

# Entune Audio Head Unit Software Update (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
2016 - 2017	Camry, Camry HV	
2016 - 2018	Corolla, Prius C, RAV4, RAV4 HV	

### REVISION NOTICE

**July 20, 2018 Rev2**

- Applicability has been updated to include 2018 model year Corolla, Prius C, RAV4, and RAV4 HV vehicles.
- The entire bulletin has been updated.

**February 21, 2018 Rev1:**

- The Introduction and Software Update sections have been updated.
- Any previous printed versions of this bulletin should be discarded.

### SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0019-16.

- The Software Update section has been updated.

Service Bulletin No. T-SB-0019-16 is obsolete and any printed versions should be discarded.

## Entune Audio Head Unit Software Update (Fujitsu Ten)

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### Introduction

Some 2016 model year vehicles equipped with Entune™ Audio (version UU.11.13), Entune™ Audio Plus (version EU.20.21) or Entune™ Premium Audio (CU.20.22) or older may exhibit one or more of the following conditions:

- Bluetooth® audio information is missing from instrument cluster MID
- Long street names are not indicated when using turn-by-turn directions
- Abnormal navigation routing
- Toyota Park Assist Settings button displays in the Settings menu
- System is unable to call phone numbers with “-” present in the number
- System is unable to send SMS via the Quick Message feature
- Abnormal Bluetooth® audio playback when inserting and removing the iPhone® USB cable from the USB port
- System is unable to play audio from iPhone® connected via USB when two phones are connected via Bluetooth® at the same time
- Browse button operates intermittently in Bluetooth® Audio
- Screen flickers when switching between day and night modes
- Abnormal Pandora Internet Radio operation when switching between two iPhones
- Unit reboots intermittently
- Diagnostic Trouble Code (DTC) U1110 or B15E6 is present
- Diagnostic screen displays intermittently
- Weather Map is inoperative
- “Unable to connect to server” displays when using voice recognition and searching for “IHOP”
- Panoramic view monitor operates abnormally

## Entune Audio Head Unit Software Update (Fujitsu Ten)

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### Introduction (continued)

Some 2016 – 2017 model year vehicles equipped with Entune™ Audio (version UU.10.48), Entune™ Audio Plus (version EU.10.68 or EU.20.25 or EU.20.28) or Entune™ Premium Audio (CU.10.71 or CU.10.72 or CU.20.05 or CU.20.08) may exhibit one or more of the following conditions:

- Inoperative swiping feature on Apps or Setup screens
- Meijer department store is intermittently pronounced “Mee-jer”
- Number of transferred contacts does not update
- Slacker Radio skips two songs when using steering wheel controls
- Starting Pandora Internet Radio via Voice Recognition is intermittently inoperative
- FM mode displays the incorrect number of available stations intermittently
- Voice Recognition does not start intermittently
- Audio intermittently displays on the Home screen
- Rumbling sound when no audio is playing
- Intermittent “Message list could not be loaded” displays when retrieving messages
- Audio information does not match between the head unit and the instrument cluster
- Instrument cluster has incorrect display of XM channels
- Panoramic camera view is intermittently inoperative
- Scout voice guidance has rear speakers muted
- USB audio playback resets after key cycle

Some 2016 – 2017 model year vehicles equipped with Entune™ Audio (version UU.11.16), Entune™ Audio Plus (version EU.20.25) or Entune™ Premium Audio (CU.20.26) or older may exhibit one or more of the following conditions:

- System is unable to adjust volume during voice navigation operation
- “Low Fuel Level” pop-up does not display on the navigation screen
- Abnormal POI operation
- Freezing on the fuel consumption screen
- Phone book fails to completely load
- Phone widget shows phone number instead of phone book name
- Toyota Entune™ App Suite will not download
- Incorrect navigation location displays on traffic map
- Incoming call screen information is incorrect
- Bluetooth® connection takes too long
- Abnormal Bluetooth® operation switching between phones
- Diagnostic Trouble Code (DTC) U0293 set
- When switching from Bluetooth® audio to Entune™ audio, no sound is output
- XM presets cannot be set

## Entune Audio Head Unit Software Update (Fujitsu Ten)

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### Introduction (continued)

Some 2016 – 2017 model year vehicles equipped with Entune™ Audio (version UU.11.19), Entune™ Audio Plus (version EU.22.06), Entune™ Premium Audio (CU.22.06) or older may exhibit one or more of the following conditions:

- Unable to change the time intermittently
- Unit reboots intermittently
- Backup camera stays on too long
- Unable to browse contacts while driving
- Unable to use the dial pad while driving
- Unable to switch Bluetooth® devices while driving
- Incorrect items selected when inputting addresses for navigation
- Spotify song information does not display
- Reduce the number of prompts when using voice recognition

Some 2016 – 2018 model year vehicles equipped with Entune™ Audio (version UU.11.27), Entune™ Audio Plus (version EU.22.15), Entune™ Premium Audio (CU.22.15) or older may exhibit one or more of the following conditions:

- Unable to select HD radio using voice recognition
- Unable to browse music using voice recognition
- Unable to select FM genre using voice recognition
- Unable to delete destination using voice recognition
- Voice prompt interrupt is defaulted to off
- Abnormal Bluetooth® pop-up messages
- Intermittent Bluetooth® disconnection
- Unable to set XM channel 000 as a preset
- Intermittent freeze condition
- Abnormal Bluetooth® volume operation
- Unable to stop voice training
- Phone book image missing with iOS 11.3

Updated software is now available to address these conditions, improve hands-free sound quality, and enhance other visual and usability features. Follow the Software Update Procedure in this bulletin to install the latest software version.

## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Warranty Information

OP CODE	DESCRIPTION	TIME	MODEL	OFF	T1	T2
EL9053	Software Update	0.3	Camry, Camry HV	86804-06180 86804-06190 86140-06660 86140-06670	73	74
			Corolla	86140-02460 86140-02470 86804-02070 86140-02520 86140-02540 86804-02100		
			RAV4, RAV4 HV	86804-0R030 86804-0R040 86140-0R170 86140-42110 86140-0R180 86804-42100 86804-42110 86140-42460		
			Prius C	86140-52330 86804-52040		

#### 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.

## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update Information

HEAD UNIT	APPLICABLE FILE ON USB DRIVE	QTY
Entune™ Audio	<a href="#">15TBDANA-CA01_1134.kwi</a>	1
Entune™ Audio Plus	<a href="#">15TDDANA-CA01_2239.kwi</a>	
Entune™ Premium Audio	<a href="#">15TDANNA-CA01_2239.kwi</a>	

#### **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 extracted (unzipped) from the “zip” folder and saved directly to a commonly available blank USB flash drive.

For USB flash drive requirements and download instructions:

Refer to *TIS – Diagnostics – Calibrations – Reference Documents –*

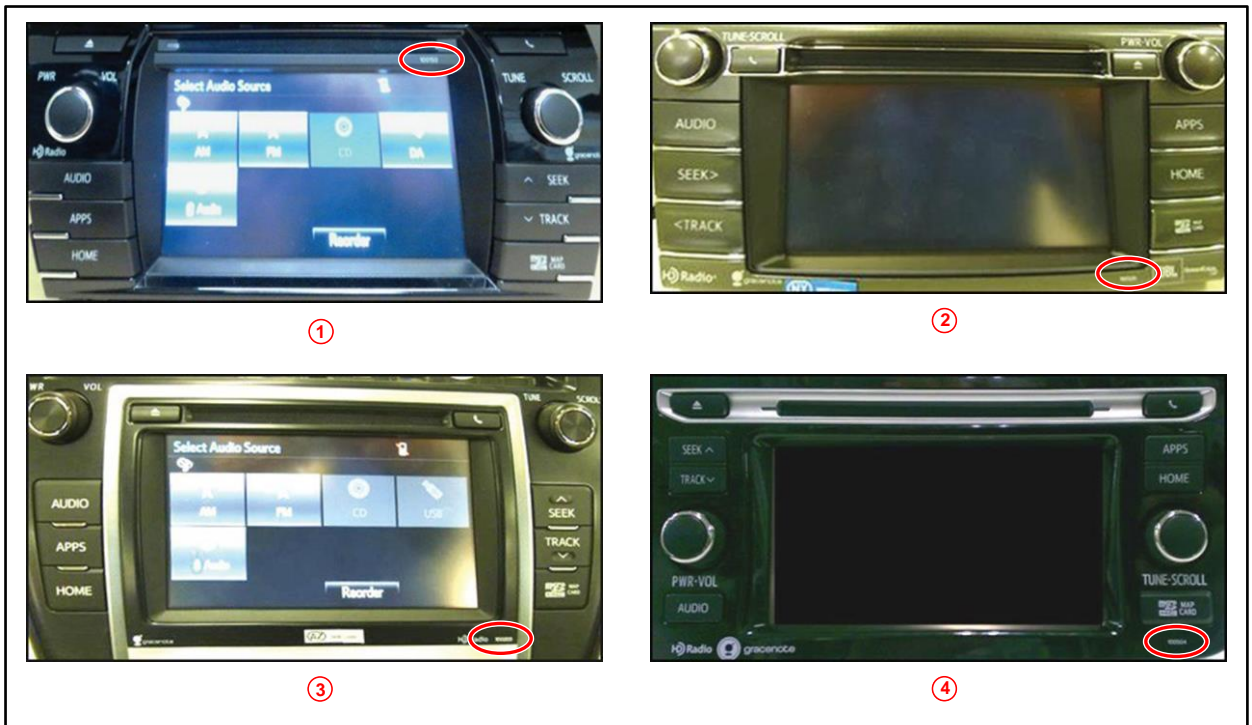
*“[Multimedia Software Download Instructions](#)”*

## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update Procedure

1. Confirm the audio system type by checking the panel ID printed above the top-right or bottom-right of the display.

**Figure 1.**



<b>1</b>	<b>Corolla</b>
<b>2</b>	<b>RAV4, RAV4 HV</b>

<b>3</b>	<b>Camry, Camry HV</b>
<b>4</b>	<b>Prius C</b>

MODEL	YEAR	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM
Camry, Camry HV	2016	100614	N/A	100612 100613
		100571	100570	100569
RAV4, RAV4 HV	2017	100573	100574	100575
		100581	100582	100576 100583 100584
		100629	N/A	100628
Corolla	2017 – 2018	100639	100638	100637

## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update Procedure (continued)

2. Perform steps 7 – 11 and verify the latest software needs to be installed.  
Is the software up to date?
  - **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
  - **NO** — Continue to step 3.
3. Insert the USB flash drive into the vehicle USB port.
4. Start the engine.
5. When the Select Audio Source screen displays, continue to the next step.
  
6. When the USB source icon highlights and displays the USB name with the icon, continue to the next step.

Figure 2.



Figure 3.



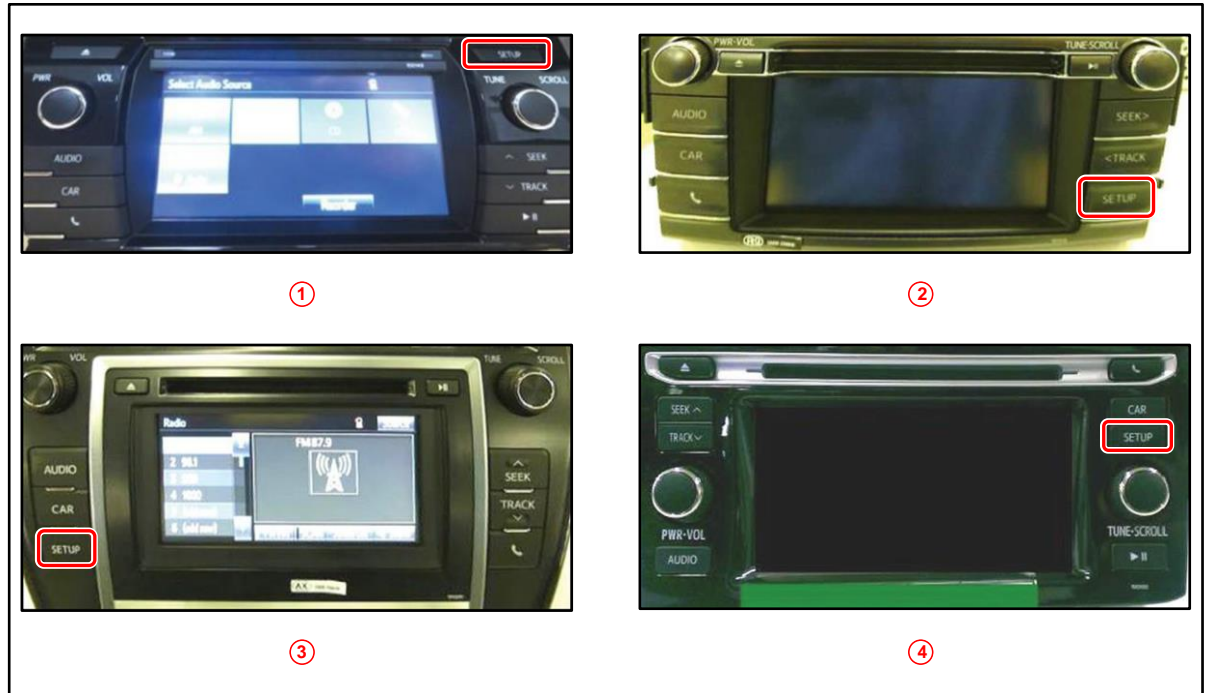


## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update Procedure (continued)

7. Go to the Setup screen.
  - A. For Entune™ Audio:  
Press the Setup button on the panel.

**Figure 4.**



<b>1</b>	<b>Corolla</b>
<b>2</b>	<b>RAV4, RAV4 HV</b>

<b>3</b>	<b>Camry, Camry HV</b>
<b>4</b>	<b>Prius C</b>

# Entune Audio Head Unit Software Update (Fujitsu Ten)

## Software Update Procedure (continued)

B. For Entune™ Audio Plus/Entune™ Premium Audio:

(1) Press the Apps button on the left or right of the panel.

**Figure 5. Camry, Camry HV, Corolla, RAV4, RAV4 HV**

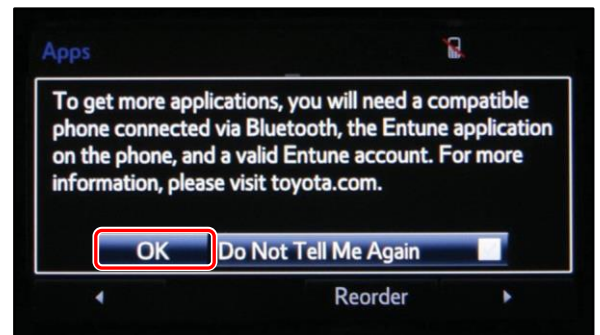


**Figure 6. Prius C**



**NOTE**  
If the Entune™ pop-up displays, select Ok.

**Figure 7.**



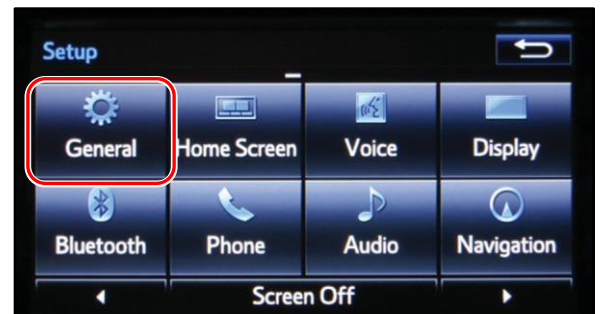
(2) Select Setup on the Apps screen.

**Figure 8.**



8. Select General on the Setup screen

**Figure 9.**



## Entune Audio Head Unit Software Update (Fujitsu Ten)

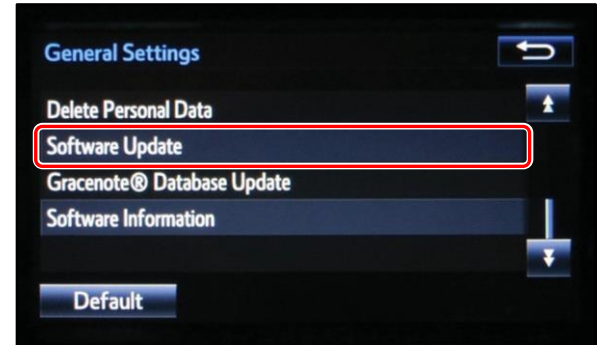
### Software Update Procedure (continued)

9. Select Software Update from the list on the General Settings screen.

**HINT**

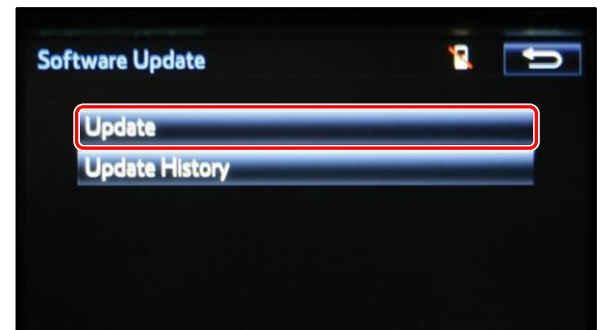
Scroll down the list until Software Update displays.

Figure 10.



10. Select Update on the Software Update screen.

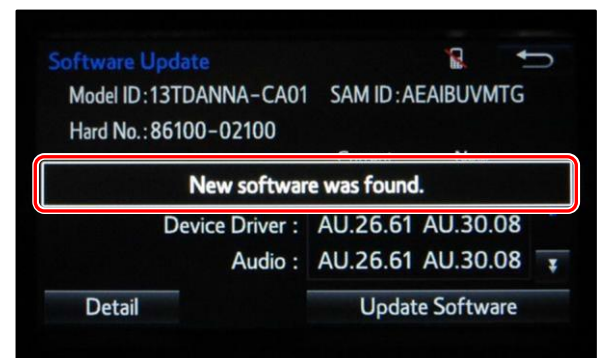
Figure 11.



**NOTE**

If software is detected properly, a "New Software was found." pop-up will display.

Figure 12.



## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update Procedure (continued)

- Verify that the NEW software is up to date on the Software Update screen.

Figure 13.

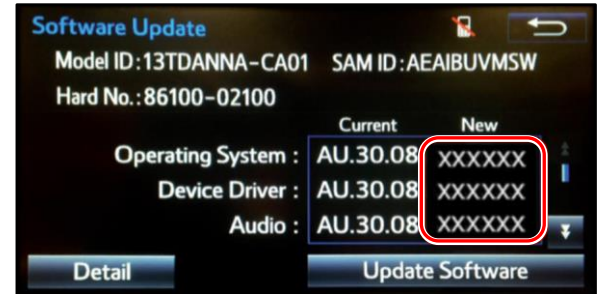


Table 1. Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Operating System		–		–	CU.10.71	–
Device Driver	UU.10.48	UU.11.34	EU.10.68	EU.22.39	CU.10.72	CU.22.39
Audio	UU.11.06	UU.11.34	EU.20.05	EU.22.39	CU.20.05	CU.22.39
Navigation	UU.11.08	–	EU.20.08	–	CU.20.08	–
Bluetooth	UU.11.13	UU.11.34	EU.20.21	–	CU.20.14	–
	UU.11.16	UU.11.34	EU.20.25	EU.22.39	CU.20.17	CU.22.39
GUI	UU.11.17	UU.11.34	EU.21.01	–	CU.20.22	–
Middleware	UU.11.19	UU.11.34	EU.22.04	EU.22.39	CU.20.26	CU.22.39
Kernel	UU.11.27	UU.11.34	EU.22.06	EU.22.39	CU.22.04	CU.22.39
		UU.11.34	EU.22.15	EU.22.39	CU.22.06	CU.22.39
Voice Recognition		–		EU.22.39	CU.22.15	CU.22.39

- Select Update Software on the Software Update screen.

Figure 14.



## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update Procedure (continued)

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

**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.

14. This unit will begin installation.

**NOTE**

Do NOT turn off ACC before the software is ready for updating.

Figure 15.

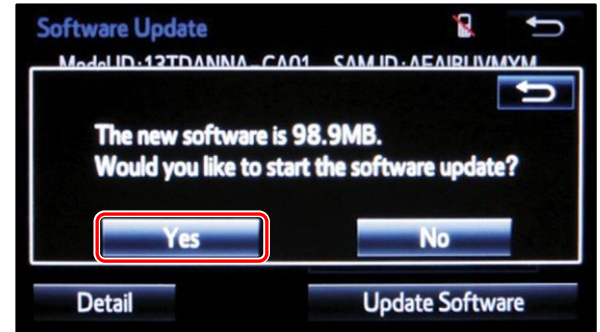


Figure 16.

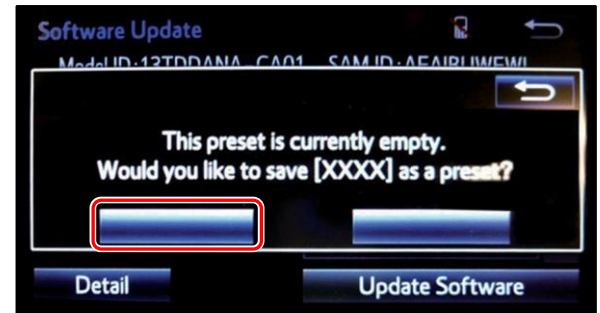


Figure 17.



## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update Procedure (continued)

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

**Figure 18.**



16. Wait for the audio system to complete the software update.

**NOTE**

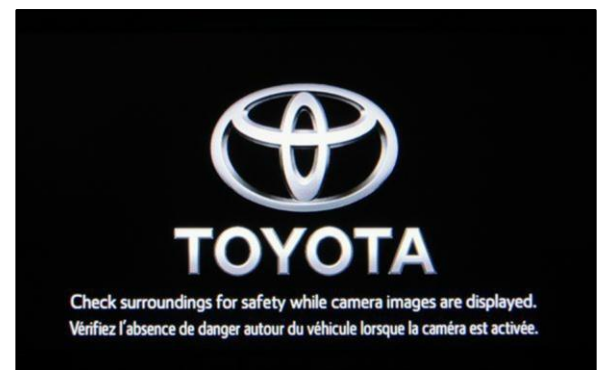
Do NOT turn off ACC before the next Toyota logo screen displays.

**Figure 19.**



When the Toyota logo screen displays, the update is complete.

**Figure 20.**



17. Remove the USB flash drive from the vehicle USB port.



## Entune Audio Head Unit Software Update (Fujitsu Ten)

### Software Update Procedure (continued)

- When the the Select Audio Source screen displays, continue to the next step.

Figure 21.



- Perform steps 7 – 10 of the Software Update Procedure to re-enter the Software Update screen.
- Verify that the software information is updated on the Software Update screen.

Table 2. New Software Version Information

TYPE	ENTUNE™ AUDIO	M/D/Y	ENTUNE™ AUDIO PLUS	M/D/Y	ENTUNE™ PREMIUM AUDIO	M/D/Y
	NEW VERSION		NEW VERSION		NEW VERSION	
Boot	UU.11.34	Updated Date (If no GPS signal, date may NOT be accurate.)	EU.22.39	Updated Date (If no GPS signal, date may NOT be accurate.)	CU.22.39	Updated Date (If no GPS signal, date may NOT be accurate.)
Voice Recognition	–		EU.22.15		CU.22.15	
GUI	UU.11.27		–		–	
Audio	UU.11.27		EU.22.15		CU.22.15	
Bluetooth	UU.11.27		EU.22.15		CU.22.15	
Navigation	–		–		–	
Device Driver	UU.11.27		EU.22.15		CU.22.15	
Kernel	UU.11.27		EU.22.15		CU.22.15	
Operating System	–		–		–	
Middleware	UU.11.27		EU.22.15		CU.22.15	
Power	–	EU.22.15	CU.22.15			