

Service

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Category Audio/Visual/Telematics
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Section	Navigation/Multi Info Display	Market USA	Toyota Supports
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#### Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	4Runner, Avalon, Avalon HV, Highlander, Highlander HV, Prius, Prius Prime, Prius V, Sequoia, Sienna, Tacoma, Tundra	

#### Introduction

Some customers may complain of the inability to use certain functions of the navigation/infotainment system while the vehicle is in motion. The following software update modifies the system functionality while the vehicle is in motion, improving customer experience. New software is available to address the following:

- Phone keypad unlocked while vehicle is in motion
- Contact list unlocked while vehicle is in motion
- Bluetooth connected phone switching while vehicle is in motion
- Navigation transition improvements (if equipped)
- Revised BT-Audio help pop-up
- Call history list call function improvements
- Reboot after coming out of Reverse
- Errors during phonebook transfer
- Sound settings reset after ignition key cycle
- Surround turns back on after key cycle
- Abnormal operation when listening to FM HD Radio

#### Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFP	T1	T2
				86100-35352 86100-35362 86100-35372 86100-35382 86100-35392 86100-35402		
		4Runner		86100-35412 86100-35422 86100-35460 86100-35510 86100-35510 86100-35440 86100-35450 86100-35480 86100-35490 86100-35500 86100-35520		
EL1715	Software Update	Avalon, Avalon HV	0.3	86100-07133 86100-07143 86140-07100 86804-07110 86804-07120	87	74
		Highlander, Highlander HV		86100-0E272 86100-0E282 86100-0E291 86804-0E270 86804-0E280 86804-0E290 86804-0E300		
		Prius		86100-47562 86140-47270 86804-47340 86804-47330		
		Prius Prime		86804-47330		

#### Warranty Information (Continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFP	T1	T2
EL1715		Prius V		86100-47602 86100-47612 86100-47622 86140-47450 86804-47290 86804-47300 86804-47310 86804-47320		
	Software Update	Sequoia	0.3	86100-0C221 86100-0C231 86100-0C241 86140-0C150 86140-0C160 86804-0C160 86804-0C170 86804-0C170 86804-0C190	87	74
		Sienna		86100-08063 86804-08030 86804-08040		
		Tacoma		86100-04161 86100-04171 86100-04181 86804-04090 86140-04100 86804-04120 86804-04120 86804-04130 86140-04160 86140-04170 86140-04180		

#### Warranty Information (Continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFP	T1	T2
OP CODE EL1715	DESCRIPTION	MODEL	<b>TIME</b>	OFP	<u>71</u> 87	<b>T2</b>
				86140-0C130		

#### 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.

#### Multimedia Software Update Information

MODEL	HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE		
Avalon Avalon HV	Entune™ Audio Plus	<u>13TDDANA-DA11_0110.kwi</u>		
	Entune™ Premium Audio	13TDANNA-DA12_0146.kwi		
Tacoma, Tundra, Prius, Prius V	Entune™ Audio	13TBDANA-DA10 0075.kwi		
Tacoma, Tundra, Sequoia	Entune™ Audio Plus	13TDDANA-DA10_0110.kwi		
Tacoma, Tundra, Prius, Prius Prime, Prius V, Sequoia, Highlander, Highlander HV, 4Runner, Sienna	Entune™ Premium Audio	<u>13TDANNA-DA11_0146.kwi</u>		

#### MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file may be downloaded directly from this Service Bulletin by clicking on the applicable file name in the table above. Once downloaded, the file may be copied 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 – "<u>Multimedia Software Download Instructions</u>"* 

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## Multimedia System Enhancements (Panasonic)

#### Software Update Procedure

- 1. Start the engine.
- 2. Press the *Home* button on the radio faceplate, then select the *Gear* icon in the upper right-hand corner.
- 3. Select General on the Setup screen.



4. Scroll down and select Software Update.

#### Figure 2.



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

#### Figure 3.

Sof	tware Update	2	Û
	Update		
	Update History		

#### Software Update Procedure (Continued)

6. Verify that the software version that is listed is the same or earlier as indicated in the Software Version Information table.

#### Figure 4.



#### Table 1. Software Version Information

	ENTUNE	M AUDIO	ENTUNE™ AUDIO PLUS ENTUNE™ PREMIUM AUD			MIUM AUDIO
TYPE	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	01013E 010144 010145 010147 010148	01014B	010156 01015C 01015E 010161 010166 010169	01016E	010170 010171 01017D 010182 010187 010189 01018C 01018D	010192
Audio System	0008E	_	000093	_	000095 000099	_
DSP Module	910010	-	A10010	-	A100010	-
Sub	010001	_	010001	_	010001	_
Can	130209	_	130209	_	130209	_

7. If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.



- 8. Insert the prepared USB flash drive into the vehicle's USB port.
- 9. Verify that the NEW software is up to date on the Software Update screen.

#### Software Update Procedure (Continued)

10. Press the *Update Software* button in the lower right-hand corner of the touch screen.

#### Figure 5.



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

#### Figure 6.



#### Software Update Procedure (Continued)

12. The unit will begin the installation. The update 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 flash drive out of the vehicle USB port.

#### NOTE

For Entune<sup>™</sup> Premium Audio:

- If the update fails and the error message "New software is not compatible with the system." displays, cycle the ignition OFF, remove the map micro SD card from the head unit, and repeat steps 3 – 12.
- Software update error is more likely to occur in areas with more traffic information.



Once the update is complete, reinsert the map micro SD card into the head unit, cycle the ignition OFF, and continue to step 13.

13. When "The software is ready for updating." displays, cycle the ignition OFF.

#### Figure 8.



- 14. Turn the ignition ON to complete the software update.
- 15. Once the software update has completed, remove the USB flash drive.

#### Software Update Procedure (Continued)

 Perform steps 1 – 5 to verify that the software version matches the current Software Version Information table below.

#### Figure 9.

Software Update		8	Ů
Model ID:13TDANNA-DA00	SAM ID: AE	AIBXZPLO	
Hard No.:86100-0C100			
	Current	New	_
Audio :	XXXXXX	-	1
Audio System :	00007B	÷	
Dsp Module :	520050	-	Ŧ
Detail	Update	Software	

#### Table 2. Software Version Information

	ENTUNE	M AUDIO	ENTUNE™ AUDIO PLUS ENTUNE™ PRE			EMIUM AUDIO
ТҮРЕ	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	01014B	-	01016E	-	010192	-
Audio System	0008E	-	000093	_	000095 000099	-
DSP Module	910010	-	A10010	-	A100010	-
Sub	010001	-	010001	-	010001	-
Can	130209	_	130209	_	130209	_