

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
2018 - 2019	Camry, Camry HV, Mirai, Sienna	

SUPERSESION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0285-17.

- **Applicability has been updated to include 2019 model year Camry and Camry Hybrid vehicles and 2018 – 2019 model year Mirai and Sienna vehicles.**
- **The entire bulletin has been updated.**

Service Bulletin No. T-SB-0285-17 is obsolete and any printed versions should be discarded.

Introduction

Some 2018 model year Camry and Camry Hybrid vehicles equipped with Entune™ 3.0 Audio Plus (version 1004 or earlier) or Entune™ 3.0 Premium Audio (version 1000 or earlier) may exhibit one or more of the following conditions:

- Abnormal display operation in the destination screen after “IG-ON”
- Abnormal turn-by-turn direction operation
- Inaccurate traffic information displays
- Abnormal navigation routing
- Abnormal destination and ETA operation while navigation is operating
- Abnormal rerouting operation
- Abnormal navigation operation after “IG-OFF/ON” cycle
- Navigation will not avoid areas that have been set to avoid
- Intermittent rebooting
- Navigation will not set from Destination Assist

Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

- Navigation will intermittently not boot up after “IG-ON”
- Abnormal operation when selecting unplayable songs from the USB flash drive
- Abnormal screen appearance
- Abnormal music browsing when manually browsing music
- Apps take a long time to load
- Abnormal shuffle function when listening to iPhone
- Voice output for temperature is incorrect unit
- Rebooting when connecting an Apple® device with more than 501 podcasts
- Abnormal brightness of Entune™ apps
- Voice recognition inoperative
- Delay after answering a phone call
- Incoming call continues to ring (unable to answer or decline)

Some 2018 model year Camry and Camry Hybrid vehicles equipped with Entune™ 3.0 Audio Plus (version 1006) or Entune™ 3.0 Premium Audio (version 1003) or earlier may exhibit one or more of the following conditions:

- Intermittent rebooting
- Error message when searching for street address that does not exist
- Abnormal voice recognition operation
- Abnormal iPod source operation
- iPod song list is slow to load
- Unable to authorize Remote Services via head unit app
- Scout is displayed in app catalog Entune™ Premium Audio
- Abnormal time changes in the middle of the time zone
- Abnormal Home screen operation
- Scout causes the phone to disconnect and not reconnect
- “Voice recognition is currently initializing and is not available at this time” message appears after every key cycle.

Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2018 model year Camry and Camry Hybrid vehicles equipped with Entune™ 3.0 Audio Plus (version 1011) or Entune™ 3.0 Premium Audio (version 1011) or earlier may exhibit one or more of the following conditions:

- Entune™ disconnects after Destination Assist Call
- Intermittent rebooting
- CDs cannot be skipped
- Song library voice recognition cannot be used with 300 albums or 3,500 songs
- Abnormal on-screen message appears intermittently
- List selection when only one Point of Interest (POI) is available
- Abnormal screen freeze
- Abnormal music playback/song played frequently on shuffle
- Sound output from phone instead of car speakers
- Intermittent black screen
- Incorrect name displays on incoming phone call
- Freeway exit list does not match the current highway
- Remaining distance does not decrease
- Freeway exit list defaults on after key cycle
- Directional arrows display multiple times
- Unable to reorder multiple destinations

Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2018 – 2019 model year Camry, Camry Hybrid, Mirai, and Sienna vehicles equipped with Entune™ 3.0 Audio Plus (version 1030) or Entune™ 3.0 Premium Audio (version 1030) or earlier may exhibit one or more of the following conditions:

- Exit list does not match the current highway
- Intermittent freezing
- Abnormal navigation turn arrow operation
- Intermittent rebooting
- Unable to search categories of POIs using voice recognition
- Slow GPS reception during Pre-Delivery Inspection (PDI)
- Abnormal tire change information operation
- Distance remaining does not decrease
- Abnormal map display
- Freeway exit list defaults on after key cycle
- Unable to reorder destinations

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

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFP	T1	T2
EL1702	Software Update	Camry, Camry HV	0.3	86140-33A70	87	74
				86140-33390		
				86140-06450		
				86140-06490		
				86140-06500		
				86140-06870		
				86140-06880		
				86140-06890		
				86140-06A00		
				86140-06A10		
				86140-06A20		
				86140-06A30		
				86140-06A40		
				86140-06A50		
				86140-06A80		
				86140-06A90		
				86840-06010		
				86840-06011		
				86840-06012		
		Mirai		86140-62010		
		Sienna		86140-08100		
				86140-08110		
				86140-08080		
				86140-08090		
				86840-06013		

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 (Panasonic)

Software Update Information

MODEL	HEAD UNIT		SOFTWARE UPDATE FILE
Camry, Camry HV	Entune™ 3.0 Audio Plus	DCU	17TDT1NA-DA00_0015.kwi
Camry, Camry HV, Mirai, Sienna	Entune™ 3.0 Premium Audio	DCU	17TDT2NA-DA00_0015.kwi
		MEU	17TMT2NA-DA00_0017.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.

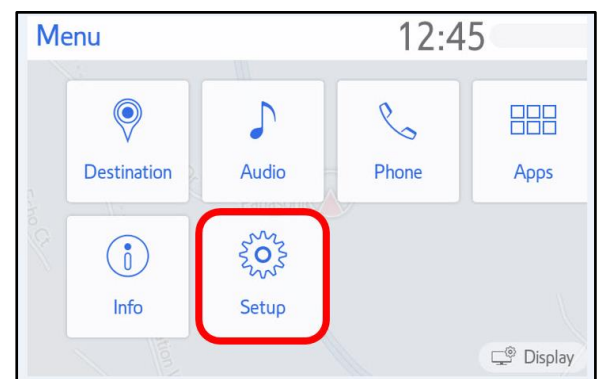
For Entune™ Premium Audio, be sure to copy both the DCU and the MEU files to the USB flash drive.

For USB flash drive requirements and download instructions: Refer to *TIS – Diagnostics – Reprogramming – Reference Documents – [Multimedia Software Download Instructions](#)*.

Software Update Procedure

1. Start the engine.
2. Press the Menu button on the radio faceplate, then select Setup.

Figure 1.

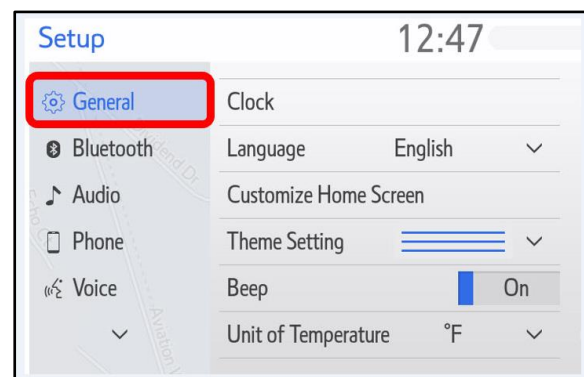


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

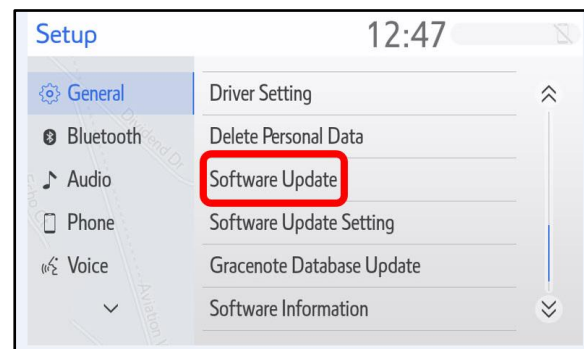
3. Select General on the Setup screen.

Figure 2.



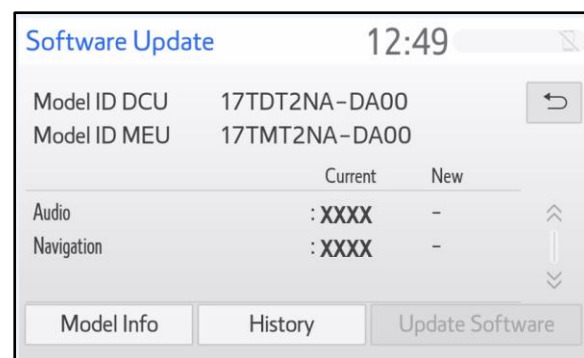
4. Scroll down and select Software Update.

Figure 3.



5. Verify that the software version is the same or earlier as indicated in the Introduction.

Figure 4.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

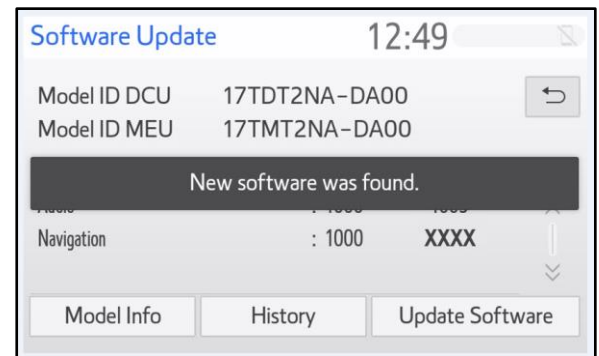
6. If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

NOTE

If "IG-OFF" occurs, repeat steps 1 – 4 to reenter the Software Update screen.

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

Figure 5.



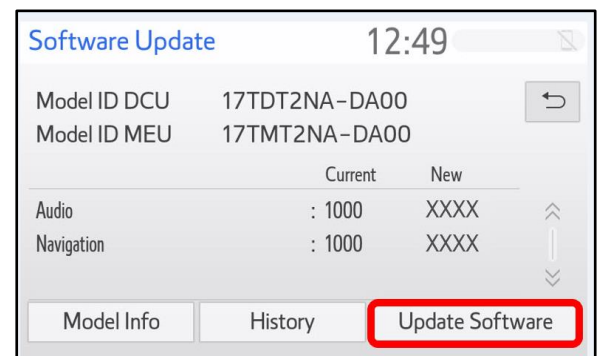
8. Verify that the NEW software is up to date on the Software Update screen.

Table 1. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1004	1040	1000	1040
	1006		1003	
	1011		1011	
	1030		1030	
Navigation	–	–		1042

9. Press the Update Software button in the lower right-hand corner.

Figure 6.

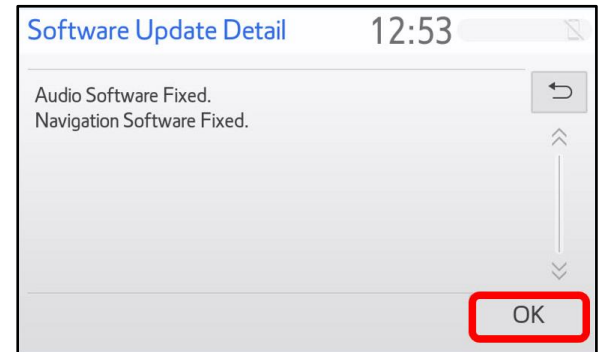


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

10. Select OK on the Software Update Detail screen.

Figure 7.



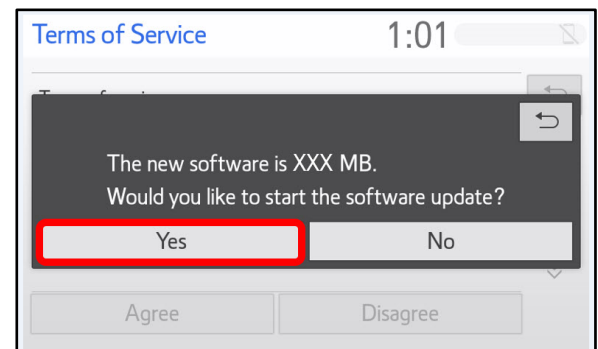
11. Select Agree on the Terms of Service screen.

Figure 8.



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

Figure 9.

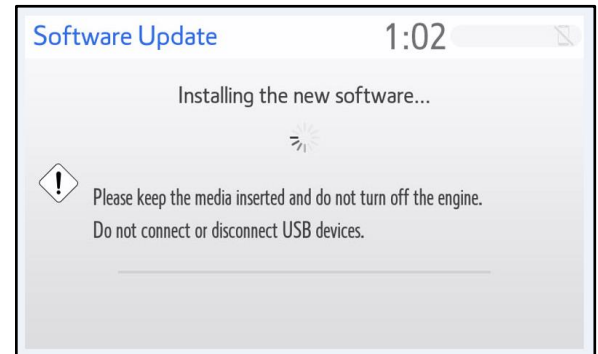


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

13. Once the head unit begins installation, the update will take about 10 minutes.

Figure 10.

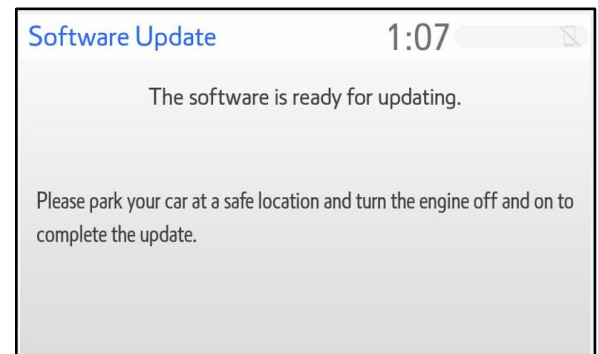


NOTE

- 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 USB port before the software is ready for updating.

14. When the message "The software is ready for updating" appears, turn OFF the ignition.

Figure 11.



15. Turn the ignition ON to complete the software update.
16. Once the software update has completed, remove the USB flash drive.

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

17. Perform steps 1 – 4 to verify that the software version matches the current Software Version Information table below.

Figure 12.

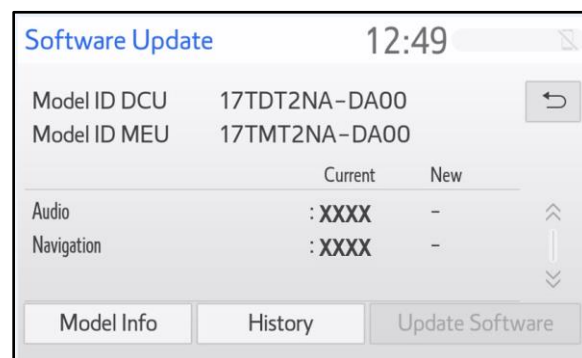


Table 2. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1040	—	1040	—
Navigation	—		1042	