TOYOTA
Technical Service Bulletin

Multimedia System Enhancements - Phase 3 (Denso-Ten)

Service Category   Audio/Visual/Telematics

Section   Navigation/Multi Info Display   **Market** USA

Toyota Supports
ASE Certification **ASE**

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	Sienna	

Introduction

Entune™ 3.0 Audio Plus is now available with additional features such as Apple CarPlay® and Amazon Alexa™ for 2018 model year Sienna vehicles. Follow the Software Update Procedure in this bulletin to install these new features.

> **NOTE**
>
> Performing this update may change certain head unit operation conditions. For a full list of changes, see *System Limitations and FAQ*.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
GR8 Battery Diagnostic Station*	00002-MCGR8	1

*Essential SST.

> **NOTE**
>
> Additional SSTs may be ordered by calling 1-800-933-8335.

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Multimedia Software Update

HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE
Entune™ 3.0 Audio Plus	17TDT1NA-CA01_1159.kwi

> **MULTIMEDIA SOFTWARE FILE DOWNLOAD**
>
> The multimedia software update file may be downloaded directly from this Service Bulletin by clicking on the file name in the table above. Once downloaded, the file 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*.

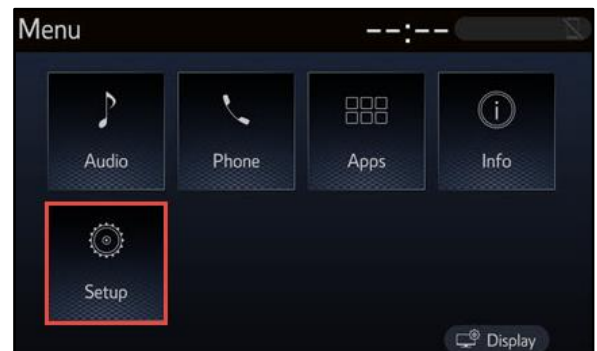**Software Update Procedure**

1. Download the software from the Multimedia Software Update section onto an empty USB flash drive.

2. Start the engine/Ready ON or use the GR8 battery charger to maintain battery voltage and "IG-ON."

   > **NOTE**
   > - If starting the engine, the vehicle MUST be outside or exhaust extraction devices MUST be attached.
   > - The GR8 battery diagnostic station MUST be used in Power Supply Mode to maintain battery voltage at 13.5V while flash reprogramming the vehicle.
   > - For details on how to use the GR8 battery diagnostic station, refer to the *GR8 Instruction Manual* located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

3. Record the customer's radio presets and preferences.

4. Press the Menu button on the radio faceplate, then select Setup.
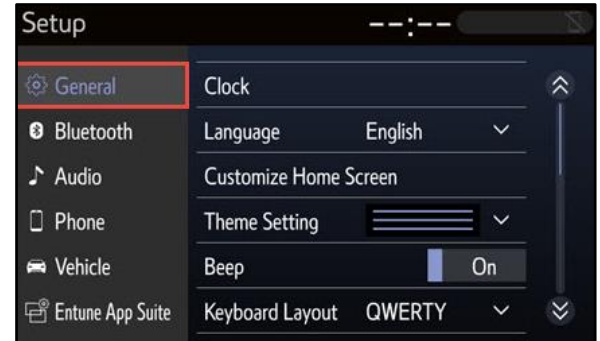
Figure 1.

Multimedia System Enhancements - Phase 3 (Denso-Ten)

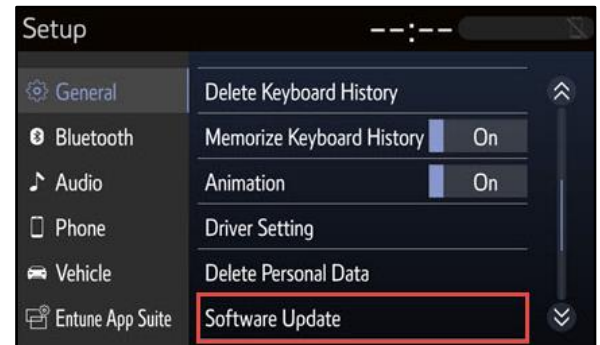**Software Update Procedure (continued)**

5. Select General on the Setup screen.

6. Scroll down and select Delete Personal Data.

7. After personal data has been deleted, repeat steps 4 – 7 and select Software Update.

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

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Software Update Procedure (continued)

9. Verify that the NEW software is up to date on the Software Update screen.
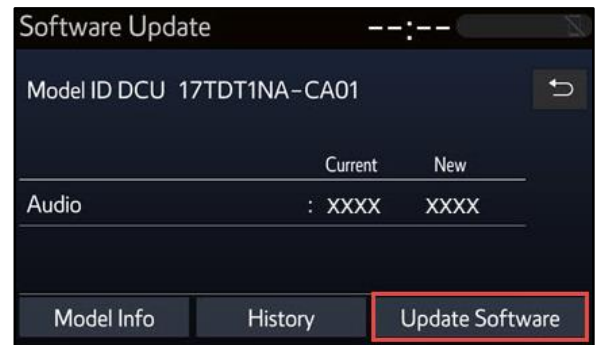
Figure 4.

Table 1. Software Version Information

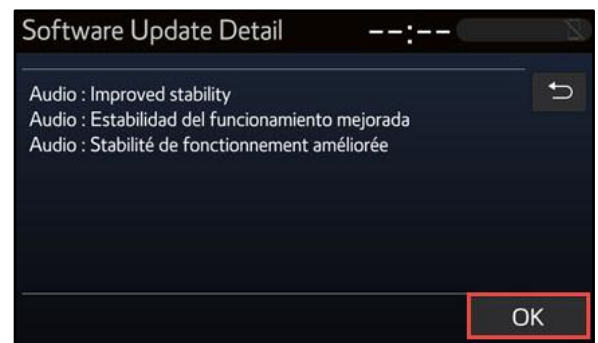| TYPE	ENTUNE™ 3.0 AUDIO PLUS	
	CURRENT	NEW
Audio	1023 1028 1089	1159

10. Select the Update Software button in the lower right-hand corner.

Figure 5.

11. Select OK on the Software Update Detail screen.
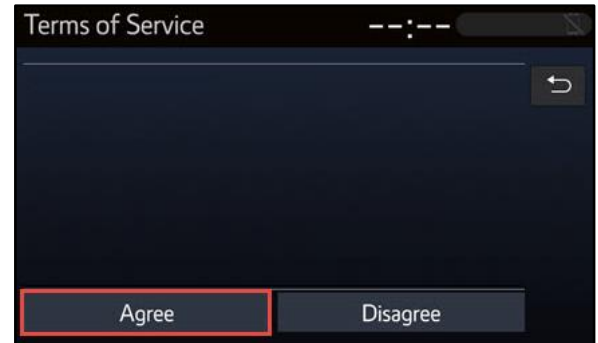
Figure 6.

Multimedia System Enhancements - Phase 3 (Denso-Ten)
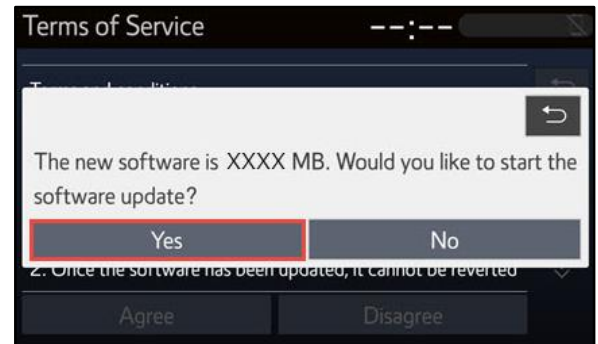
Software Update Procedure (continued)

12. Select Agree on the Terms of Service screen.

Figure 7.

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

Figure 8.

14. Once the head unit begins installation, the update will take approximately 10 minutes.

    > **NOTE**
    > - Do NOT turn off the ignition or ACC before the software is ready for updating.
    > - Do NOT remove the USB flash drive until instructed in step 18.

Figure 9.

15. When the "The software is ready for updating" screen appears, turn OFF the ignition.

    > **NOTE**
    > This user interaction occurs approximately 7 minutes after beginning the Software Update Procedure.

Figure 10.

Multimedia System Enhancements - Phase 3 (Denso-Ten)
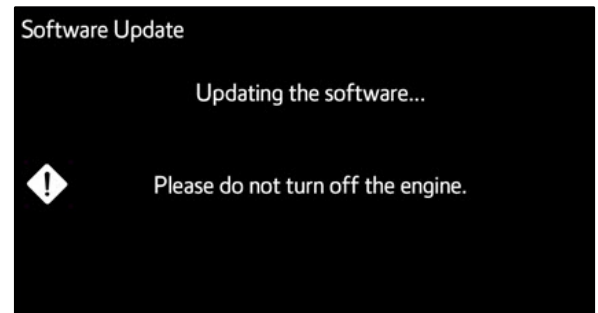
Software Update Procedure (continued)

16. Turn the ignition ON if connected to GR8 or start the engine.

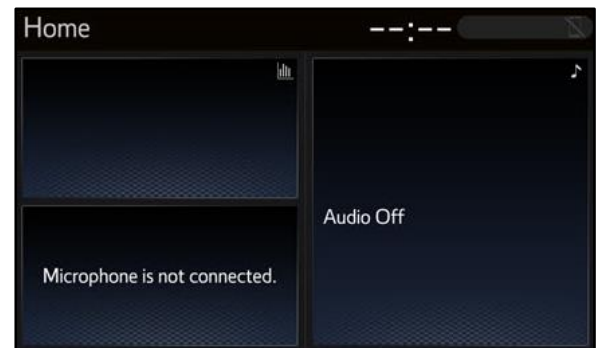17. AFTER turning the ignition ON, the Software Update screen will appear.

    Figure 11.

NOTICE
• **Do NOT turn off the ignition or remove the USB flash drive. The head unit may reboot during this time.**
• **Removing the USB flash drive or turning off the ignition may cause damage to the head unit.**

18. Once the software update is complete and the Home screen appears, remove the USB flash drive.

    Figure 12.

19. Turn the ignition OFF and ON if connected to GR8, or start the engine.

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Software Update Procedure (continued)

20. Perform steps 4 – 7 to verify the software version matches the current software version information table below.

Figure 13.

Table 2. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO PLUS	
	CURRENT	NEW
Audio	1159	–

21. Restore the customer's preferences and radio presets.

22. Reload Entune™ 3.0 App Suite.