

Navigation System Software Update (Panasonic)

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	ES300H, ES350	

Introduction

Some 2019 model year ES300h and ES350 vehicles with Panasonic navigation may exhibit one or more of the following conditions.

- No sound after an incoming Bluetooth® phone call
- Excessive severe weather alert messages

Follow the Software Update Procedure in this bulletin to address these conditions.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1812	Software Update	0.3	86120-33J70 86840-33200 86120-06440 86840-06080	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.

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Calibration Information

MULTIMEDIA TYPE	MODEL	COMPONENT	APPLICABLE USB DRIVE FILE
Panasonic Navigation System With 12.3-in. Screen	ES300h, ES350	DCU	17LDL2NA-DB02_0003.kwi
		MEU	17LML2NA-DB02_0005.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](#)*

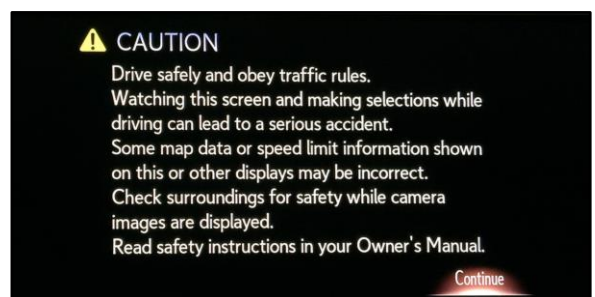
Software Update Procedure

1. Confirm the software version.
 - A. Start the engine. The Lexus emblem will display on the navigation screen.
 - B. Wait for the display to switch to the Caution screen, then select Continue.

Figure 1.



Figure 2.



Navigation System Software Update (Panasonic)

Software Update Procedure (continued)

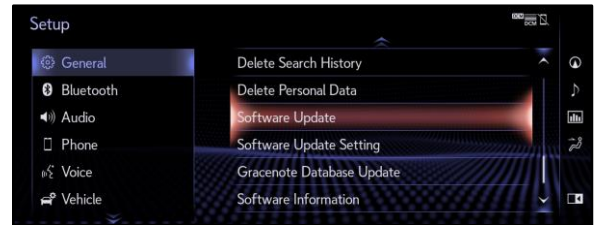
- C. Connect the USB flash drive to the USB port.
- D. From the navigation menu, select Setup.

Figure 3.



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

Figure 4.



- F. Confirm the current Audio and Navigation versions.
Is the current Audio version OLDER than 1010 and the current Navigation version OLDER than 1005?
 - **YES** — Go to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 5.



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

Figure 6.



Navigation System Software Update (Panasonic)

Software Update Procedure (continued)

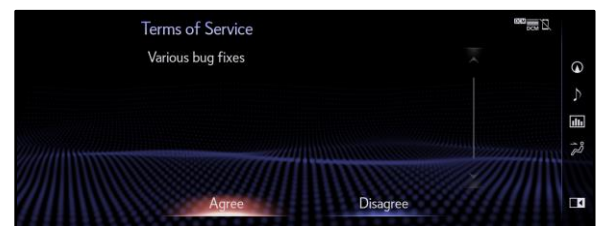
- B. Review the Software Update Detail and select Ok.

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.

