

Subject Unable to Update Radio Software		Market USA
Service Category Audio/Visual/Telematics	Section Audio/Video	
Applicability All Applicable Models		

APPLICABLE VEHICLES

2014-2017	Highlander	2016-2017	Prius
2015-2017	Sienna	2014-2017	Tundra
2015-2017	Avalon HV	2015-2017	Prius V
2014-2017	4Runner	2014-2017	Sequoia
2015-2017	Avalon	2015-2016	Venza
2017	Prius Prime	2014-2017	Tacoma
2014-2017	Highlander HV		

CONDITION

Some vehicles may exhibit an error message when trying to perform a radio software update: "Unable to update the software. Please try again later." If the following screen is seen; follow the directions below.



RECOMMENDATIONS

Turn the vehicle ignition to the ACC ON position, remove the update USB stick from the vehicle, and leave the vehicle in the ACC ON for a MINIMUM of 20 minutes. After the 20 minute ACC ON has been performed, cycle the IG and attempt to perform the radio update.

LINK REFERENCES

This Tech Tip does not contain any link references