

Entune Audio Head Unit Software Update (Panasonic)

Service**Category** Audio/Visual/Telematics**Section**

Navigation/Multi Info Display

Market USAToyota Supports
ASE Certification **Applicability**

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

REVISION NOTICE**January 19, 2018 Rev1:**

- The Introduction, Software Update Information, and Software Update Procedure sections have been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2018 model year Camry and Camry HV vehicles equipped with Entune™ 3.0 Audio Plus (version 1004 or earlier) or Entune™ 3.0 Premium Audio (version 1000 or earlier) may exhibit one or more of the following conditions:

- Abnormal display operation in the destination screen after “IG-ON”
- Abnormal turn-by-turn direction operation
- Inaccurate traffic information displayed
- Abnormal navigation routing
- Abnormal destination and ETA operation while navigation is operating
- Abnormal rerouting operation
- Abnormal navigation operation after “IG-OFF/ON” cycle
- Navigation will not avoid areas that have been set to avoid
- Intermittent rebooting
- Navigation will not set from Destination Assist
- Navigation will intermittently not boot up after “IG-ON”
- Abnormal operation when selecting unplayable songs from the USB flash drive
- Abnormal screen appearance
- Abnormal music browsing when manually browsing music
- Apps take a long time to load

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Introduction (Continued)

- Abnormal shuffle function when listening to iPhone
- Voice output for temperature is incorrect unit
- Rebooting when connecting an Apple® device with more than 501 podcasts
- Abnormal brightness of Entune™ apps
- Voice Recognition inoperative
- Delay after answering a phone call
- Incoming call continues to ring (unable to answer or decline)

Some 2018 model year Camry and Camry HV vehicles equipped with Entune™ 3.0 Audio Plus (version 1006) or Entune™ 3.0 Premium Audio (version 1003) or earlier may exhibit one or more of the following conditions:

- Intermittent rebooting
- Freeway exit list displayed after every key cycle
- Error message when searching for street address that does not exist
- Abnormal Voice Recognition operation
- Abnormal iPod source operation
- iPod song list is slow to load
- Unable to authorize Remote Services via head unit app
- Scout is displayed in app catalog Entune™ Premium Audio
- Abnormal time changes in the middle of the time zone
- Abnormal Home screen operation
- Scout causing the phone to disconnect and not reconnect
- “Voice recognition is currently initializing and is not available at this time” message appears after every key cycle.

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

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Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1702	Software Update	Camry, Camry HV	0.3	86140-33A70 86140-33390 86140-06450 86140-06490 86140-06500 86140-06870 86140-06880 86140-06890 86140-06A00 86140-06A10 86140-06A20 86140-06A30 86140-06A40 86140-06A50 86140-06A80 86140-06A90 86840-06010	87	74

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.

Software Update Information

MODEL	HEAD UNIT		SOFTWARE UPDATE FILE
Camry, Camry HV	Entune™ 3.0 Audio Plus	DCU	17TDT1NA-DA00_0002.kwi
	Entune™ 3.0 Premium Audio	DCU	17TDT2NA-DA00_0002.kwi
		MEU	17TMT2NA-DA00_0002.kwi

MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file(s) may be downloaded directly from this Service Bulletin by clicking on the applicable file name(s) in the table above. Once downloaded, the file(s) may be copied directly to a commonly available blank USB flash drive.

For Entune™ Premium Audio, be sure to copy both the DCU and the MEU files to the USB flash drive.

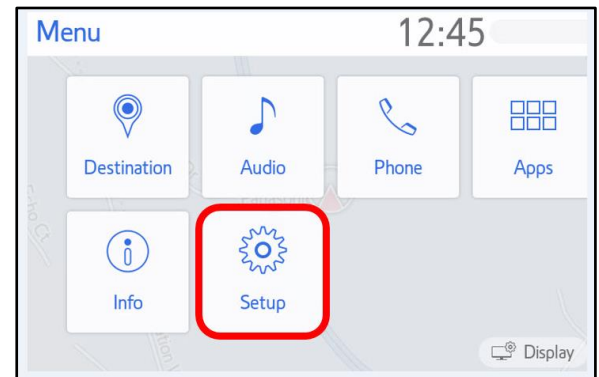
For USB flash drive requirements and download instructions: Refer to *TIS – Diagnostics – Reprogramming – Reference Documents – "Multimedia Software Download Instructions."*

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Software Update Procedure

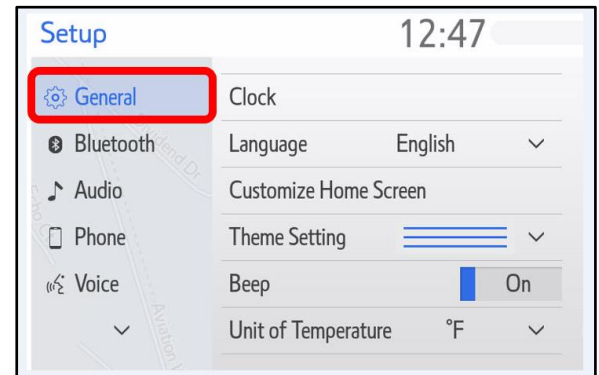
1. Start the engine.
2. Press the *Menu* button on the radio faceplate, then select *Setup*.

Figure 1.



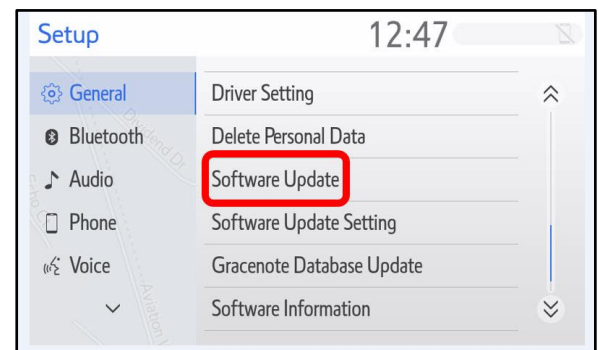
3. Select *General* on the Setup screen.

Figure 2.



4. Scroll down and select *Software Update*.

Figure 3.

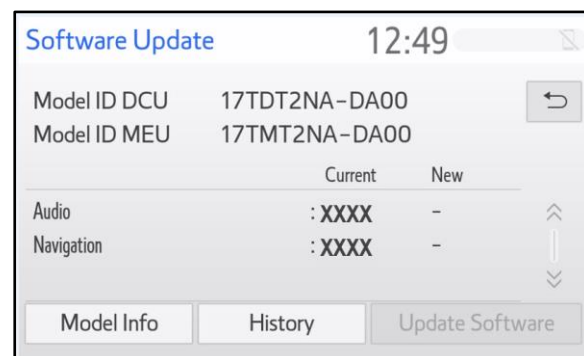


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Software Update Procedure (Continued)

5. Verify that the software version is the same or earlier as indicated in the Introduction.

Figure 4.



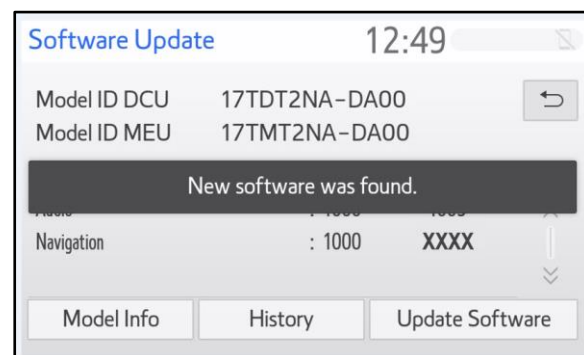
6. If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

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 PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1004 1006	1011	1000 1003	1011
Navigation	—	—		

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Software Update Procedure (Continued)

9. Press the *Update Software* button in the lower right-hand corner.
10. Select *OK* on the Software Update Detail screen.
11. Select *Agree* on the Terms of Service screen.

Figure 6.

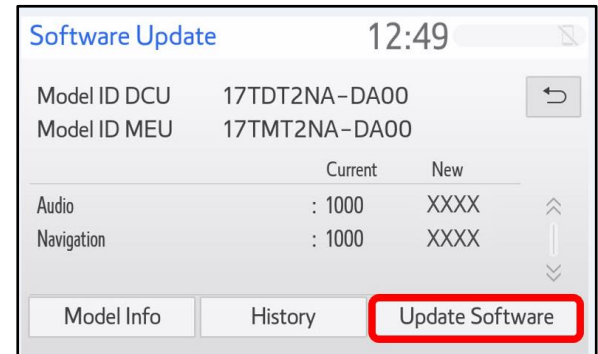


Figure 7.

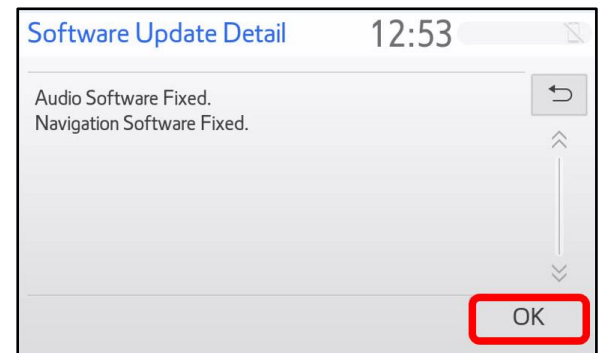


Figure 8.

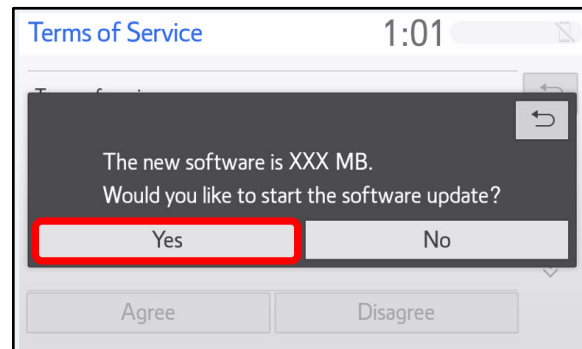


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Software Update Procedure (Continued)

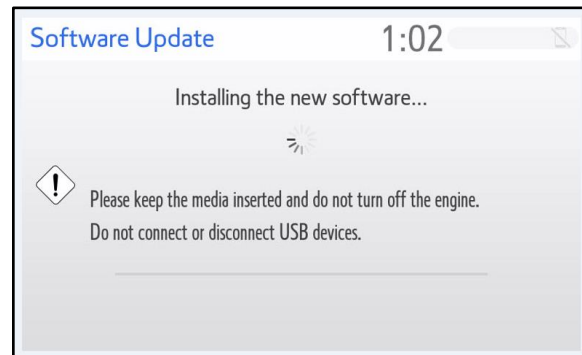
12. Select Yes on the “Would you like to start the software update?” pop-up.

Figure 9.



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

Figure 10.

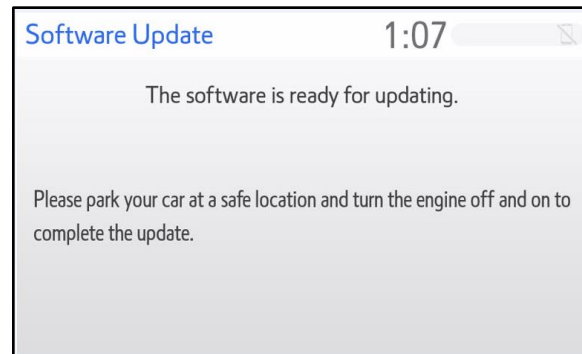


NOTE

- 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.

14. When the “The software is ready for updating” message 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.

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Software Update Procedure (Continued)

17. Perform steps 1 – 4 to verify that the software version matches the current Software Version Information table below.

Figure 12.

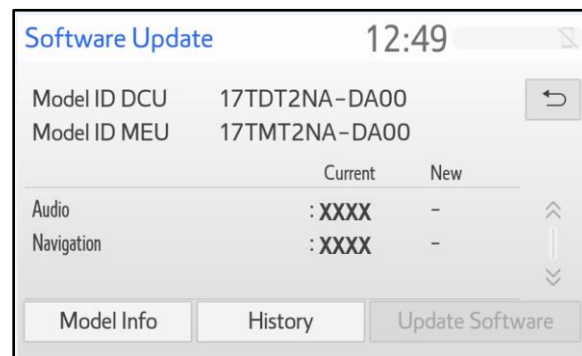


Table 2. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1011	–	1011	–
Navigation	–			