

Multimedia System Enhancements (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
2018	Corolla, Prius C, RAV4, RAV4 HV	

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 update modifies the system functionality while the vehicle is in motion, improving customer experience. New software is available to address the following:

- Navigation transition improvements (if equipped)
- Call history list call function improvements
- Phone keypad unlocked while vehicle is in motion
- Contact list unlocked while vehicle is in motion
- Bluetooth-connected phone switches while vehicle is in motion
- Spotify information is not displayed
- Revised BT-Audio help pop-up

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Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1716	Software Update	Corolla	0.3	86140-02520	87	74
				86140-02540		
				86804-02100		
		RAV4, RAV4 HV		86804-42100		
				86804-42110		
				86140-42110		
				86140-42460		
				86804-0R030		
				86804-0R040		
				86140-0R170		
		Prius C		86140-0R180		
				86804-52040		
86804-52050						
				86140-52270		
				86140-52330		

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

HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE	QTY
Entune™ Audio	15TBDANA-CA01_1127.kwi	1
Entune™ Audio Plus	15TDANNA-CA01_2215.kwi	
Entune™ Premium Audio	15TDDANA-CA01_2215.kwi	

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 *TIS – Diagnostics – Calibrations – Reference Documents – “[Multimedia Software Download Instructions](#)”*

Multimedia System Enhancements (Fujitsu Ten)

Software Update Procedure

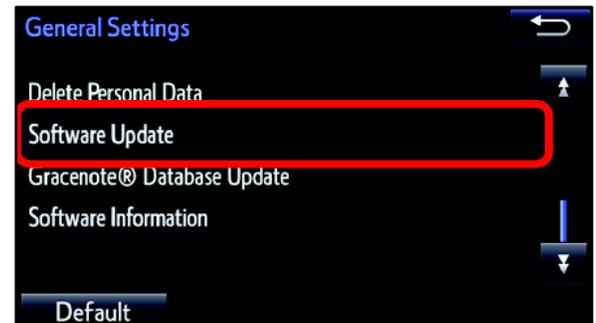
1. Start the engine.
2. Press the *Home* button on the radio faceplate, then select the *Gear* icon in the upper right corner.
3. Select *General* on the Setup screen.

Figure 1.



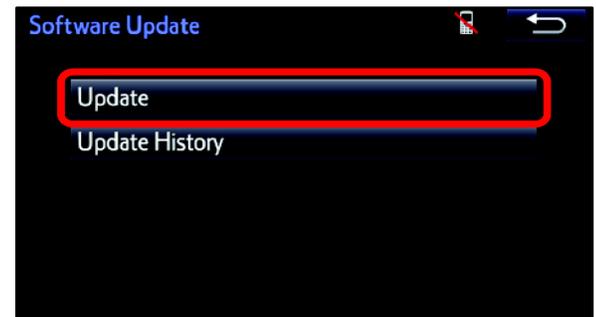
4. Scroll down and select *Software Update*.

Figure 2.



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

Figure 3.



Multimedia System Enhancements (Fujitsu Ten)

Software Update Procedure (Continued)

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

Figure 4.

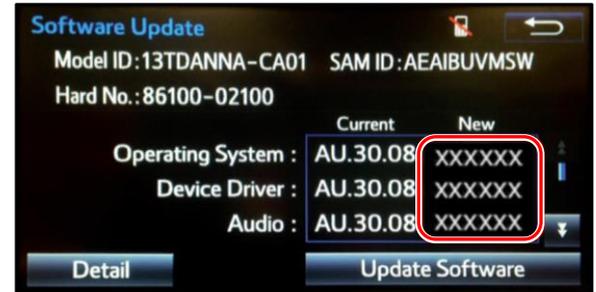


Table 1. Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Operating System		–		–		–
Device Driver		UU.11.27		EU.22.15	CU.10.71	CU.22.15
Audio	UU.10.48	UU.11.27	EU.10.68	EU.22.15	CU.10.72	CU.22.15
Navigation	UU.11.06 UU.11.08	N/A	EU.20.05 EU.20.08	N/A	CU.20.05	CU.22.15
Bluetooth	UU.11.13	UU.11.27	EU.20.21 EU.20.25	EU.22.15	CU.20.14 CU.20.17	CU.22.15
GUI	UU.11.16 UU.11.17	UU.11.27	EU.21.01	EU.22.15	CU.20.22	CU.22.15
Middle Ware	UU.11.19	UU.11.27	EU.22.04 EU.22.06	EU.22.15	CU.20.26 CU.22.04	CU.22.15
Kernel		UU.11.27		EU.22.15	CU.22.06	CU.22.15
Voice Recognition		UU.11.27		EU.22.15		CU.22.15

- Does the software need to be updated?
 - YES** — Download the software from the Multimedia Software Update Information section onto an empty USB flash drive and continue to step 8.

NOTE

If “IG-OFF” occurs, repeat steps 1 – 5 to reenter the Software Update screen.

- NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- Insert the prepared USB flash drive into the vehicle’s USB port.
 - Verify that the NEW software is up to date on the Software Update screen.

Multimedia System Enhancements (Fujitsu Ten)

Software Update Procedure (Continued)

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

Figure 5.



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

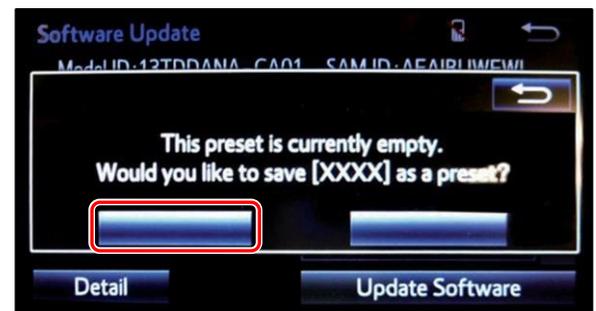
Figure 6.



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 7.



12. The unit will begin installation. This 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.

Figure 8.



Multimedia System Enhancements (Fujitsu Ten)

Software Update Procedure (Continued)

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

Figure 9



14. Turn the ignition ON and wait for the audio system to finish the software update.

NOTE

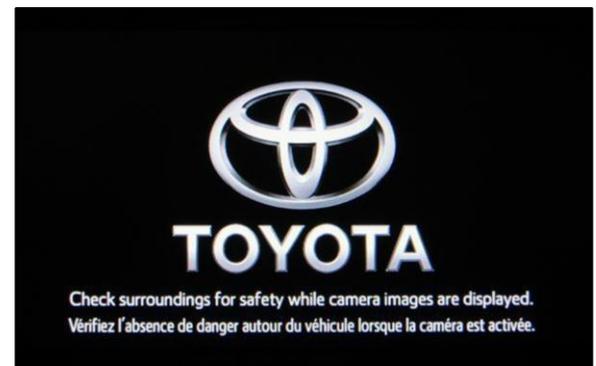
Do NOT turn off ACC before the next Toyota logo screen displays.

Figure 10.



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

Figure 11.



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

Multimedia System Enhancements (Fujitsu Ten)

Software Update Procedure (Continued)

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

Table 2. Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT VERSION	M/D/Y	CURRENT VERSION	M/D/Y	CURRENT VERSION	M/D/Y
Operating System	–	Updated Date <i>(If no GPS signal, date may NOT be accurate)</i>	–	Updated Date <i>(If no GPS signal, date may NOT be accurate)</i>	–	Updated Date <i>(If no GPS signal, date may NOT be accurate)</i>
Device Driver	UU.11.27		EU.22.15		CU.22.15	
Audio	UU.11.27		EU.22.15		CU.22.15	
Navigation	N/A		N/A		CU.22.15	
Bluetooth	UU.11.27		EU.22.15		CU.22.15	
GUI	UU.11.27		EU.22.15		CU.22.15	
Middle Ware	UU.11.27		EU.22.15		CU.22.15	
Kernel	UU.11.27		EU.22.15		CU.22.15	
Voice Recognition	UU.11.27		EU.22.15		CU.22.15	