

# 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 - 2017	Camry, Camry HV, Corolla, Prius C, RAV4, RAV4 HV	

### **SUPERSESSION NOTICE**

The information contained in this bulletin supersedes SB No. T-SB-0019-16.

- The Software Update section has been updated.

**Service Bulletin No. T-SB-0019-16 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.**

## Introduction

Some 2016 – 2017 model year vehicles equipped with Entune™ Audio (version UU.10.48), Entune™ Audio Plus (version EU.10.68 or EU.20.25 or EU.20.28) or Entune™ Premium Audio (CU.10.71 or CU.10.72 or CU.20.05 or CU.20.08) may exhibit 1 or more of the following conditions:

- Swiping feature is inoperative on “Apps” or “Setup” screens
- Meijer department store is intermittently pronounced “Mee-jer”
- Number of transferred contacts is NOT updated
- Slacker Radio skips 2 songs when using steering wheel controls
- Starting Pandora via Voice Recognition is intermittently inoperative
- 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
- There is a 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 the 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

## Entune Audio Head Unit Software Update (Fujitsu Ten)

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### Introduction (Continued)

Some 2016 model year vehicles equipped with Entune™ Audio (version UU.11.13), Entune™ Audio Plus (version EU.20.21) or Entune™ Premium Audio (CU.20.22) or older may exhibit 1 or more of the following conditions:

- Bluetooth Audio Information is missing from instrument cluster MID
- Long street names are NOT indicated when using turn-by-turn directions
- There is abnormal navigation routing
- “Toyota Park Assist Settings” button is displayed in the settings menu
- The system is unable to call phone numbers with “-” present in the number
- The system is unable to send SMS via the Quick Message feature
- There is abnormal BT Audio Playback when inserting and removing the iPhone USB cable from the USB port
- The system is unable to play audio from iPhone connected via USB when 2 phones are connected via Bluetooth at the same time
- “Browse” button operates intermittently in Bluetooth Audio
- Hands-Free sound quality improvement
- Screen flickers when switching between day and night modes
- Abnormal Pandora operation when switching between 2 iPhones
- The system reboots intermittently
- Diagnostic code U1110 or B15E6 is present
- Diagnostic screen is displayed intermittently
- Weather Map is inoperative
- “Unable to connect to server” is displayed when using voice recognition and searching for “IHOP”
- Panoramic view monitor operates abnormally
- Other visual and usability enhancements

Some 2016 – 2017 model year vehicles equipped with Entune™ Audio (version UU.11.16), Entune™ Audio Plus (version EU.20.25) or Entune™ Premium Audio (CU.20.26) or older may exhibit 1 or more of the following conditions:

- The system is unable to adjust volume while voice navigation is operating
- “Low Fuel Level” pop-up is NOT displayed on the navigation screen
- There is abnormal POI operation
- There is freezing on the fuel consumption screen
- Phone book will fail to completely load
- Phone widget shows phone number instead of phone book name
- Toyota Entune App suite will NOT download
- Incorrect navigation location displays on traffic map

## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Introduction (Continued)

- Incoming call screen information is incorrect
- Bluetooth Connection takes too long
- Abnormal Bluetooth operation switching between phones
- U0293 DTC set
- When switching from Bluetooth audio to Entune™ audio, no sound is output
- XM presets cannot be set

### Warranty Information

OP CODE	DESCRIPTION	TIME	MODEL	OFF	T1	T2
EL9053	Software Update	0.3	Camry, Camry HV	86804-06180 86804-06190 86140-06660 86140-06670	73	74
			Corolla	86140-02460 86140-02470 86804-02070 86140-02520 86140-02540 86804-02100		
			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.

# Entune Audio Head Unit Software Update (Fujitsu Ten)

## Software Update

HEAD UNIT	APPLICABLE FILE ON USB DRIVE	QTY
Entune™ Audio	<a href="#">15TBDANA-CA01_1117.kwi</a>	1
Entune™ Audio Plus	<a href="#">15TDDANA-CA01_2204.kwi</a>	
Entune™ Premium Audio	<a href="#">15TDANNA-CA01_2204.kwi</a>	

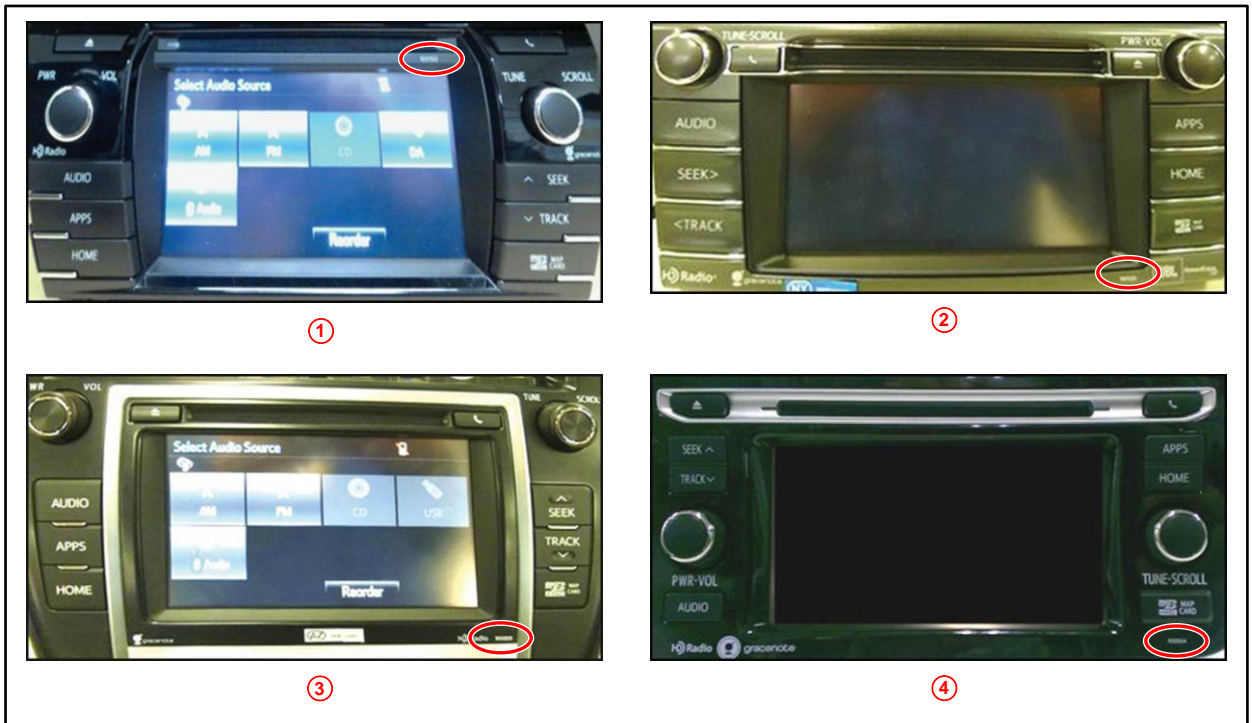
### MULTIMEDIA SOFTWARE FILE DOWNLOAD

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](#)”*

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

## Entune Audio Head Unit Software Update (Fujitsu Ten)

### 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
Corolla		2017	100639	100638

2. Perform steps 7 – 11 and verify the latest software needs to be applied.  
Is the software up to date?
  - **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
  - **NO** — Continue to step 3.
3. Insert the USB drive into the vehicle USB port.
4. Start the engine.
5. Wait for the screen to display.

Figure 2.



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

Figure 3.



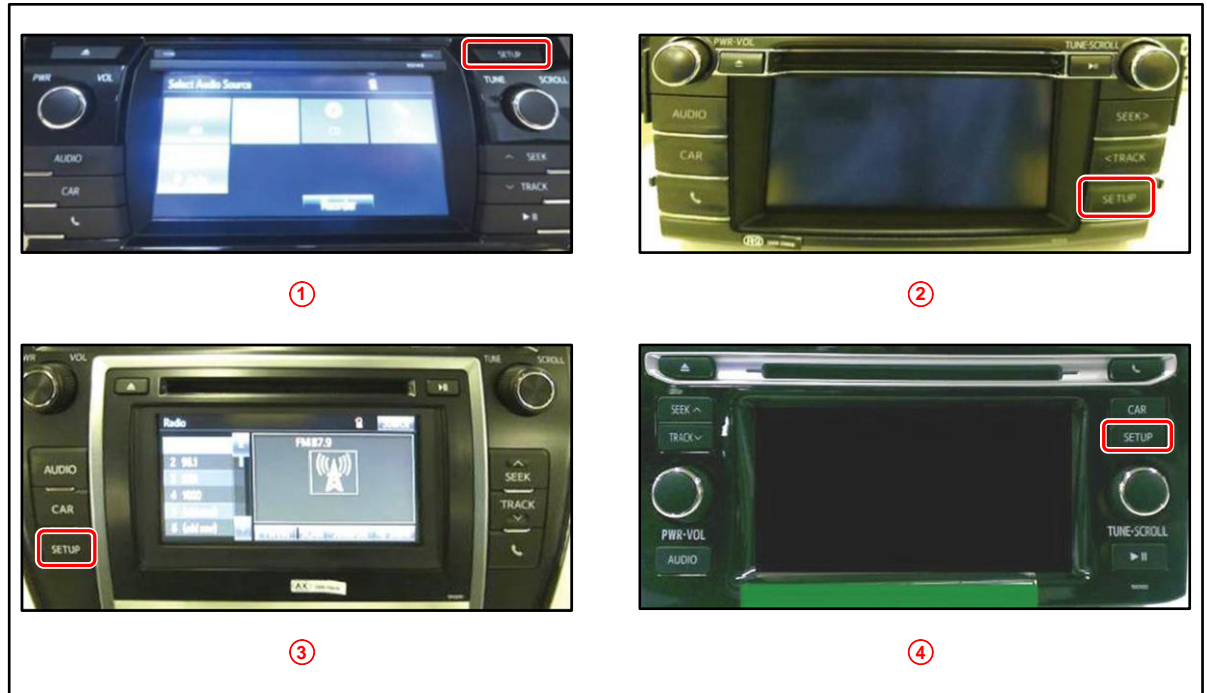
## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update (Continued)

7. Go to the “Setup” screen.
  - A. For Entune™ Audio:
 

Press the *SETUP* button on the panel.

**Figure 4.**



<b>1</b>	<b>Corolla</b>
<b>2</b>	<b>RAV4</b>

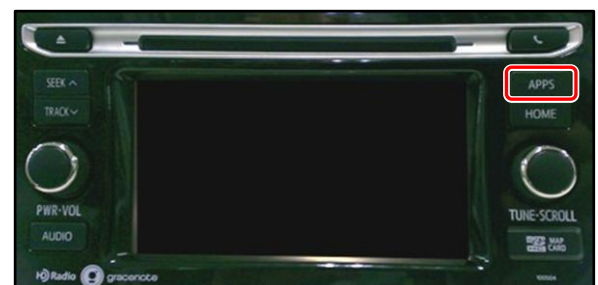
<b>3</b>	<b>Camry, Camry HV</b>
<b>4</b>	<b>Prius C</b>

- B. For Entune™ Audio Plus/Entune™ Premium Audio:
  - (1) Press the *APPS* button on the left or right of the panel.

**Figure 5. Camry, Corolla, RAV4**



**Figure 6. Prius**

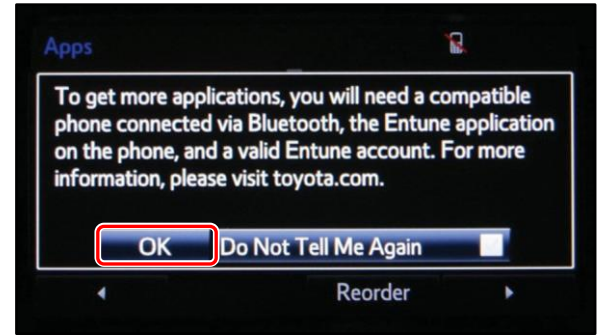


# Entune Audio Head Unit Software Update (Fujitsu Ten)

## Software Update (Continued)

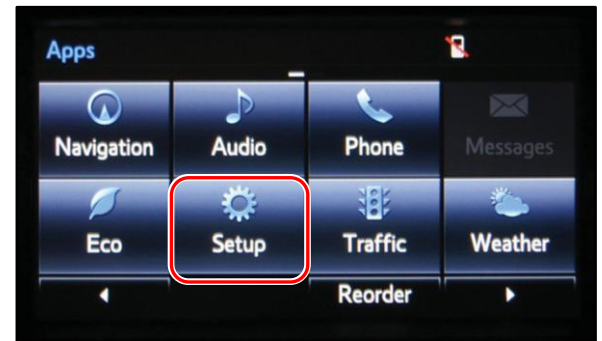
**NOTE**  
If the Entune pop-up displays, select *OK*.

Figure 7.



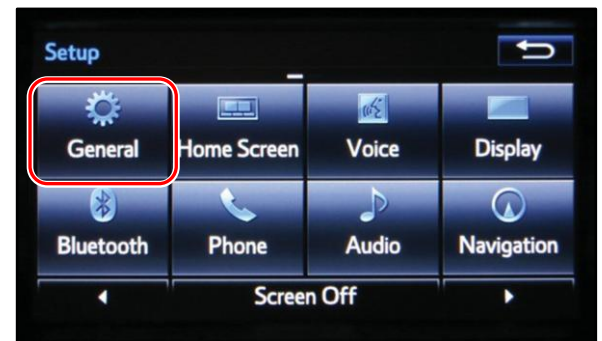
(2) Select *Setup* on the “Apps” screen.

Figure 8.



8. Select *General* on the “Setup” screen

Figure 9.



## Entune Audio Head Unit Software Update (Fujitsu Ten)

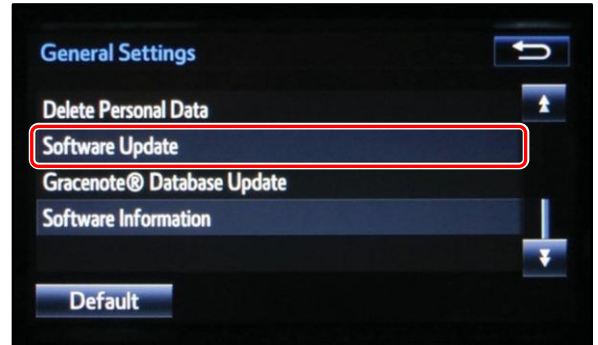
### Software Update (Continued)

9. Select *Software Update* from the list on the “General Settings” screen.

**HINT**

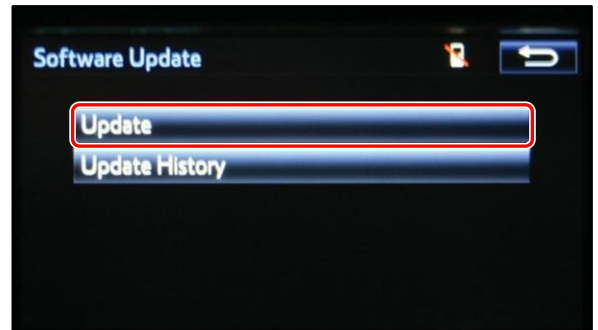
Scroll down the list until *Software Update* displays.

Figure 10.



10. Select *Update* on the “Software Update” screen.

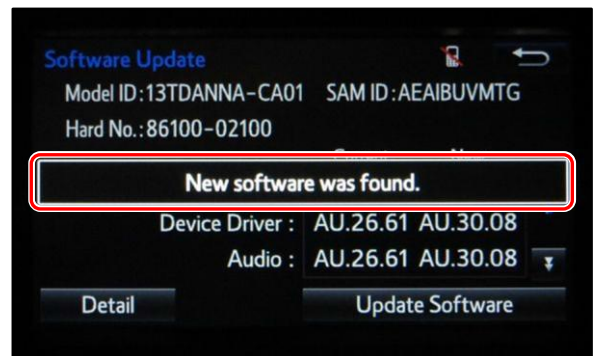
Figure 11.



**NOTE**

If software is detected properly, a “*New Software was found.*” pop-up will display.

Figure 12.





## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update (Continued)

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

Figure 13.

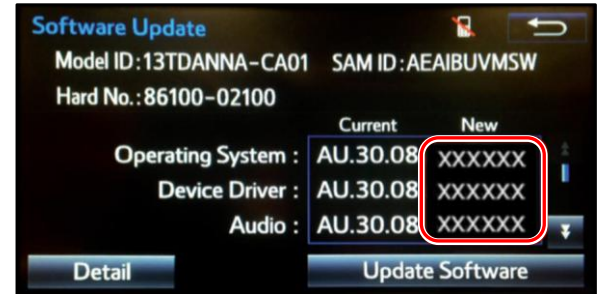


Table 1. Software Version Information

TYPE	Entune™ Audio		Entune™ Audio Plus		Entune™ Premium Audio	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Operating System	UU.10.48 UU.11.06 UU.11.08 UU.11.13 UU.11.16	–	EU.10.68 EU.20.05 EU.20.08 EU.20.21 EU.20.25 EU.21.01	–	CU.10.71 CU.10.72 CU.20.05 CU.20.08 CU.20.14 CU.20.17 CU.20.22 CU.20.26	–
Device Driver		UU.11.17		EU.22.04		CU.22.04
Audio		UU.11.17		EU.22.04		CU.22.04
Navigation		–		–		–
Bluetooth		UU.11.17		EU.22.04		CU.22.04
GUI		UU.11.17		–		–
Middle Ware		UU.11.17		EU.22.04		CU.22.04
Kernel		UU.11.17		EU.22.04		CU.22.04
Voice Recognition		–		EU.22.04		CU.22.04

- Select *Update Software* on the "Software Update" screen.

Figure 14.

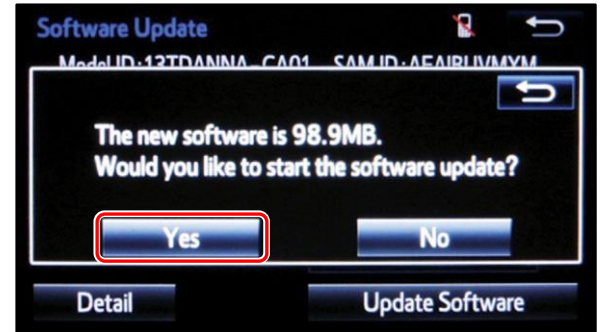


## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update (Continued)

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

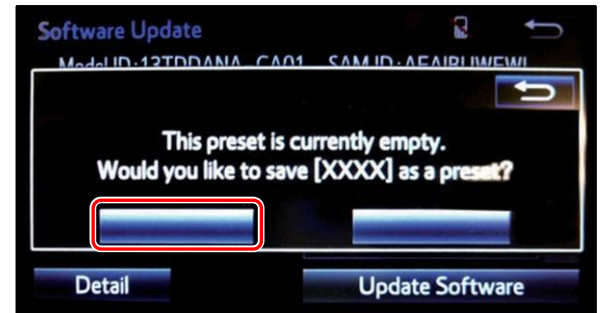
Figure 15.



**NOTE**

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

Figure 16.



14. This unit will begin installation.

**NOTE**

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

Figure 17.

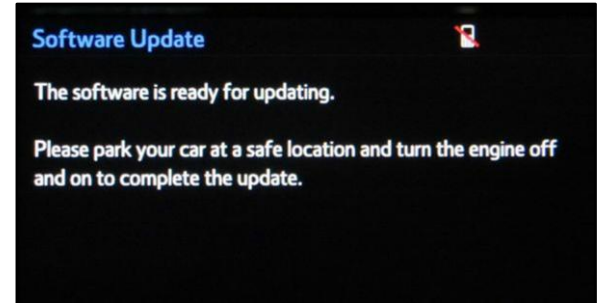


## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update (Continued)

15. When “*The software is ready for updating.*” pop-up displays, cycle the ignition OFF, wait 30 seconds, then cycle the ignition ON again.

**Figure 18.**

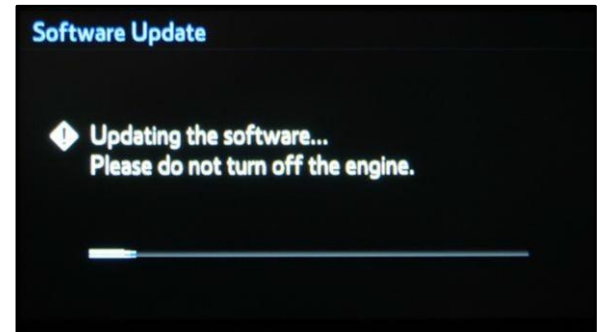


16. Wait for the audio system to finish the software update.

**NOTE**

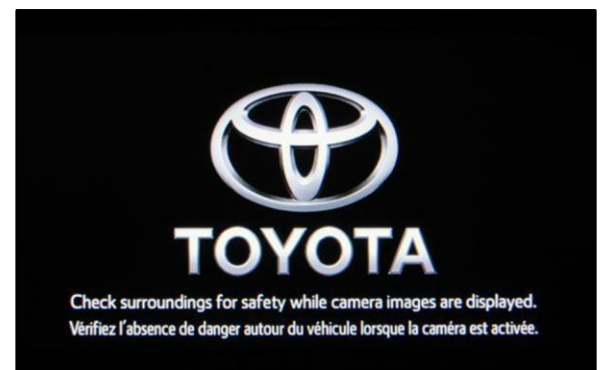
**Do NOT turn off ACC before the next Toyota logo screen displays.**

**Figure 19.**



17. When the Toyota logo screen displays, the update is finished.

**Figure 20.**



18. Remove the USB drive from the vehicle USB port.

## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update (Continued)

19. Wait for the “Select Audio Source” screen to display.

Figure 21.



20. Perform steps 7 – 10 of the Software Update procedure to re-enter the “Software Update” screen.
21. Verify that the software information is updated on the “Software Update” screen.

Table 2. New Software Version Information

TYPE	Entune™ Audio	M/D/Y	Entune™ Audio Plus	M/D/Y	Entune™ Premium Audio	M/D/Y
	NEW VERSION		NEW VERSION		NEW VERSION	
Boot	UU.11.17	Updated Date (If no GPS signal, date may NOT be accurate)	EU.22.04	Updated Date (If no GPS signal, date may NOT be accurate)	CU.22.04	Updated Date (If no GPS signal, date may NOT be accurate)
Voice Recognition	–		EU.22.04		CU.22.04	
GUI	UU.11.17		–		–	
Audio	UU.11.17		EU.22.04		CU.22.04	
Bluetooth	UU.11.17		EU.22.04		CU.22.04	
Navigation	–		–		–	
Device Driver	UU.11.17		EU.22.04		CU.22.04	
Kernel	UU.11.17		EU.22.04		CU.22.04	
Operating System	–		–		–	
Middle Ware	UU.11.17		EU.22.04		CU.22.04	
Power	–	EU.22.04	CU.22.04			