

Navigation System Software Update (Panasonic)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	LC500, LC500H	

REVISION NOTICE

September 24, 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 LC500 and LC500h vehicles equipped with Panasonic navigation (older than version 2010) may exhibit one or more of the following conditions.

- Voice recognition errors
- Navigation system resets
- Bluetooth® outgoing voice is not heard for the first few seconds of a call
- Incoming call screen freezes on the display
- Destination Assist is unable to load certain addresses
- Freeway exit list displays at every transition
- Turn-by-turn is not displayed by head-up display (HUD)

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	TIME	OFF	T1	T2
EL1710	Software Update	0.3	86120-11040 86120-11050 86840-11020 86840-11021	87	74

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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

MULTIMEDIA TYPE	MODEL	COMPONENT	APPLICABLE USB DRIVE FILES
Panasonic Navigation With 10.25-in. Screen	LC	DCU	17LDL2NA-DB00_0007.kwi
		MEU	17LML2NA-DB00_0007.kwi

MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update files may be downloaded directly from this Service Bulletin by clicking on the file names in the table above. Once downloaded, the files may be extracted (unzipped) from the "zip" folder and saved directly to a commonly available blank USB flash drive. Be sure to copy both the DCU and 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](#)*

Software Update Procedure

1. Confirm the software version.
 - A. Start the engine. The Lexus emblem will display on the navigation screen.

Figure 1.

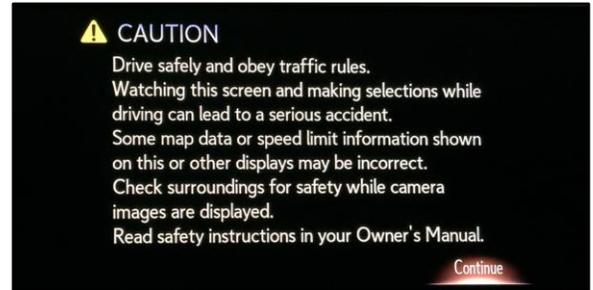


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Software Update Procedure (continued)

- B. Wait for the display to switch to the Caution screen, then select Continue.

Figure 2.



- C. Connect the USB flash drive to the USB port.

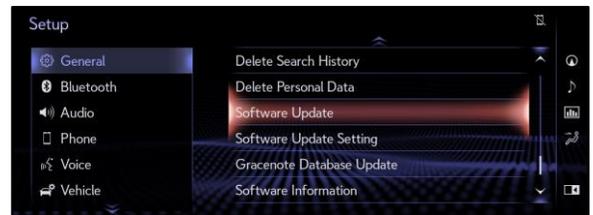
- D. From the navigation menu, select Setup.

Figure 3.



- E. In the General menu, scroll to and select Software Update.

Figure 4.



- F. Confirm the current version.
Is the current version OLDER than 2010?
- **YES** — Go to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 5.



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Software Update Procedure (continued)

2. Update the software version.
 - A. Select Update Software.

Figure 6.



- B. Review the Software Update Detail and select Ok.

Figure 7.



- C. Confirm the Terms of Service and select Agree.

Figure 8.



- D. Select Yes.

Figure 9.



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Software Update Procedure (continued)

E. While installing the NEW software, do NOT turn off the engine.

Figure 10.



F. When prompted, turn the engine OFF and ON to complete the update.

Figure 11.



G. Confirm the current software version has been updated on the Software Update screen.

Figure 12.

