LEXUS
Technical Service Information Bulletin

Navigation System Software Update

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display   **Market** USA

Lexus Supports
ASE Certification **ASE**

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	CT200H, GX460, IS250, IS350	

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SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. L-SB-0079-14, L-SB-0073-13, L-SB-0001-14, and L-SB-0024-14.

• **The Introduction and Software Update Information sections have been updated.**

Service Bulletin No. L-SB-0079-14, L-SB-0073-13, L-SB-0001-14, and L-SB-0024-14 are obsolete and any printed versions should be discarded.

Be sure to review the entire content of this bulletin before proceeding.

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Introduction

Some 2014 model year CT 200h, GX 460, IS 250, and IS 350 vehicles equipped with navigation (version older than V1##8940) may exhibit one or more of the following conditions:

- Unable to download Destination Assist
- Software update date does not display
- "Calculating" message displays on the map screen without displaying street name and remaining distance
- Unable to guide a route on the Home screen
- Black display screen
- Bluetooth disconnects intermittently

Navigation System Software Update

Introduction (continued)

Some 2014 model year CT 200h, GX 460, IS 250, and IS 350 vehicles equipped with navigation (version older than V1##8910) may exhibit one or more of the following conditions:

- Voice Recognition is inoperative
- Same XM channel icon is used for different channels
- Loss of traffic information intermittently when using Lexus Enform
- Traffic incident mark "!" on the map screen, but no information on the traffic incident screen
- iPod® scroll is stopped changing by tune knob
- Home button is inoperative
- Reset occurs while making a turn off of the highlighted route
- After correction of text in Quick Message15, the corrected text displays in Quick Message13
- Navigation system reboots intermittently
- Navigation system reboots after receiving errant weather data
- Some screens with clock information display "12:00" as "0:00"

Some 2014 model year CT 200h, GX 460, IS 250, and IS 350 vehicles equipped with navigation (version older than V1##8871) may exhibit one or more of the following conditions:

- Navigation system becomes frozen/has no response or slow response
- Missing or incorrect HD traffic incidents and/or flow data shown on the screen
- Navigation system resets
- iPod® error displays with Apple® device connected to the USB port
- Song title is not updated when using Siri
- Display is blank after a Bluetooth™ Audio device is connected
- No audio sound after completing a phone call
- Navigation system resets when playing an audio book on a CD
- Unable to load multiple destinations when using Destination Assist feature

Navigation System Software Update

Introduction (continued)

Some 2014 model year CT 200h, GX 460, IS 250, and IS 350 vehicles equipped with navigation (version older than V1##8741) may exhibit one or more of the following conditions:

- Unit resets to the startup screen intermittently
- Display screen flashes blue while driving
- Black screen after ACC OFF/ON
- Black screen after changing from Reverse screen to map screen
- Reset occurs while creating a playlist for USB audio
- The previous cover art image displays while a new CD is playing
- Screen flashes after pressing back button on Favorite POI screen
- Pandora® unavailable intermittently

Some 2014 model year CT 200h, GX 460, IS 250, and IS 350 vehicles equipped with navigation (version older than V1##8710 may exhibit one or both of the following conditions:

- Bluetooth® device disconnects and reconnects
- Manually disabling Bluetooth® from the handset results in inability of head unit to reconnect to handset

Navigation System Software Update

Introduction (continued)

Some 2014 model year CT 200h, GX 460, IS 250, and IS 350 vehicles equipped with navigation (version older than V1##8500) may exhibit one or more of the following conditions:

- Unit reboots intermittently when using various navigation/Bluetooth® operations
- Display turns black or white, freezes, flashes, or is slow to respond
- Intermittently cannot play Pandora®, iHeartRadio, Bluetooth® Audio, DVD, or iPod®
- Bluetooth® functions are inoperative or cannot change to Phone screen
- Erroneous navigation guidance or operation, or cannot set destinations
- Cursor is not shown, freezes, turns black, or is slow to respond
- Incorrect pop-up menus or pop-ups that continue to display
- Blinking button(s) on various audio/Bluetooth® screens
- Cannot use customized images or other settings
- Cannot select applications from the Home screen using the cursor
- XM Satellite Radio presets do not display
- The audio power off cannot be controlled for approximately 15 seconds after ignition cycle
- Emergency screen button label errors
- An Enform® application update fails to download
- Map screen becomes gray
- Navigation system resets while tuning XM Satellite Radio
- Slow update of HD Traffic Info
- Voice recognition is unavailable due to initialization*

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

* It is recommended to delete personal data BEFORE the software update for this condition.

Navigation System Software Update

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1801	Software Update	0.3	86804-5321# 86804-5322# 86804-60B6# 86804-60B2# 86804-76390 86804-76400	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	APPLICABLE USB DRIVE FILES
Navigation With 7-in. Screen	IS 250, IS 350	13LHENNA-AB01_0007.kwi
	CT 200h	13LHENNA-AB01_0007.kwi
Navigation With 8-in. Screen	GX 460	13LHENNA-AA01_0008.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 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.

Navigation System Software Update

Software Update Procedure (continued)

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

Figure 2.
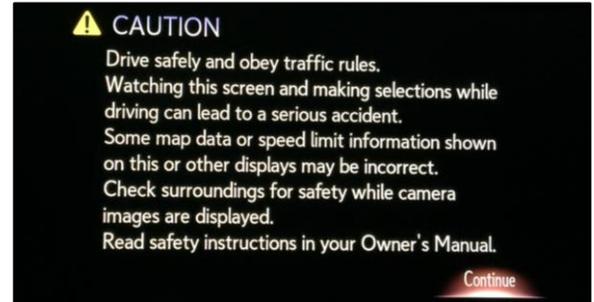
C. Connect the USB flash drive to the USB port.

D. From the navigation menu, select Setup.

Figure 3.

E. From the Setup menu, select General.

Figure 4.

Navigation System Software Update

Software Update Procedure (continued)

F. From the General Settings menu, select Software Update.

Figure 5.
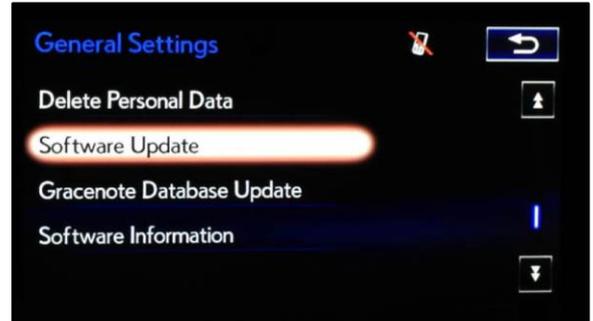
G. From the Software Update menu, select Update.

Figure 6.

H. Confirm that the current version is OLDER than the new version.

- If the current version is V1##8940 or newer, this bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- If the current version is older than V1##8940, continue to step 2.

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

Figure 7.
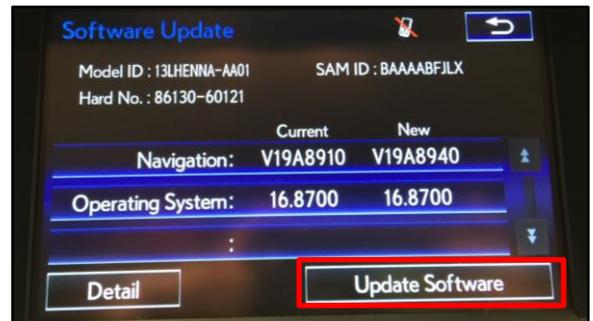
Navigation System Software Update

Software Update Procedure (continued)

B. Select Yes on the "Would you like to start the software update?" pop-up.

Figure 8.

C. Wait for the software to complete installation.

Figure 9.

D. Cycle the ignition OFF and ON to complete the update.

> **NOTE**
>
> AFTER the ignition is turned OFF and ON, the update will take several minutes to complete.

Figure 10.
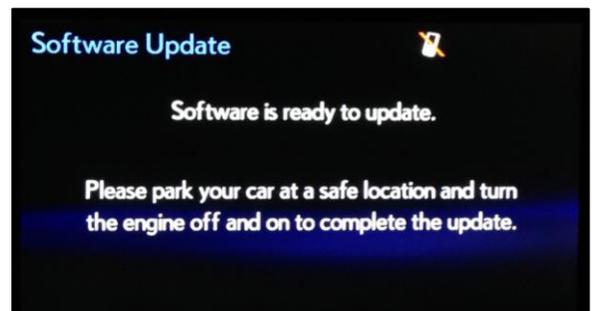
Navigation System Software Update

Software Update Procedure (continued)

E. Do NOT remove the USB flash drive or turn off the ignition until the navigation screen displays.

Figure 11.

F. Confirm that the current software version is updated on the Software Update screen.

Figure 12.