

Multimedia System Enhancements - Phase 3 (Pioneer)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	Camry, Camry HV, Sienna	

REVISION NOTICE

May 28, 2019 Rev1:

- The Introduction and Repair Procedure sections have been updated and the Software Download and Extraction Procedure has been added.

Any previous printed versions of this bulletin should be discarded.

Introduction

The procedure in this Service Bulletin is a full reformat of the multimedia system. Failure to follow the procedure exactly as written may cause damage to the head unit. This reformatting changes the system from a Phase 2 to a Phase 3 system, which includes Apple CarPlay® and Amazon Alexa™. The reformat requires all linked files and folders extracted from the zip file to be placed onto the root directory of the USB flash drive, otherwise damage to the head unit will occur.

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	OFF	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

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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.

Multimedia Software Update

HEAD UNIT	MODEL	MULTIMEDIA SOFTWARE UPDATE FILE
Entune™ 3.0 Audio	Camry, Camry HV	17TDT0NA-EA00_1990.zip
	Sienna	17TDT0NA-EA03_1990.zip

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](#)*.

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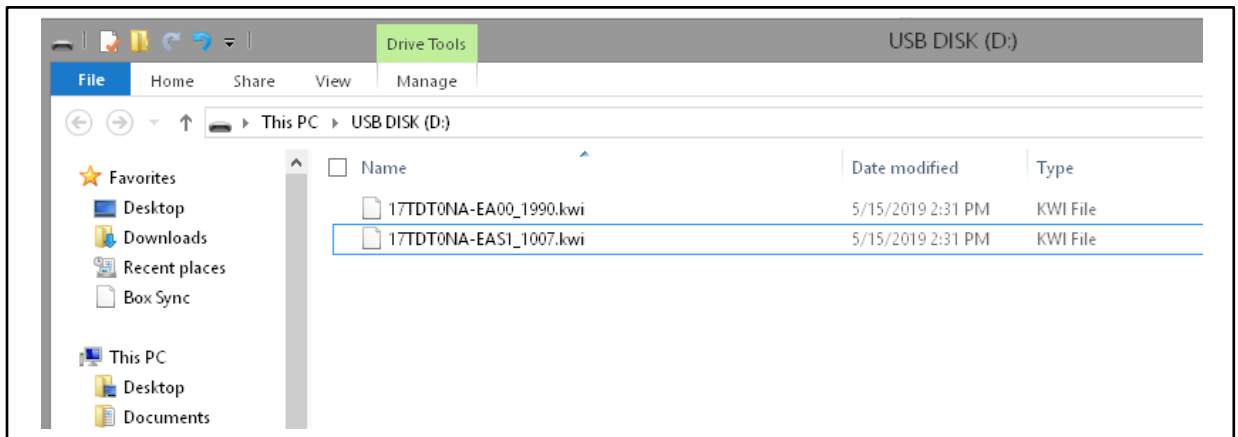
Software Download and Extraction Procedure

1. Click on the appropriate media software update zip file from the Multimedia Software Update section and save it to your desktop.
2. Right-click on the file and extract ALL the contents to an appropriate USB flash drive. (Refer to the *Multimedia Software Download Instructions* for assistance as needed.)

NOTE

The USB flash drive must NOT contain an additional folder name above the content folders and files (root directory). The audio head unit will NOT be able to search past an unrecognized folder name to view the internal folders and files. See the Entune 3.0 Audio example below.

Figure 1.



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Software Update Procedure

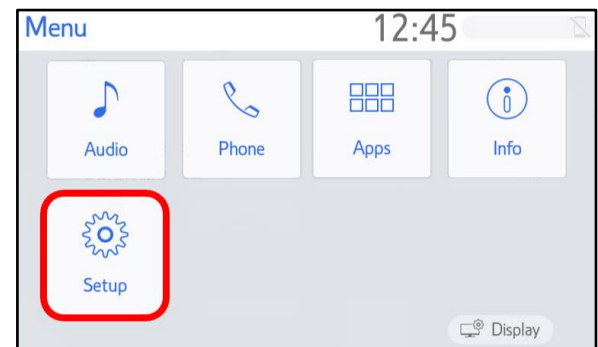
1. Download the software from the Software Update Information section onto an empty USB flash drive.
2. Start the engine/Ready ON or use the GR8 battery charger to maintain battery voltage and "IG-ON."

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 2.

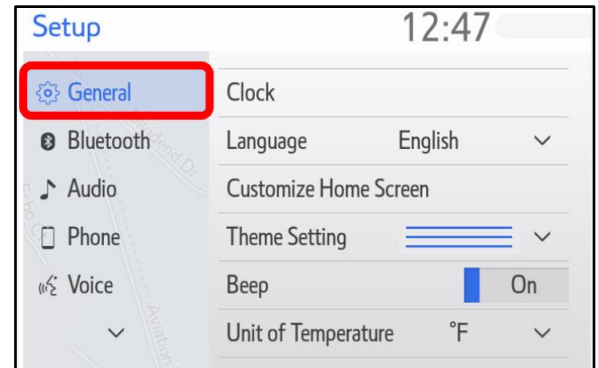


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Software Update Procedure (continued)

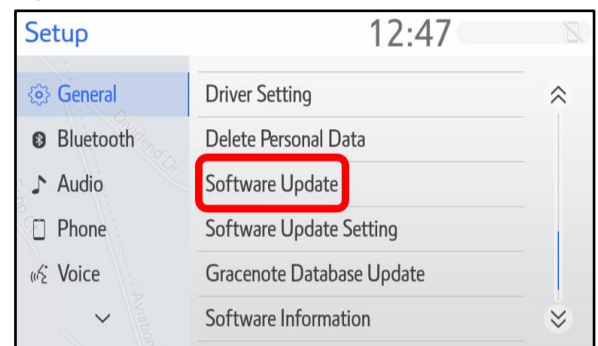
5. Select General on the Setup screen.

Figure 3.



6. Scroll down and select Software Update.

Figure 4.



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

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Software Update Procedure (continued)

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

Figure 5.

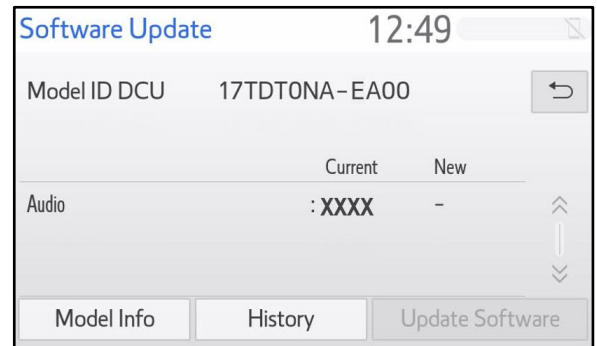
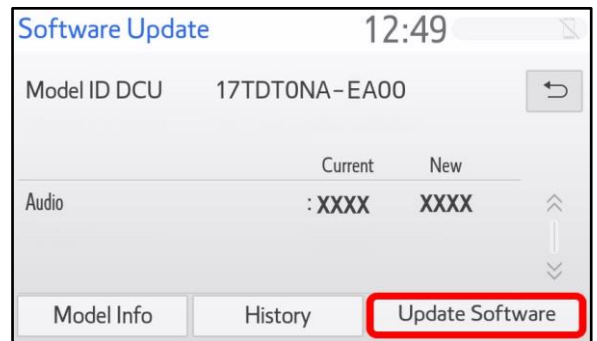


Table 1. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO	
	CURRENT	NEW
Audio	1000	1990
	1001	
	1021	
	1022	

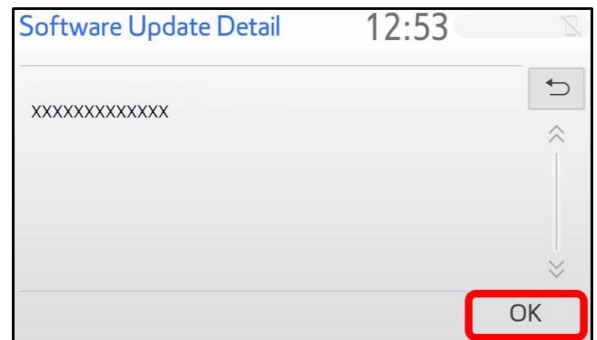
- Select the Update Software button in the lower right-hand corner.

Figure 6.



- Select OK on the Software Update Detail screen.

Figure 7.

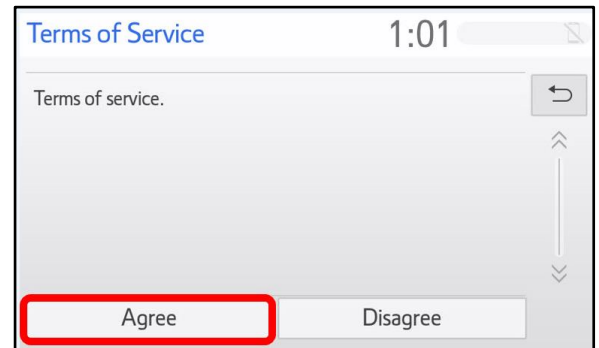


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Software Update Procedure (continued)

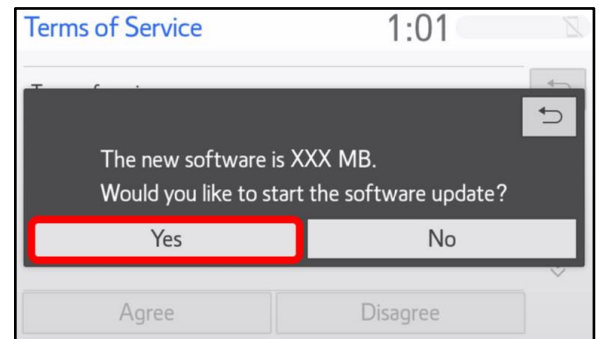
11. Select Agree on the Terms of Service screen.

Figure 8.



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

Figure 9.

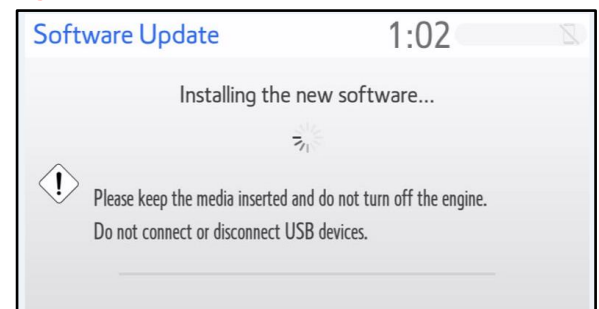


13. Once the head unit begins installation, the update will take approximately 15 minutes.

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.

Figure 10.

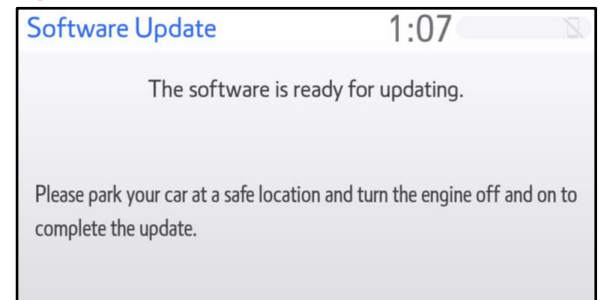


14. When the “The software is ready for updating” screen appears, turn the ignition OFF.

NOTE

This user interaction occurs approximately 3 minutes after beginning the Software Update Procedure.

Figure 11.



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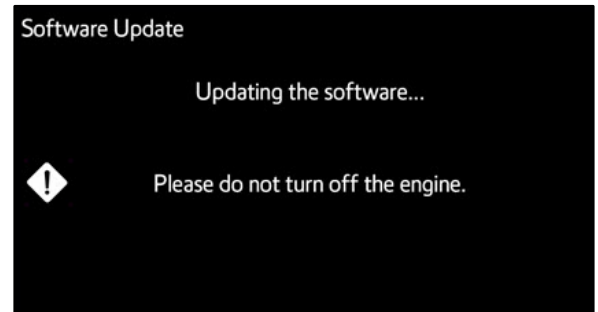
Software Update Procedure (continued)

15. Turn the ignition ON if connected to GR8 or start the engine.
16. AFTER turning the ignition ON, the Software Update screen will appear.

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.

Figure 12.



17. AFTER a reboot, the Home screen will appear.

NOTICE

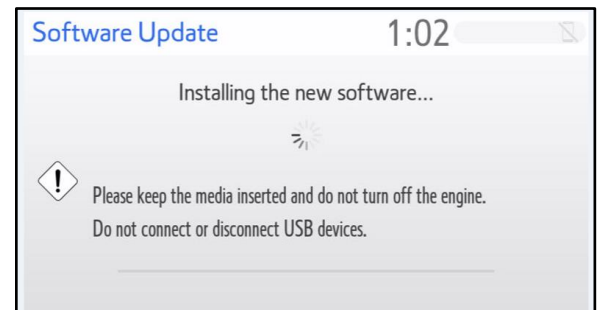
Do NOT turn off the ignition or remove the USB flash drive.

18. The head unit will begin the second software installation phase.

NOTE

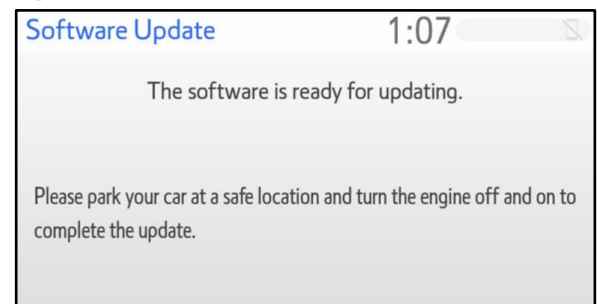
- Do NOT turn off the ignition or ACC before the software is ready for updating.
- Do NOT remove the USB flash drive until instructed.
- If a "New software is not compatible with system." pop-up occurs at this step, complete the following.
 1. Turn the vehicle OFF.
 2. Remove the USB flash drive.
 3. Verify ALL files mentioned in the Software Download and Extraction Procedure are present.
 4. Begin the Software Update Procedure again.

Figure 13.



19. When "The software is ready for updating" screen appears, the head unit will automatically reboot.

Figure 14.



Multimedia System Enhancements - Phase 3 (Pioneer)

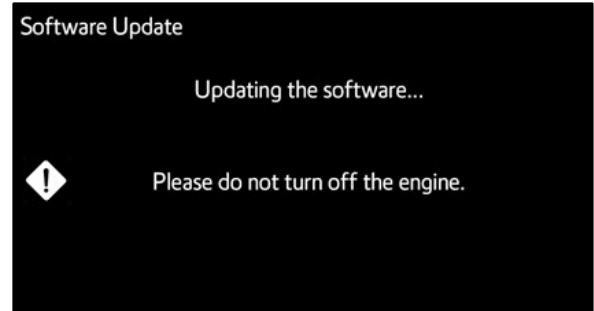
Software Update Procedure (continued)

20. After the radio reboot, the Software Update screen will appear.

NOTICE

- Do NOT turn off the ignition or remove the USB flash drive. The head unit may reboot during this time.
- Do NOT turn off the ignition or remove the USB flash drive.

Figure 15.



21. Once the software update is complete and the Home screen appears, turn OFF the ignition for AT LEAST 60 seconds before continuing to the next step.
22. Turn ON the ignition if connected to GR8, or restart the engine and allow the head unit fully boot up, then turn the engine or ignition OFF/ON again, then remove the USB flash drive.

NOTE

If steps 21 and 22 are NOT completed, abnormal behavior will occur, functions may not work, and/or damage to the head unit may occur.

23. Perform steps 2 – 6 to verify the software version matches the current software version information table below.

Table 2. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO	
	CURRENT	NEW
Audio	1007	–

24. Restore the customer’s preferences and radio presets.
25. Reload Entune™ 3.0 App Suite.