

Entune Audio Head Unit Software Update (Panasonic)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016 - 2018	4Runner, Avalon, Avalon HV, Highlander, Highlander HV, Prius, Sequoia, Tacoma, Tundra	
2017 - 2018	Prius Prime, Prius V	
2016 - 2017	Sienna	
2018	Yaris	

REVISION NOTICE

March 16, 2018 Rev1:

- Applicability has been updated to include 2018 model year vehicles.
- The entire bulletin has been updated.

Any previous printed versions of this bulletin should be discarded.

SUPERSESION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0103-16 and T-SB-0337-17.

- The entire bulletin has been updated.

Service Bulletin No. T-SB-0103-16 and T-SB-0337-17 are obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Introduction

Some 2016 – 2018 model year vehicles equipped with Entune™ Audio (version 01013E), Entune™ Audio Plus (version 010156 or 01015C), or Entune™ Premium Audio (version 010171, 010170, or 01017D) may exhibit one or more of the following conditions:

- Head unit reboots at a specific location
- Abnormal Destination Search app operation
- Rebooting caused by no songs on the USB-connected iPhone
- A one-time reboot after ignition is cycled to ACC-ON
- Audio stays muted after the key is cycled

Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2016 – 2018 model year vehicles equipped with Entune™ Audio (version 010144), Entune™ Audio Plus (version 01015E), Entune™ Premium Audio (version 010182), or earlier may exhibit one or more of the following conditions:

- Head unit reboots intermittently
- Half blank screen appears when on the maintenance screen and shifting to Reverse
- Screen freezes during an incoming phone call
- Incorrect time displays on the diagnostic menu
- Radio station information does not match radio station that is playing
- Abnormal playlist browsing operation
- Mute stays enabled after key cycle
- “Search along my route” is inoperative
- Traffic data scales improperly
- Unit of measure is missing from distance to destination (showing “11” instead of “11mi”)
- MID compass does not match navigation screen when switching to North up
- Navigation does not match MID when switching from miles to kilometers
- Speed limit is blank on navigation screen
- Go button on VR screen is inoperative

Some 2016 – 2018 model year vehicles equipped with Entune™ Audio (version 010145), Entune™ Audio Plus (version 010161), Entune™ Premium Audio (version 010189), or earlier may exhibit one of the following conditions:

- Map will not display after it has been reprogrammed from the map micro SD card
- “Low Fuel” pop-up message does not display
- Head unit continuously reboots
- Abnormal POI operation
- Head unit reboots while transferring phone book data
- Volume cannot be changed on Bluetooth (BT) audio when paused
- Song information does not send when playing from BT audio
- Diagnostic Trouble Code (DTC) B15F6 is set
- The number of flashes for lane change signaling cannot be selected

Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2016 – 2018 model year vehicles equipped with the Entune™ Audio (version 010147), Entune™ Audio Plus (version 010166), Entune™ Premium Audio (version 01018C), or earlier may exhibit the following condition:

- Abnormal BT audio playback from iPhone when switching between devices after ignition is cycled to ACC-OFF

Some 2016 – 2018 model year vehicles equipped with Entune™ Audio (version 010148), Entune™ Audio Plus (version 010169), Entune™ Premium Audio (version 01018D), or earlier may exhibit one or more of the following conditions:

- "Contact and call history transfer complete" message pop-up does not display
- "Would you like to set up messaging?" message pops up after BT connection
- Intermittent rebooting
- Audio sound settings reset intermittently
- Surround sound setting turns back on after ACC-OFF/ON
- Incorrect selection of navigation items while inputting an address
- Low audio volume when switching to BT Audio
- Unable to switch to BT device while driving
- Dial pad is not available while driving
- Phone contacts are not available while driving
- Radio stations will play for a few seconds then cut out
- Unable to read incoming messages

Updated system software is now available to address these conditions. Follow the Software Update Procedure in this bulletin to install the latest software version.

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1701	Software Update	4Runner	0.3	86100-35350	87	74
				86100-35351		
				86100-35352		
				86100-35360		
				86100-35361		
				86100-35362		
				86100-35370		
				86100-35371		
				86100-35372		
				86100-35380		
				86100-35381		
				86100-35382		
				86100-35390		
				86100-35391		
				86100-35392		
				86100-35400		
				86100-35401		
				86100-35402		
				86100-35410		
				86100-35411		
				86100-35412		
				86100-35420		
				86100-35421		
				86100-35422		
				86100-35430		
				86100-35431		
				86100-35432		
				86100-35460		
				86100-35470		
				86100-35510		
86100-35440						
86100-35450						
86100-35480						
86100-35490						
86100-35500						
86100-35520						

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information (continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1701	Software Update	Avalon, Avalon HV	0.3	86140-07100 86804-07110 86804-07120 86100-07130 86100-07131 86100-07132 86100-07133 86100-07140 86100-07141 86100-07142 86100-07143	87	74
		Highlander, Highlander HV		86100-0E270 86100-0E271 86100-0E272 86100-0E280 86100-0E281 86100-0E282 86100-0E290 86100-0E291 86100-0E300 86100-0E301 86804-0E270 86804-0E280 86804-0E290 86804-0E300		
		Prius		86100-47460 86100-47462 86100-47560 86100-47561 86100-47562 86100-47461 86140-47270 86804-47340 86804-47330		
		Prius Prime		86804-47330		

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information (continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1701	Software Update	Prius V	0.3	86100-47600 86100-47601 86100-47602 86100-47610 86100-47611 86100-47612 86100-47620 86100-47621 86100-47622 86100-47630 86100-47631 86100-47632 86140-47450 86804-47290 86804-47300 86804-47310 86804-47320	87	74
		Sequoia		86140-0C150 86140-0C160 86140-0C220 86804-0C160 86804-0C170 86804-0C180 86804-0C190 86804-0C230 86100-0C220 86100-0C221 86100-0C230 86100-0C231 86100-0C240 86100-0C241 86100-0C250 86100-0C251 86100-0C290 86100-0C300		
		Sienna		86804-08030 86804-08040 86100-08061 86100-08062 86100-08063 86100-08071 86100-08072 86100-08073		

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information (continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1701	Software Update	Tacoma	0.3	86804-04090	87	74
				86140-04100		
				86804-04120		
				86804-04130		
				86100-04160		
				86100-04161		
				86100-04170		
				86100-04171		
				86100-04180		
				86100-04181		
				86140-04160		
				86140-04170		
				86140-04180		
				Tundra		
		80864-0C210				
		80864-0C220				
		86100-0C180				
		86100-0C181				
		86100-0C182				
		86100-0C190				
		86100-0C191				
		86100-0C192				
		86100-0C200				
		86100-0C201				
		86100-0C202				
		86100-0C210				
		86100-0C211				
		86100-0C212				
		86100-0C260				
		86100-0C270				
		86100-0C280				
		86804-0C120				
		86804-0C130				
		86804-0C140				
86804-0C150						
86140-0C100						
86140-0C110						
86140-0C120						
86140-0C130						
86140-0C180						
86140-0C190						
86140-0C200						

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information (continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1701	Software Update	Yaris	0.3	86140-0D420 86140-0D430	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.

Multimedia Software Update Information

MODEL	HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE
Avalon, Avalon HV	Entune™ Audio Plus	13TDDANA-DA11_0110.kwi
	Entune™ Premium Audio	13TDANNA-DA12_0146.kwi
Tacoma, Tundra, Prius, Prius V	Entune™ Audio	13TBDANA-DA10_0075.kwi
Tacoma, Tundra, Sequoia	Entune™ Audio Plus	13TDDANA-DA10_0110.kwi
Tacoma, Tundra, Prius, Prius Prime, Prius V, Sequoia, Highlander, Highlander HV, 4Runner, Sienna	Entune™ Premium Audio	13TDANNA-DA11_0146.kwi
Yaris	Entune™ Audio	13TBDANA-DA11_0076.kwi
	Entune™ Audio Plus	13TDDANA-DA13_0111.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](#)”

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure

1. Confirm the audio system type by checking the faceplate ID printed on the bottom-right or bottom-center of the head unit. See Table 1 for the applicable model faceplate ID number.

Figure 1. Avalon, Avalon HV, Highlander, Highlander HV, Prius, Prius V, Sienna, Sequoia, Tacoma, and Tundra



Figure 2. 4Runner



Table 1. Faceplate ID Information

MODEL	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM AUDIO
4Runner	N/A	N/A	510139 510140 510141 510142 510143 510144 510145 510146 510147
Avalon, Avalon HV	N/A	510129	510130 510131
Highlander, Highlander HV	N/A	N/A	510159 510160 510179 510180
Prius	510028	N/A	510053 510054
Prius Prime	N/A	N/A	510053
Prius V	510163	N/A	510164 510165 510166 510167
Sienna	N/A	N/A	510157 510158

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

Table 2. Faceplate ID Information (continued)

MODEL	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM AUDIO
Tacoma	510100 510101	510102 510162	510103 510161 510104
Tundra	510113 510207	510114 510116 510117 510285 510286	510118 510119 510120 510121 510201 510288 510291
Yaris	510281	510280	N/A

2. Start the engine.
3. Insert the USB flash drive with the downloaded multimedia update file into the vehicle's USB port.
4. Go to the Setup screen.
 - A. For Entune™ Audio: Press the Setup button on the panel.

Figure 3. Tacoma, Prius, Prius V



Figure 4. Tundra



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

- B. For Entune™ Audio Plus and Entune™ Premium Audio: Press the Apps button on the panel.

Figure 5. 4Runner, Avalon, Avalon HV, Highlander, Highlander HV, Prius, Prius V, Sienna, Sequoia, and Tacoma



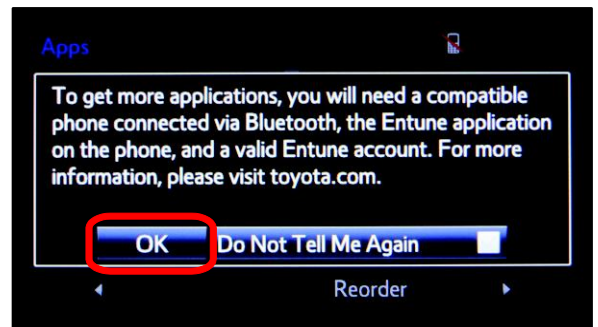
Figure 6. Tundra



NOTE

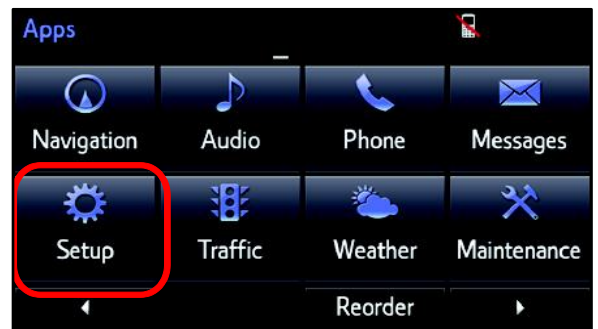
If the Entune™ pop-up displays, select Ok.

Figure 7.



- 5. Select Setup on the Apps screen.

Figure 8.

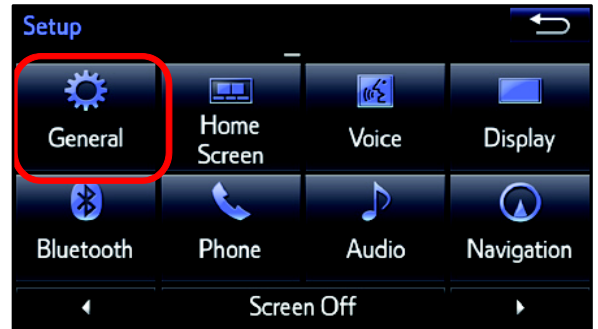


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

6. Select General on the Setup screen.

Figure 9.

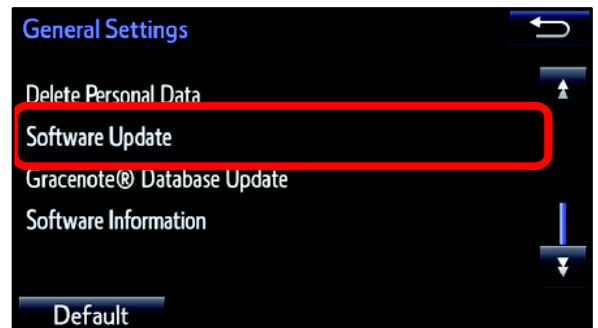


7. Select Software Update from the list on the General Settings screen.

Figure 10.

HINT

Scroll down the list until Software Update displays.



8. Select Update on the Software Update screen.

Figure 11.

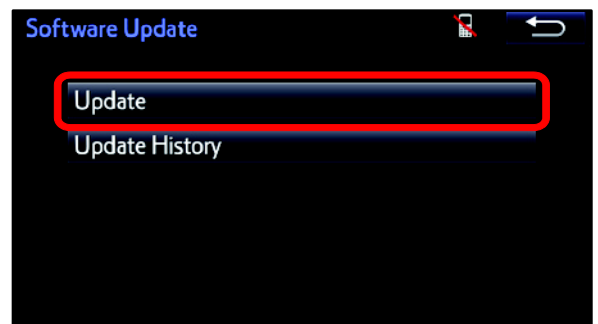
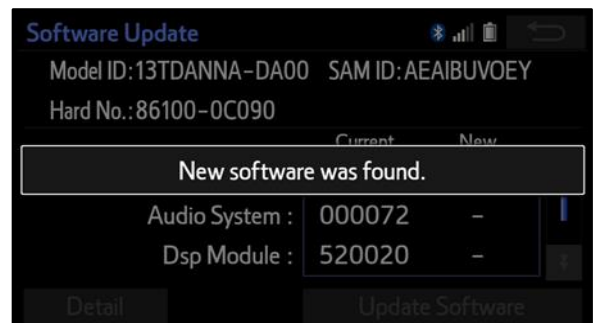


Figure 12.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

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

Figure 13.

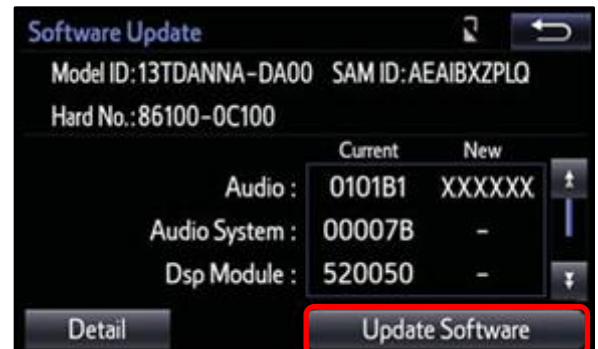


Table 2. Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	01013E 010144 010145 010147 010148 013A47	01014B 013A4C	010156 01015C 01015E 010161 010165 010166 010169	01016E 01016F	010170 010171 01017D 010182 010187 010189 01018C 01018D	010192
Audio System	0008E	-	000093 000094	-	000095 000099	-
DSP Module	910010 920020	-	A10010 A20020 920010	-	A10010 A20020	-
Sub	010001	-	010001	-	010001	-
Can	130209	-	130209	-	130209	-

- Select Update Software on the Software Update screen.

Figure 14.

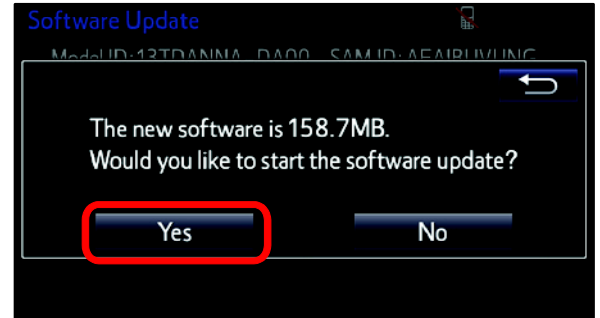


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

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

Figure 15.

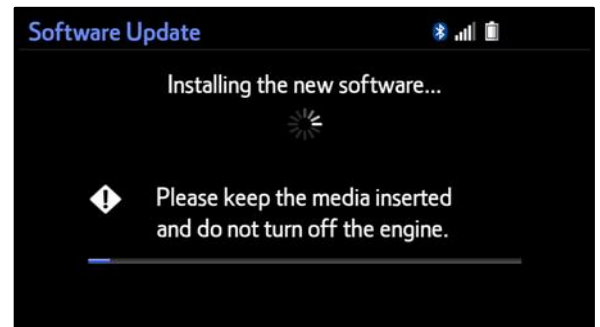


12. The unit will begin installation. The update will take about 10 minutes.

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's USB port.

Figure 16.



NOTE

For Entune™ Premium Audio:

- If the update fails and the error message “New software is not compatible with the system” displays, cycle the ignition OFF, remove the map micro SD card from the head unit, then repeat steps 3 – 12.
- A software update error is more likely to occur in areas with more traffic information.

Once the update is completed, reinsert the map micro SD card into the head unit, cycle the ignition OFF, then continue to step 13.

Figure 17.

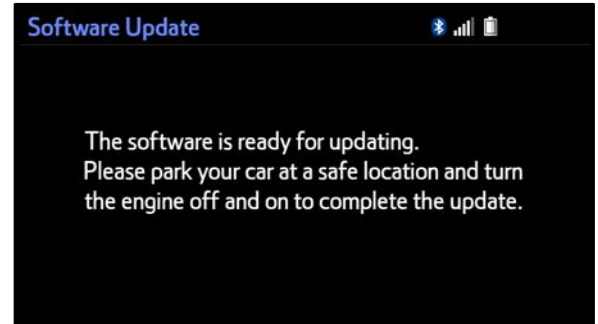


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

- When “The software is ready for updating” message displays, cycle the ignition OFF.

Figure 18.



- Remove the USB flash drive from the vehicle’s USB port.

Software Version Confirmation

- Perform steps 3 – 7 of the Software Update Procedure to re-enter the Software Update screen.
- Verify that the software information is updated on the Software Update screen. See Table 3 for the current software version.

Figure 19.



Table 3. Current Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	01014B 013A4C	–	01016E 01016F	–	010192	–
Audio System	0008E	–	000093 000094	–	000095 000099	–
DSP Module	910010 920020	–	A10010 A20020 920010	–	A10010 A20020	–
Sub	010001	–	010001	–	010001	–
Can	130209	–	130209	–	130209	–