

Service

Category Audio/Visual/Telematics

Section	Navigation/Multi Info Display	Market USA	Toyota Supports
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Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	Camry, Camry HV, Sienna	

Introduction

Some 2019 model year Camry, Camry Hybrid, and Sienna vehicles equipped with Entune[™] 3.0 Audio Plus (version 1010) or Entune[™] 3.0 Premium Audio (version 1010) or earlier may exhibit one or more of the following conditions:

- Abnormal navigation operation
- Screen freezing
- Intermittent rebooting
- Abnormal clock operation
- Abnormal Apple CarPlay® operation
- Echoing during Apple CarPlay® phone call
- Abnormal Pandora® operation after answering WhatsApp phone call
- Alexa® app inoperative when using iOS devices

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	MODEL	TIME	OFP	T1	T2
EL1903	Software Update	Camry, Camry HV	0.3	86140-06430 86140-06460 86140-06B20 86140-06B30 86140-06B40 86140-06B50 86140-06B80 86140-06B90 86840-0R010 86840-0R011	87	74
		Sienna		86140-08210 86140-08190 86140-08160 86840-0R010 86840-0R011		

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.

Software Update Information

MODEL HEAD UNIT		SOFTWARE UPDATE FILE	
Camry, Camry HV	Entune™ 3.0 Audio Plus DCU		<u>17TDT1NA-DA01_0010.kwi</u>
		DCU	<u>17TDT2NA-DA01_0010.kwi</u>
Camry, Camry HV, Sienna	Entune™ 3.0 Premium Audio	MEU	<u>17TMT2NA-DA01_0011.kwi</u> <u>17TMT2NA-DA02_0031.kwi</u>

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 blank USB flash drive.

For EntuneTM 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* – <u>*Multimedia Software Download Instructions*</u>.

Software Update Procedure

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



3. Select General on the Setup screen.



Setup		12:47	
<i>i General</i>	Clock		
Bluetooth	Language	English	\sim
♪ Audio	Customize Home	Screen	
D Phone	Theme Setting		- ~
w ^字 Voice	Веер		On
~	Unit of Temperat	ure °F	\sim

4. Scroll down and select Software Update.



Setup	12:47	
General	Driver Setting	\$
Bluetooth	Delete Personal Data	
🔉 Audio	Software Update	
D Phone	Software Update Setting	
《 Voice	Gracenote Database Update	
~	Software Information	\approx

Software Update Procedure (continued)

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

Software Update	12	2:49	
Model ID DCU	17TDT2NA-DAC	0	t)
Model ID MEU	17TMT2NA-DAG	00	
	Current	New	
Audio	: XXXX	-	\approx
Navigation	: XXXX	-	
			\approx
Model Info	History	Update Sof	ftware

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

N	0	TE
	<u> </u>	

If the vehicle is turned OFF, repeat steps 1 - 4 to re-enter the Software Update screen.

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

Figure 5.

Software Update	2:49		
Model ID DCU 17TDT2NA-DA00 Model ID MEU 17TMT2NA-DA00		00	5
N	ew software was fo	ound.	
Navigation	: 1000	XXXX	
Model Info	History	Update Sof	tware

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		
ITE	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	
Audio	1010	1026	1010	1026	
Navigation	-	-	1015	1016 1031	

Software Update Procedure (continued)

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

Figure 6.

Software Updat	e 1	2:49	Z
Model ID DCU Model ID MEU	odel ID DCU 17TDT2NA-DA00 odel ID MEU 17TMT2NA-DA00		↑
	Current	New	
Audio	: 1000	XXXX	\approx
Navigation	: 1000	XXXX	
			\approx
Model Info	History	Update Sof	tware

10. Select OK on the Software Update Detail screen.

Figure 7.

Software Update Detail	12:53	Z
Audio Software Fixed. Navigation Software Fixed.		C↓
	(⊘K

11. Select Agree on the Terms of Service screen.

Figure 8.

Terms of Service	1:01	20
Various bug fixes.		
		~
		*
Agree	Disagree	

Software Update Procedure (continued)

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



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

Figure 10.

Soft	ware Update	1:02	Z
	Installing the ne	ew software	
	31		
	Please keep the media inserted and	do not turn off the engine.	
	Do not connect or disconnect USB	devices.	

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 software is ready for updating" screen appears, turn the vehicle OFF.

Figure 11.

Software Update	1:07	Z
The software is re	eady for updating.	
Please park your car at a safe locatic complete the update.	on and turn the engine off and	d on to

Software Update Procedure (continued)

- 15. Turn the vehicle ON to complete the software update.
- 16. Once the software update has completed, remove the USB flash drive.
- Perform steps 1 4 to verify that the software version matches the current Software Version Information table below.

Figure 12.

Software Upda	te 12	12:49		
Model ID DCU Model ID MEU	17TDT2NA-DA00 17TMT2NA-DA00		* D	
	Current	New		
Audio	: XXXX	-	\approx	
Navigation	: XXXX –			
			\approx	
Model Info	History	Update Sof	ftware	

Table 2. Software Version Information

ТҮРЕ	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1026		1026	
Navigation	-	-	1016 1031	-