TOYOTA
Technical Service Bulletin

Entune Audio Head Unit Software Update (Pioneer)

Service Category	Audio/Visual/Telematics		

Section	Navigation/Multi Info Display	**Market** USA	

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	Camry, Camry HV	

REVISION NOTICE

January 4, 2018 Rev1:

- **The entire bulletin has been updated.**

Any previous printed versions of this bulletin should be discarded.

Introduction

Some Japan-produced 2018 model year Camry and Camry HV vehicles equipped with Entune™ 3.0 Audio (version 1000) or earlier may exhibit one or both of the following conditions:

- Bluetooth continuously connects and disconnects
- Entune™ voice recognition is inoperative

Some 2018 model year Camry and Camry HV vehicles equipped with Entune™ 3.0 Audio (version 1001) or earlier may exhibit one or more of the following conditions:

- Unable to update radio
- Software Information screen in French
- Phone Number Favorites missing from Home screen
- Intermittent radio freezing
- Terms of Service has garbled characters
- Incorrect Entune™ application is recommended for installation on the phone after Bluetooth pairing
- Certain apps disappear when reordered

A software update is now available to address these conditions. Follow the Software Update Procedure in this bulletin to update the software.

Entune Audio Head Unit Software Update (Pioneer)

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1703	Software Update	0.3	86140-33380 86140-06440	87	74

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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 Information

MODEL	HEAD UNIT	SOFTWARE UPDATE FILE
Camry, Camry HV	Entune™ 3.0 Audio	17TDT0NA-EA00_1021.kwi

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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 file may be copied directly to a commonly available blank USB flash drive.
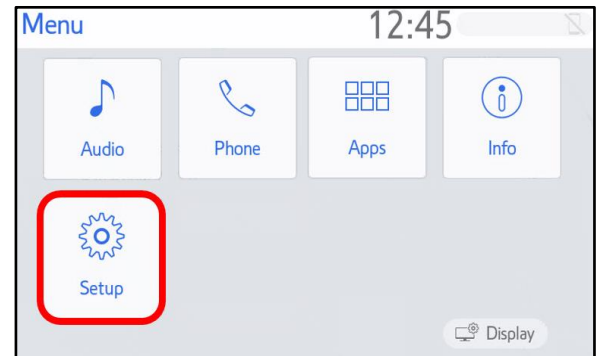
For USB flash drive requirements and download instructions: Refer to the Technical Information System (TIS): *Diagnostics – Reprogramming – Reference Documents –* *"Multimedia Software Download Instructions."*

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Entune Audio Head Unit Software Update (Pioneer)

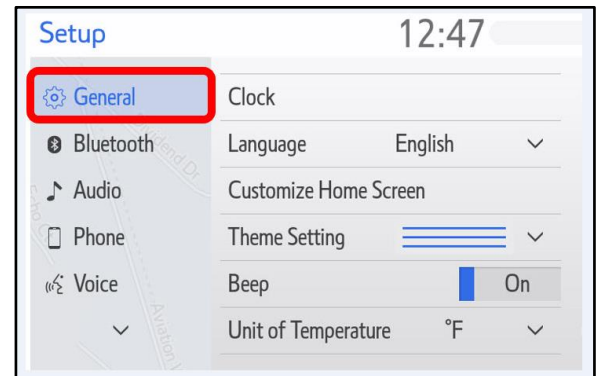**Software Update Procedure**

1. Start the engine.

2. Press the *Menu* button on the radio faceplate, then select *Setup*.

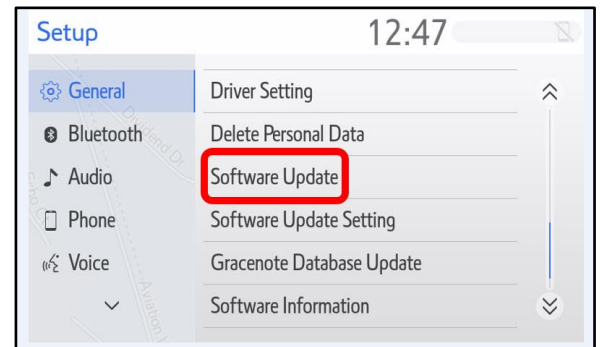   **Figure 1.**

3. Select *General* on the Setup screen.

   Figure 2.

4. Scroll down and select *Software Update.*
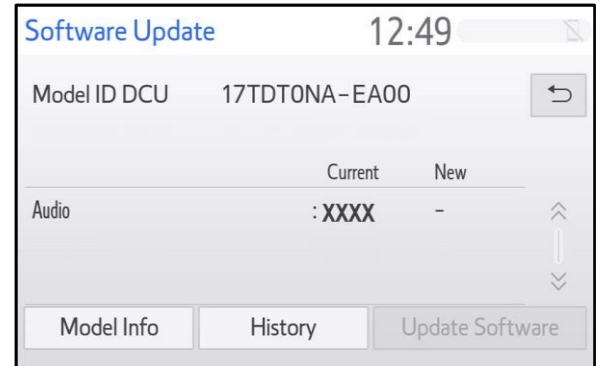
   Figure 3.

Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (Continued)

5. Verify that the software version is the same or earlier than indicated in the Introduction.
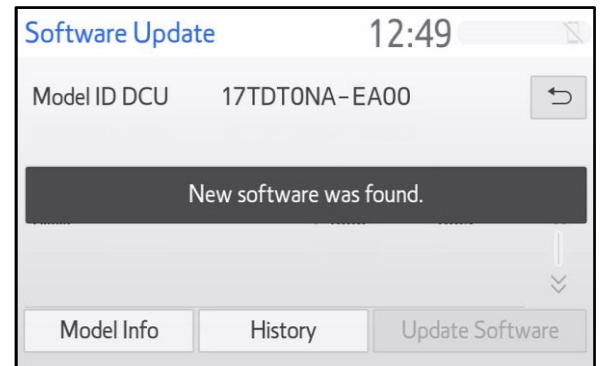
Figure 4.

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

> NOTE
>
> If "IG-OFF" occurs, repeat steps 1 – 4 to reenter the Software Update screen.

7. Insert the prepared USB flash drive into the vehicle's USB port.

Figure 5.

8. Verify that the NEW software is up to date on the Software Update screen.
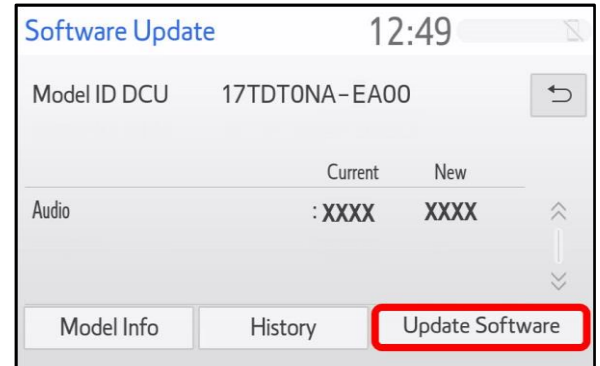
Table 1. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO	
	CURRENT VERSION	NEW VERSION
Audio	1000 1001	1021

Entune Audio Head Unit Software Update (Pioneer)
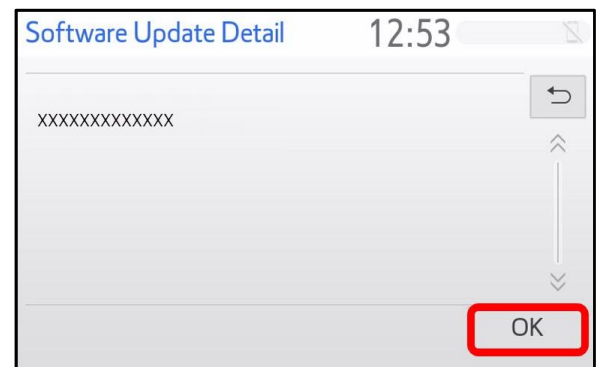
Software Update Procedure (Continued)

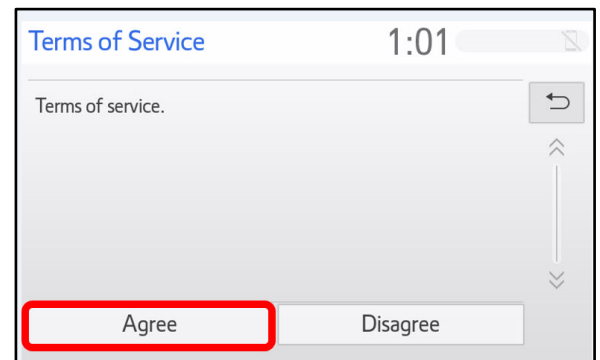9. Select the *Update Software* button in the lower right-hand corner.

Figure 6.

10. Select *OK* on the Software Update Detail screen.

Figure 7.

11. Select *Agree* on the Terms of Service screen.
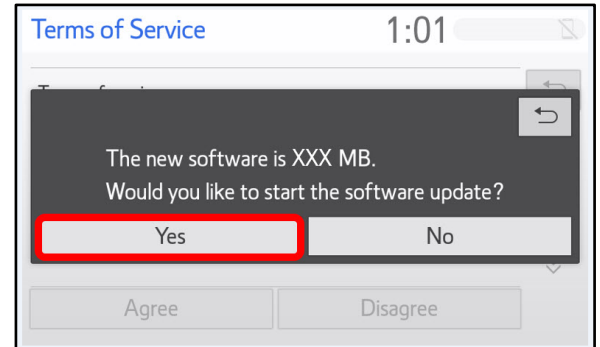
Figure 8.

Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (Continued)

12. Select *Yes* on the "Would you like to start the software update?" pop-up.
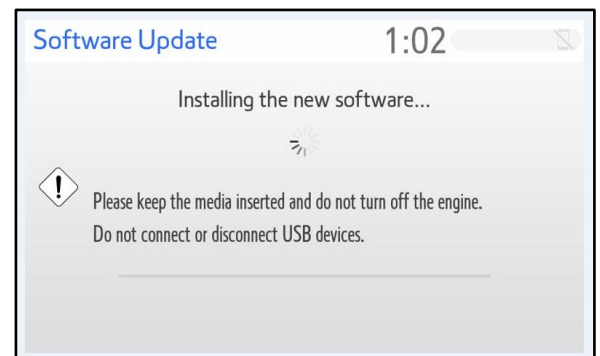
Figure 9.

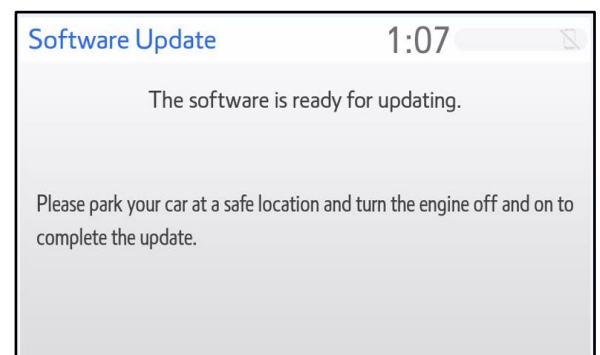13. Once the head unit begins installation the update will take about 10 minutes.

> **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 before the software is ready for updating.

Figure 10.

14. When the "The software is ready for updating." screen appears, turn OFF the ignition.
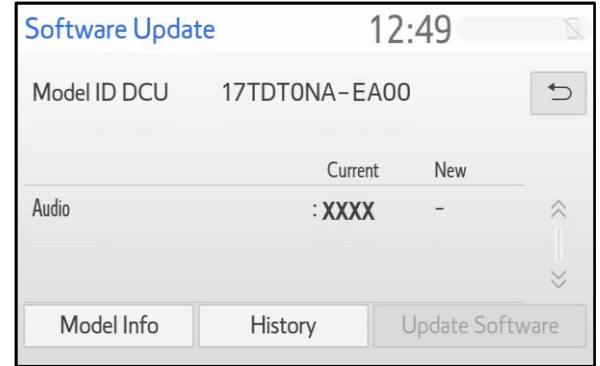
Figure 11.

15. Turn the ignition ON to complete the software update.

16. Once the software update has completed, remove the USB flash drive.

Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (Continued)

17. Perform steps 1 – 4 to verify the software version matches the current software version information table below.

Figure 12.

Table 2. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO	
	CURRENT VERSION	NEW VERSION
Audio	1021	–