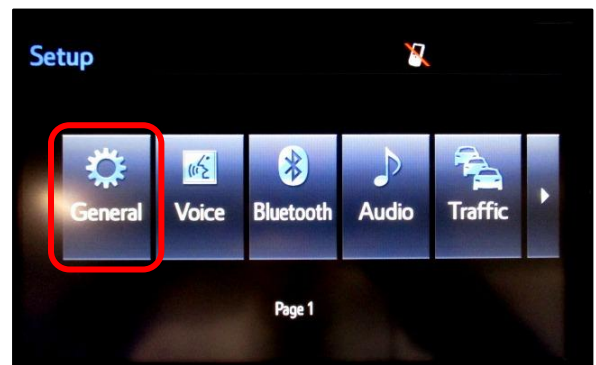
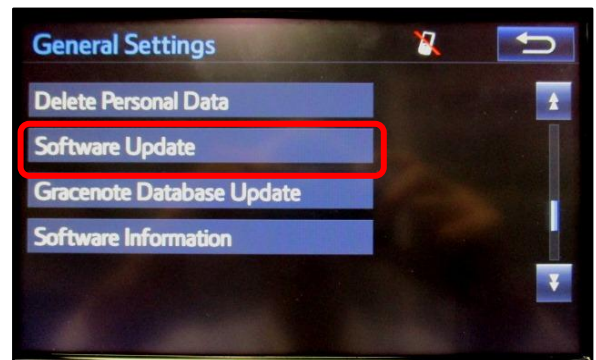


Figure 2.

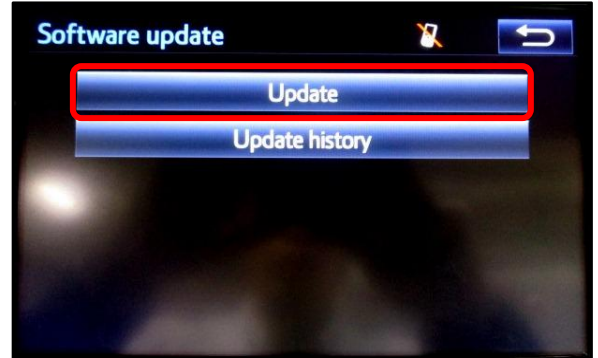


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Repair Procedure (Continued)

5. Select *Update* on the *Software Update* Screen.

Figure 3.

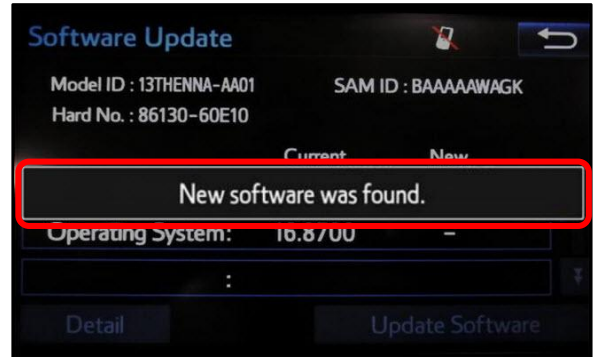


6. Insert the USB Drive with the appropriate software into the USB Port.

Figure 4.

NOTE

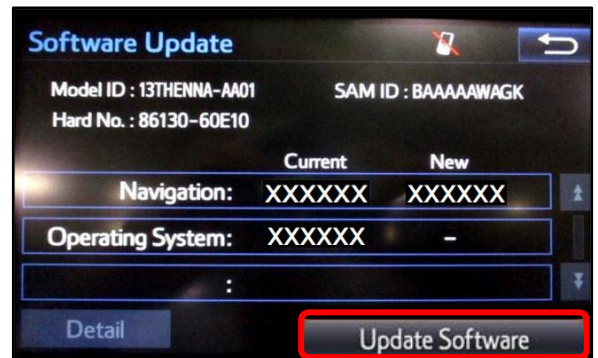
If software has been detected properly, a "New software was found" pop-up will be displayed.



NEW SOFTWARE VERSION INFORMATION		
TYPE	Entune™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION
Navigation	V1AA1600	V1AA8890
Operating System	16.8700	16.8700

7. Check to see if NEW software is available on the *Software Update* screen.

Figure 5.

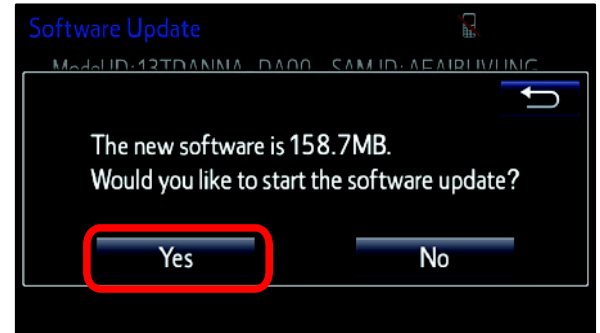


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Repair Procedure (Continued)

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

Figure 6.



9. The software update begins and will take about 10 minutes.

NOTE

- Do NOT turn OFF the engine or ACC before the software is ready for updating.
- Do NOT pull the USB Drive SST out of the vehicle USB port.

Figure 7.

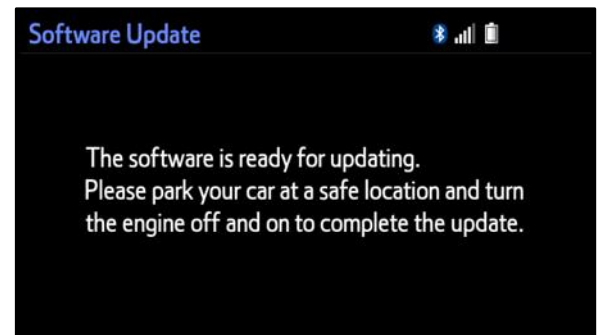


10. Cycle the ignition OFF and ON to complete the update.

NOTE

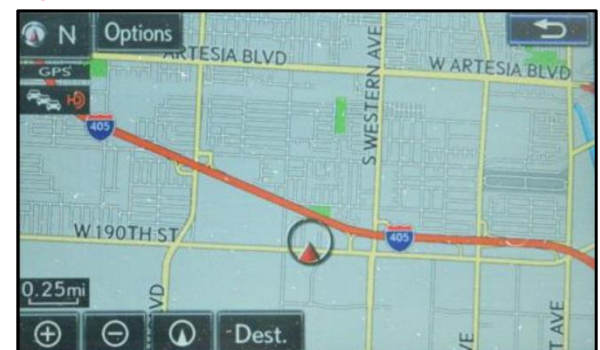
After the ignition is turned OFF and ON the update will take several minutes to complete.

Figure 8.



11. Do NOT remove the USB Drive SST or turn OFF the ignition until the navigation screen is present.

Figure 9.

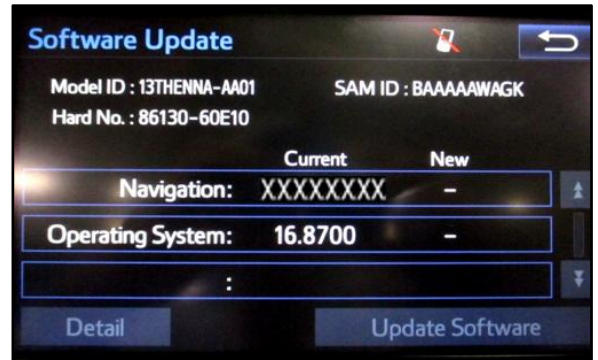


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Software Version Confirmation

1. Perform steps 3 – 7 of the Software Update procedure to re-enter the Software Update screen.
2. Verify that the software information is updated on the Software Update screen.

Figure 10.



NEW SOFTWARE VERSION INFORMATION		
TYPE	Entune™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION
Navigation	V1AA8890	–
Operating System	16.8700	–