

Audio Update Phase 3 (Pioneer)

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Lexus Supports
ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|---------|---|------------------------|
| 2019 | ES300H, ES350, NX300, NX300H, RC F, RC300, RC350, UX200, UX250H | |

Introduction

Some 2019 model year Lexus vehicles with a Pioneer audio (version earlier than 1007) may exhibit one or more of the following condition(s).

- Delayed mute operation during hands-free operation
- XM “No Signal” message displayed
- Spanish translation correction
- Voice Recognition is not canceled when receiving a call during VR operation
- Music information does not appear
- Automatic navigation re-routing does not occur
- Update message does not appear via DCM
- Cursor missing after pushing the Map button

Updated software is now available to address these conditions and add Amazon Alexa connectivity with iOS devices. Follow the Software Update Procedure in this bulletin to install the latest software version.

Audio Update Phase 3 (Pioneer)

Warranty Information

| OP CODE | DESCRIPTION | TIME | OFF | T1 | T2 |
|---------|-----------------|------|--|----|----|
| EL1910 | Software Update | 0.3 | 86140-33A91 86140-06B01 86140-76360 86140-78510 86140-24460 86140-24261 | 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.

Software Update Information

| MULTIMEDIA TYPE | MODEL | COMPONENT | APPLICABLE FILE ON THE USB DRIVE |
|--|-------|-----------|--|
| Pioneer Without Navigation With 8-in. Screen | ES | DCU | 17LDL1NA-EB13_1007.kwi |
| Pioneer Without Navigation With 7-in. Screen | UX | | 17LDL1NA-EB04_1007.kwi |
| | RC | | 17LDL1NA-EB07_1007.kwi |
| Pioneer Without Navigation With 10.3-in. Screen | NX | | 17LDL1NA-EB0B_1007.kwi |
| | RC F | | 17LDL1NA-EB0C_1007.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 file and saved directly to a blank USB flash drive.

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

Audio Update Phase 3 (Pioneer)

Software Update Procedure

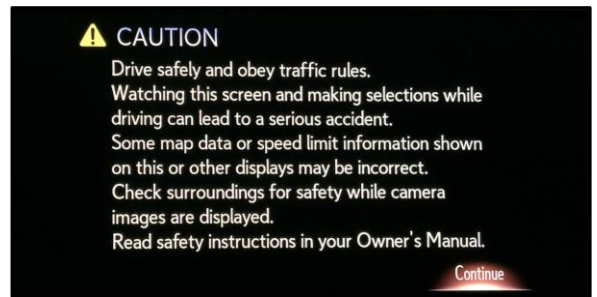
1. Confirm the software version.
 - A. Start the engine. The Lexus emblem will display on the radio screen.

Figure 1.



- B. Wait for the display to switch to the Caution screen, then select Continue.

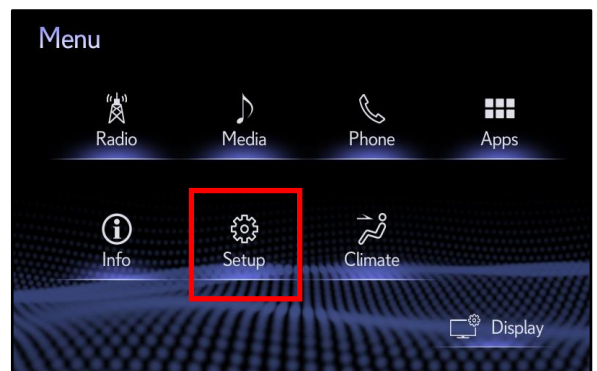
Figure 2.



- C. Connect the USB flash drive to the USB port.

- D. Press the Menu button, then select Setup.

Figure 3.

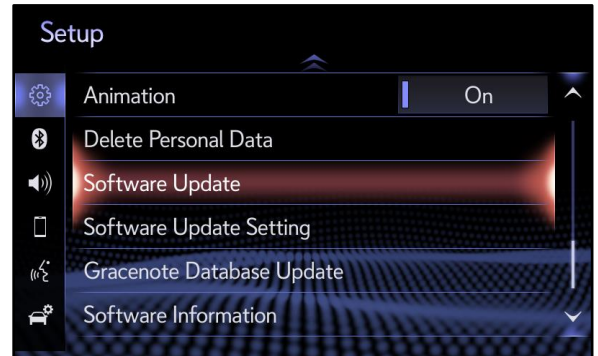


Audio Update Phase 3 (Pioneer)

Software Update Procedure (continued)

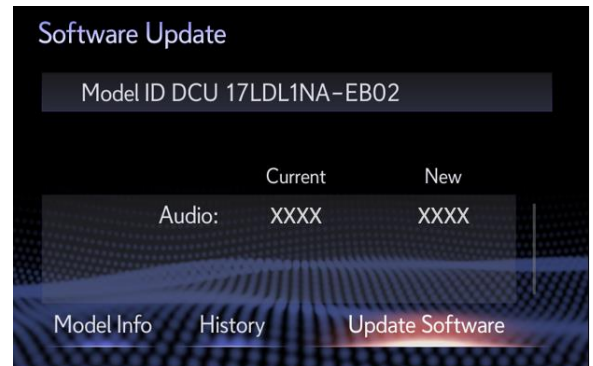
E. Scroll to and select Software Update.

Figure 4.



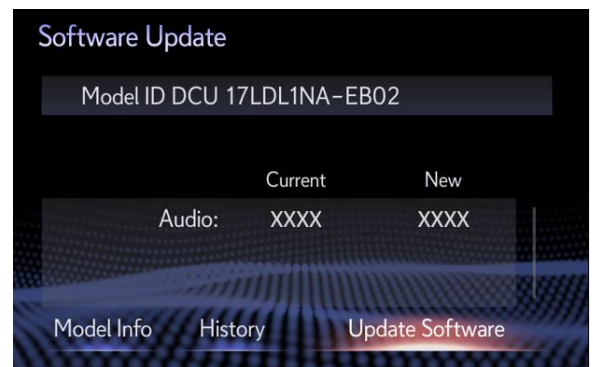
- F. Confirm the current audio version.
Is the current audio version earlier than 1007?
- **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 5.



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

Figure 6.

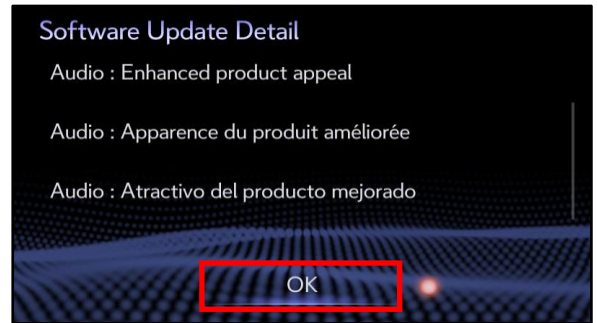


Audio Update Phase 3 (Pioneer)

Software Update Procedure (continued)

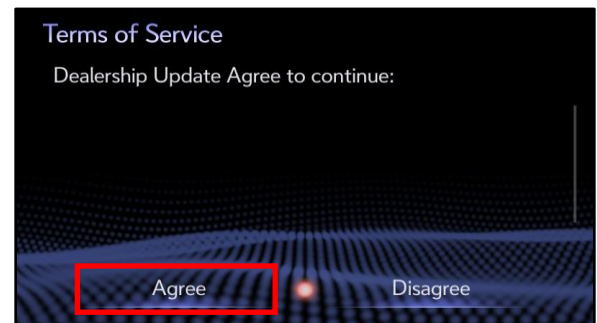
- B. Review the Software Update Detail and select OK.

Figure 7.



- C. Confirm the Terms of Service and select Agree.

Figure 8.



- D. Select Yes.

Figure 9.



Audio Update Phase 3 (Pioneer)

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 to 1007 on the Software Update screen.

Figure 12.

