

Navigation Update Phase 3 (Panasonic)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	ES300H, ES350, LC500, LC500H, LS500, LS500H, NX300, NX300H, RC F, RC300, RC350, UX200, UX250H	

Introduction

Some 2019 model year Lexus vehicles with Panasonic navigation with audio version (earlier than 1028), and navigation version (earlier than 1025) may exhibit one or more of the following condition(s).

- Noise during Apple CarPlay® voice guidance
- Siri®'s voice inoperative when pushing Phone icon and Push to Talk button
- Echo during Apple CarPlay® call
- Apple CarPlay® music delay after Siri prompt
- Apple CarPlay® music does not resume after ending Destination Assist
- Display screen frozen
- Volume button stops responding
- Bluetooth® connection lost after connecting USB

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.

Navigation Update Phase 3 (Panasonic)

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1909	Software Update	0.3	86120-33J70 86120-06440 86120-76090 86120-24A00 86120-24A10 86120-11500 86120-11510 86120-5A170 86120-78530 86120-78590 86120-24521 86120-24531 86840-33202 86840-06081	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 USB DRIVE FILES
Panasonic Navigation With 10.25-in. Screen	LC, LS, NX, RC, RC F, ES, UX	DCU	17LDL2NA-DB02_0012.kwi
		MEU	17LML2NA-DB02_0010.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.

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](#)*.

Navigation Update Phase 3 (Panasonic)

Software Update Procedure

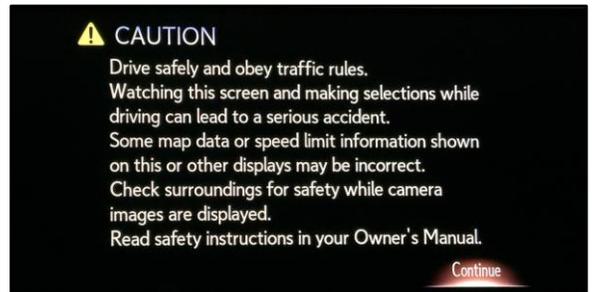
1. Confirm the software version.
 - A. Start the engine. The Lexus emblem will display on the navigation screen.

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. From the navigation menu, select Setup.

Figure 3.



Navigation Update Phase 3 (Panasonic)

Software Update Procedure (continued)

- 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 earlier than 1028 and the current navigation version earlier than 1025?

- **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.



Navigation Update Phase 3 (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.



Navigation Update Phase 3 (Panasonic)

Software Update Procedure (continued)

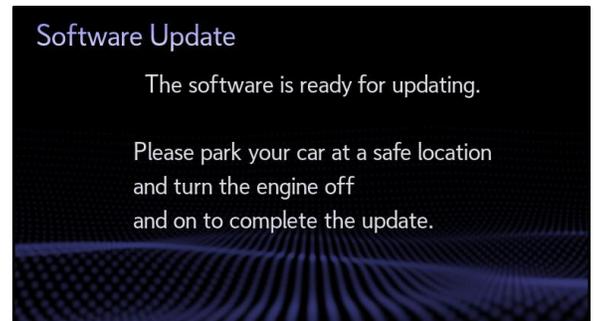
- E. While installing the NEW software, do NOT turn off the engine.

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.

