TOYOTA
Technical Service Bulletin

Entune Audio Head Unit Software Update (Denso-Ten)

Service Category   Audio/Visual/Telematics

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

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	Sienna	

REVISION NOTICE

November 2, 2018 Rev1:

- **The Sofware Update Procedure has been updated.**

Any previous printed versions of this bulletin should be discarded.

NOTE

This multimedia software update requires additional steps compared to other models, please read the entire bulletin and carefully follow all steps in the repair procedure.

Introduction

Some 2018 model year Sienna vehicles equipped with Entune™ 3.0 Audio Plus (version 1028 or earlier) may exhibit one or more of the following conditions:

- "Preparing to connect to the Internet" pop-up will not clear
- WiFi hotspot times out
- App title is missing letters in French
- Unable to load all contacts on Android 8.0
- Incorrect update history showing
- Slow XM response

Entune Audio Head Unit Software Update (Denso-Ten)

Introduction (continued)

- Intermittent blank screen
- GPS does not conform to the road
- Unable to turn off contact images

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

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1811	Software Update	0.5	86140-08120 86140-08130	87	74

<table>
<tr><td>

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.**

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Software Update Information

MODEL	HEAD UNIT	SOFTWARE UPDATE FILE
Sienna	Entune™ 3.0 Audio Plus	17TDT1NA-CA01_1089.kwi

<table>
<tr><td>

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 – Reprogramming – Reference Documents – "Multimedia Software Download Instructions"*

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Entune Audio Head Unit Software Update (Denso-Ten)
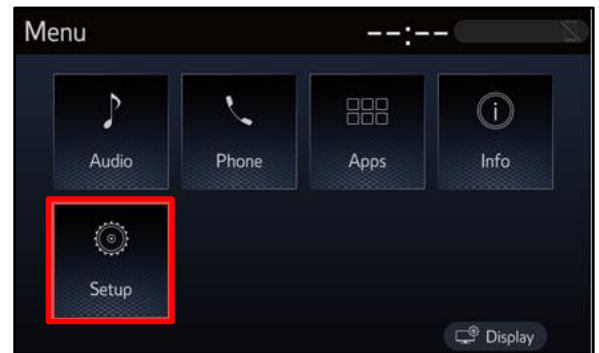
Software Update Procedure

1. Is the condition an intermittent blank screen?
   - **YES —** Disconnect the battery for 15 minutes. Then reconnect the battery and continue to step 2.
   - **NO —** Continue to step 2.

2. Remove and unplug the overhead console.
   Refer to TIS, applicable model and model year Repair Manual
   - 2018 Sienna:
     Vehicle Exterior – Sliding Roof/Convertible – "Sliding Roof Switch Assembly – Removal"

3. Start the engine.

4. Press the Menu button on the radio faceplate, then select Setup.

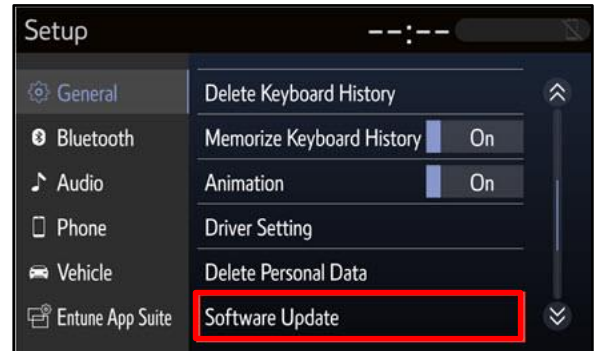**Figure 1.**

5. Select General on the Setup screen.

Figure 2.
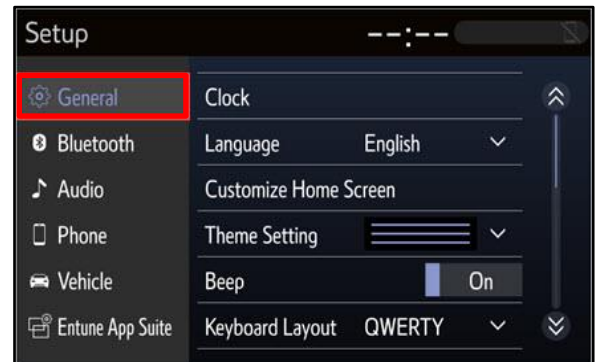
Entune Audio Head Unit Software Update (Denso-Ten)
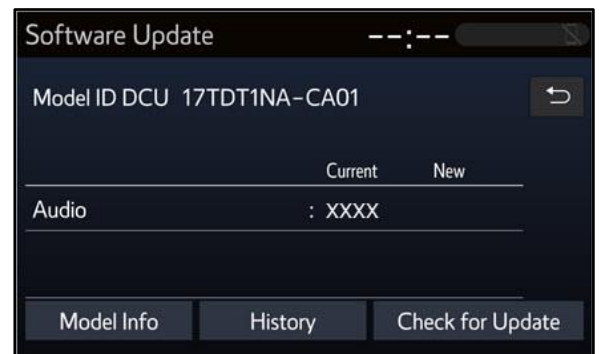
Software Update Procedure (continued)

6. Scroll down and select Software Update.

Figure 3.

7. Verify that the software version is the same or earlier than indicated in the Introduction.

Figure 4.

8. 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 – 5 to re-enter the Software Update screen.

Entune Audio Head Unit Software Update (Denso-Ten)
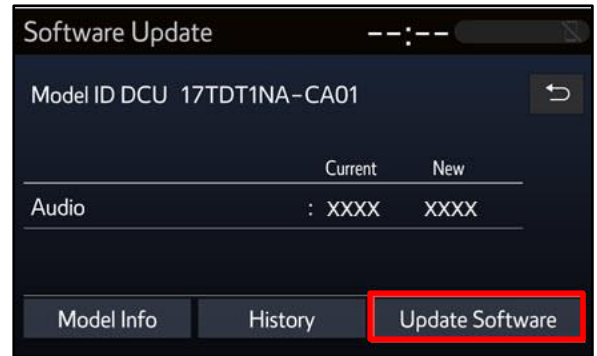
Software Update Procedure (continued)

9. Insert the prepared USB flash drive into the vehicle's USB port.

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

Table 1. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO	
	CURRENT VERSION	NEW VERSION
Audio	1023 1028	1089

11. Select the Update Software button in the lower right-hand corner.

Figure 5.

12. Select Ok on the Software Update Detail screen.

Figure 6.

Entune Audio Head Unit Software Update (Denso-Ten)

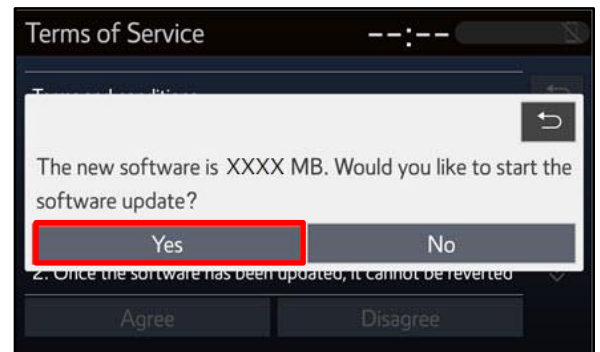**Software Update Procedure (continued)**

13. Select Agree on the
    Terms of Service screen.

Figure 7.

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

Figure 8.

15. Once the head unit begins installation, the update will take approximately 10 minutes.

    NOTE
    - Do NOT turn off the ignition or ACC before the software is ready for updating.
    - Do NOT remove the USB flash drive until instructed in step 17.

Figure 9.

Entune Audio Head Unit Software Update (Denso-Ten)

Software Update Procedure (continued)

16. When the "The software is ready for updating" screen appears, turn OFF the ignition.

Figure 10.

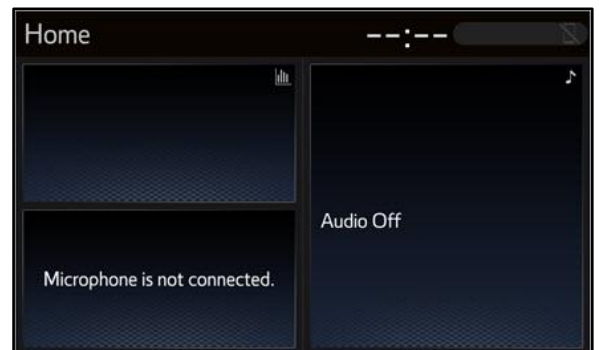17. Turn the ignition ON to complete the software update.

18. After turning the ignition ON, the Software Update screen will appear. Do NOT turn off the ignition or remove the USB flash drive. The head unit will reboot during this time.

Figure 11.

19. Once the software update is complete and the Home screen appears, remove the USB flash drive.

Figure 12.

Entune Audio Head Unit Software Update (Denso-Ten)

Software Update Procedure (continued)

20. Perform steps 3 – 6 to verify the software version matches the current software version information table below.
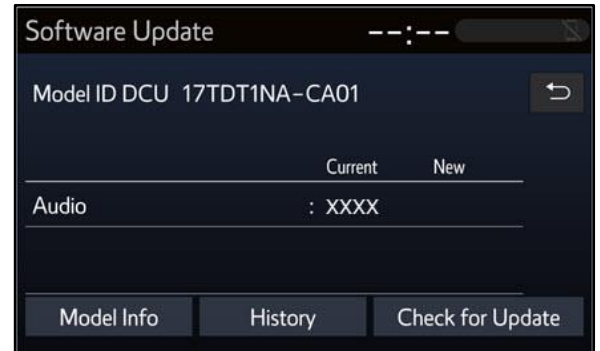
Figure 13.

Table 2. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO	
	CURRENT VERSION	NEW VERSION
Audio	1089	–

21. Reinstall the overhead console.

    Refer to TIS, applicable model and model year Repair Manual

    - 2018 Sienna:
      Vehicle Exterior – Sliding Roof Roof/Convertible –
      "Sliding Roof / Convertible: Sliding Roof Switch Assembly: Installation"