

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
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.

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Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	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	17TDT1NA-DA01_0010.kwi
Camry, Camry HV, Sienna	Entune™ 3.0 Premium Audio	DCU	17TDT2NA-DA01_0010.kwi
		MEU	17TMT2NA-DA01_0011.kwi 17TMT2NA-DA02_0031.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 blank USB flash drive.

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

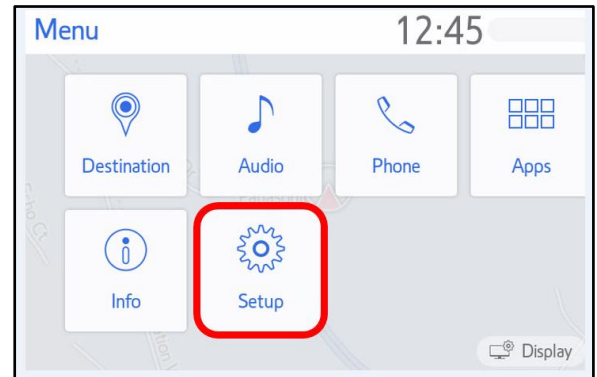
For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – [Multimedia Software Download Instructions](#)*.

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Software Update Procedure

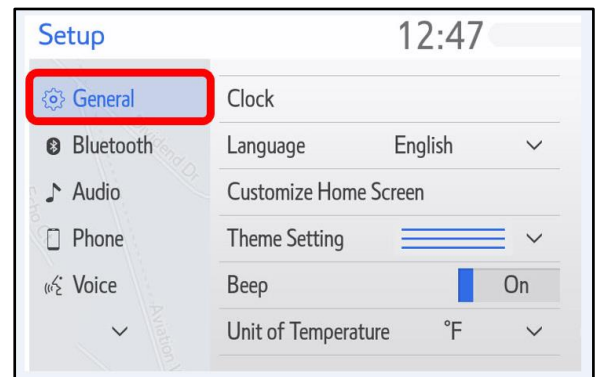
1. Start the engine.
2. Press the Menu button on the radio faceplate, then select Setup.

Figure 1.



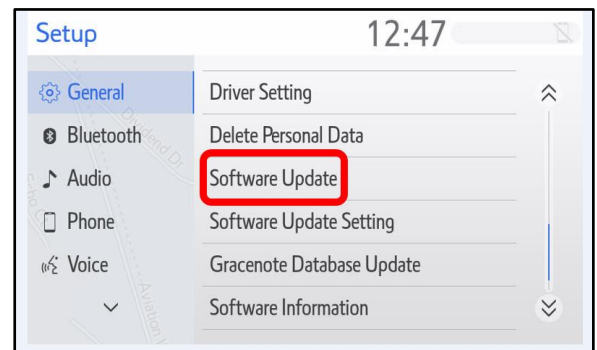
3. Select General on the Setup screen.

Figure 2.



4. Scroll down and select Software Update.

Figure 3.

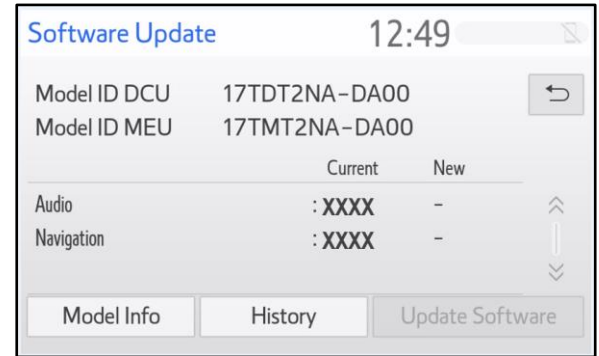


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

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

Figure 4.



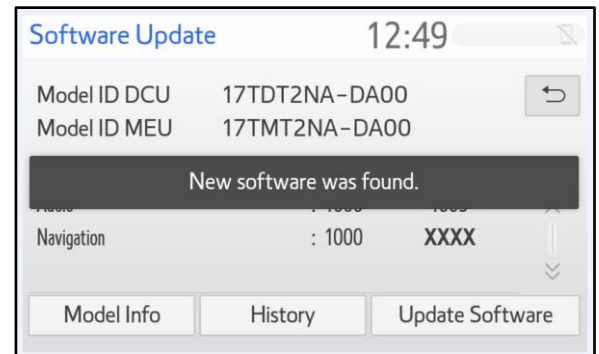
- If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

NOTE

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

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

Figure 5.



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

Table 1. Software Version Information

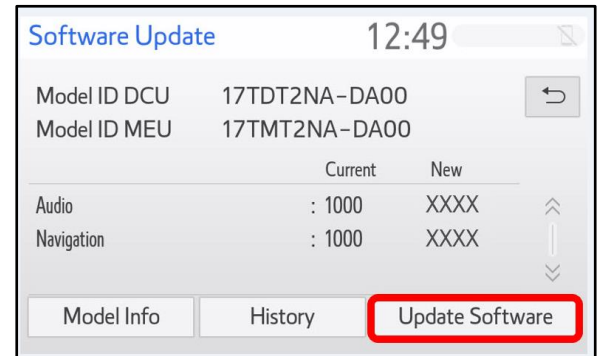
TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1010	1026	1010	1026
Navigation	–	–	1015	1016 1031

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

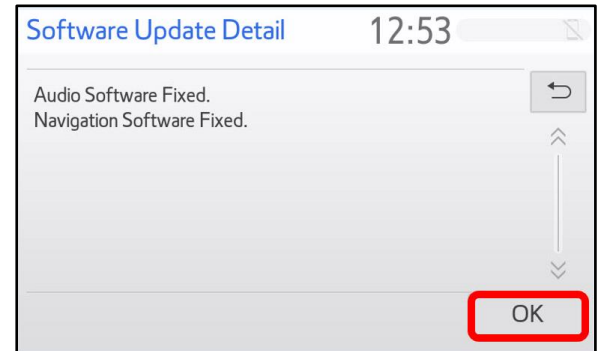
9. Press the Update Software button in the lower right-hand corner.

Figure 6.



10. Select OK on the Software Update Detail screen.

Figure 7.



11. Select Agree on the Terms of Service screen.

Figure 8.

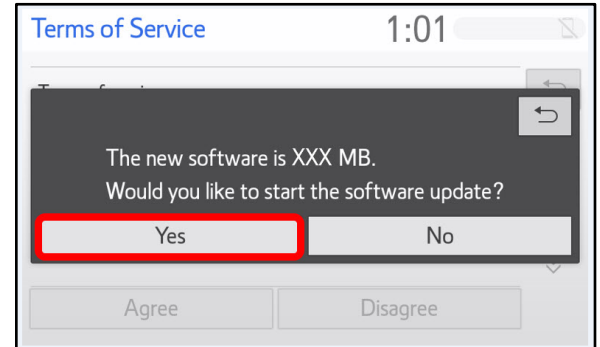


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

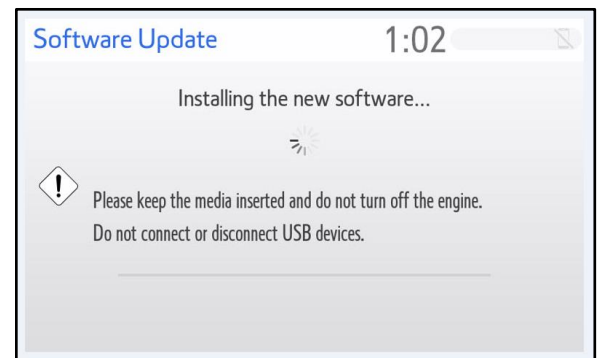
12. Select Yes on the “Would you like to start the software update?” pop-up.

Figure 9.



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

Figure 10.

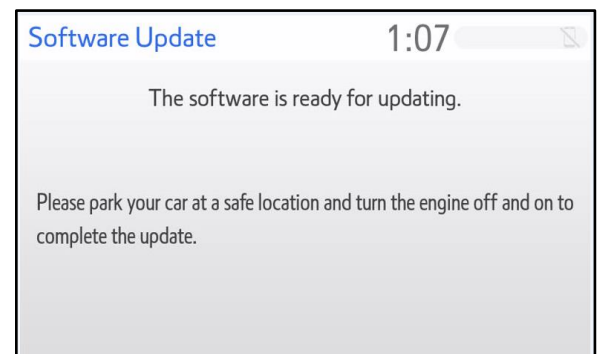


NOTE

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

Figure 11.



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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.

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

Figure 12.

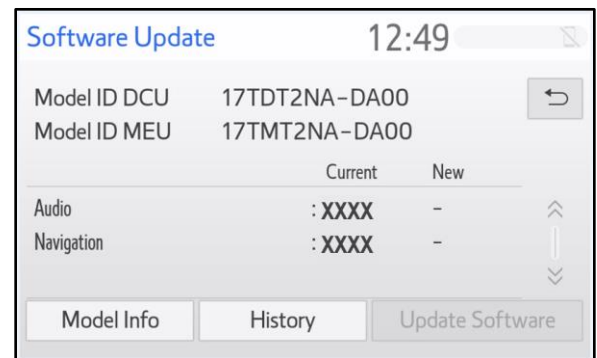


Table 2. Software Version Information

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