

Entune Audio Head Unit Software Update (Pioneer)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	Avalon, Avalon HV, C-HR, Camry, Camry HV, Corolla Hatchback, RAV4, RAV4 HV, Sienna	
2020	Corolla, Corolla HV	

REVISION NOTICE

May 15, 2019 Rev1:

- **Applicability has been updated to include 2019 model year C-HR, Camry, Camry Hybrid, Corolla Hatchback, RAV4, and RAV4 Hybrid and 2020 model year Corolla and Corolla Hybrid vehicles.**
- **The entire bulletin has been updated.**

Any previous printed versions of this bulletin should be discarded.

Entune Audio Head Unit Software Update (Pioneer)

Introduction

Some 2019 model year Avalon and Avalon Hybrid vehicles equipped with Entune™ 3.0 Audio Plus (version 1002) or Entune™ 3.0 Premium Audio (version 1002) or earlier may exhibit one or more of the following conditions:

- Incorrect GPS date and time
- Abnormal Bluetooth® operation
- Abnormal Wi-Fi operation
- Microphone remains on screen after voice recognition failure
- Unable to see text with headlights on (text is same color as background)

Some 2019 – 2020 model year Toyota vehicles equipped with Entune™ 3.0 Audio (version 1007), Entune™ 3.0 Audio Plus (version 1011), or Entune™ 3.0 Premium Audio (version 1011) or earlier may exhibit one or more of the following conditions:

- Phone does not auto connect on startup
- Intermittent black screen
- Apple CarPlay® home screen widget turns white when USB is disconnected
- Abnormal phone book sorting
- Unable to see DCM Status when in dark red or dark blue modes
- XM no signal banner appears at all times
- “Check antenna,” “ID Displaying,” or “Seeking” always displays on XM mode
- Unable to switch Bluetooth devices
- Apps button inactive in the voice recognition hint screen when using Apple CarPlay®
- Incorrect Spanish translations
- Voice recognition is not canceled during a phone call
- Low Easy Speak volume
- Voice recognition “Web Search” is inoperative
- Entune™ apps are inoperative and “When it is safe and legal to do so, please ensure your Entune™ App Suite application is running and logged in on your phone” pop-up appears
- Download screen appears even though nothing is being downloaded
- Intermittent partially white screen
- Screen intermittently locked
- Text goes off the edge of the screen
- Screen is black for 10 seconds after Reverse when using Apple CarPlay®
- Unable to download Entune™ app
- Various software enhancements
- Amazon Alexa inoperative on iOS devices

A software update is now available to address these conditions. Follow the Software Update Procedure in this bulletin to update the software.

Entune Audio Head Unit Software Update (Pioneer)

Warranty Information

OP CODE	DESCRIPTION	TIME	MODEL YEAR	MODEL	OFF	T1	T2
EL1813	Software Update	0.3	2019	Avalon, Avalon HV	86140-07180	87	74
				Sienna	86140-08160		
				Camry, Camry HV	86140-06420 86140-33D10 86140-06410		
				Corolla Hatchback	86140-12230 86140-12380 86140-12320 86140-12210		
				C-HR	86140-10040 86140-10020 86140-10010		
			RAV4, RAV4 HV	86140-42491 86140-42481 86140-42700 86140-0R330 86140-42690 86140-0R320			
			2020	Corolla, Corolla HV	86140-02A50 86140-02620 86140-02650 86140-02780 86140-12350 86140-12110 86140-12250		

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.

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Software Update Information

MODEL YEAR	MODEL	HEAD UNIT	SOFTWARE UPDATE FILE
2019	Avalon, Avalon HV	3.0 Entune™ Audio Plus	17TDT1NA-EA04 1013.kwi (USA HV)
			17TDT1NA-EA14 1013.kwi (USA Gas)
		3.0 Entune™ Premium Audio	17TDT2NA-EA04 1013.kwi (USA HV)
			17TDT2NA-EA14 1013.kwi (USA Gas)
	Camry, Camry HV	3.0 Entune™ Audio	17TDT0NA-EA0D 1008.kwi (USA)
	Sienna	3.0 Entune™ Audio	17TDT0NA-EA0C 1008.kwi (w/DCM)
			17TDT0NA-EA2C 1008.kwi (w/o DCM)
	C-HR	3.0 Entune™ Audio	17TDT0NA-EA07 1008.kwi
		3.0 Entune™ Audio Plus	17TDT1NA-EA07 1013.kwi (USA)
		3.0 Entune™ Premium Audio	17TDT2NA-EA07 1013.kwi (USA)
	Corolla Hatchback	3.0 Entune™ Audio	17TDT0NA-EA22 1008.kwi (Single Mic)
			17TDT0NA-EA72 1008.kwi (Array Mic)
		3.0 Entune™ Audio Plus	17TDT1NA-EA12 1013.kwi (USA Single Mic)
			17TDT1NA-EA72 1013.kwi (USA Array Mic)
		3.0 Entune™ Premium Audio	17TDT2NA-EA22 1013.kwi (USA Single Mic)
			17TDT2NA-EA72 1013.kwi (USA Array Mic)
	RAV4, RAV4 HV	3.0 Entune™ Audio	17TDT0NA-EA06 1008.kwi (8 inch w/o DCM)
			17TDT0NA-EA16 1008.kwi (7 inch w/o DCM)
			17TDT0NA-EA26 1008.kwi (8 inch w/DCM)
			17TDT0NA-EA36 1008.kwi (7 inch w/DCM)

Entune Audio Head Unit Software Update (Pioneer)

Software Update Information (continued)

MODEL YEAR	MODEL	HEAD UNIT	SOFTWARE UPDATE FILE
2020	Corolla, Corolla HV	3.0 Entune™ Audio	17TDT0NA-EA02_1008.kwi (7 inch w/DCM)
			17TDT0NA-EA12_1008.kwi (8 inch w/DCM)
			17TDT0NA-EA52_1008.kwi (7 inch w/o DCM)
			17TDT0NA-EA62_1008.kwi (8 inch w/o DCM)
		3.0 Entune™ Audio Plus	17TDT1NA-EA02_1013.kwi (USA)
	3.0 Entune™ Premium Audio	17TDT2NA-EA02_1013.kwi (USA)	

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 folder 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. Start the engine.
2. Check the quantity of microphones in the microphone array near the console box.

Figure 1.



Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

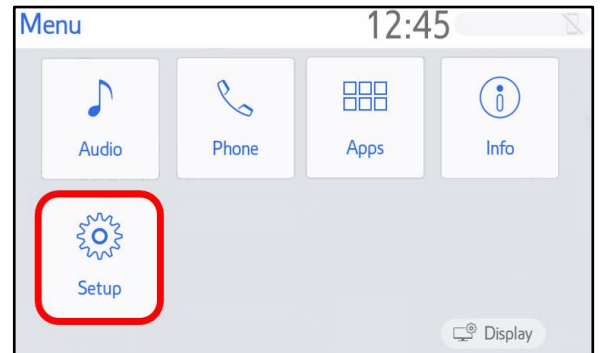
3. Confirm if vehicle has DCM by checking the DCM icon in the upper right corner of the head unit display.

Figure 2.



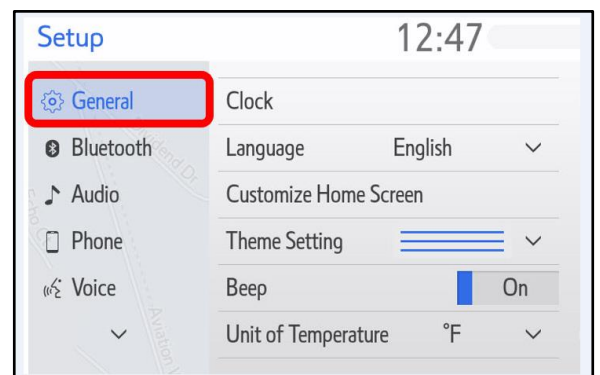
4. Press the Menu button on the radio faceplate, then select Setup.

Figure 3.



5. Record the model ID in the upper left corner and download the appropriate multimedia software update file from the Software Update Information section.
6. Select General on the Setup screen.

Figure 4.

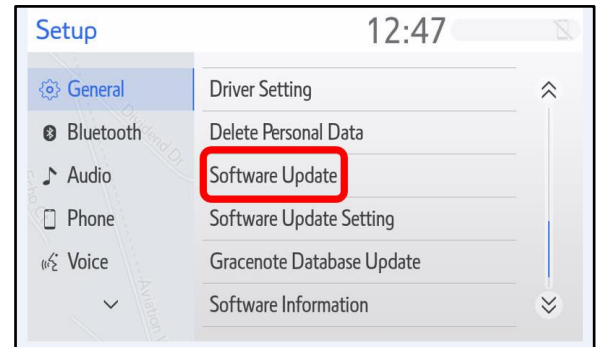


Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

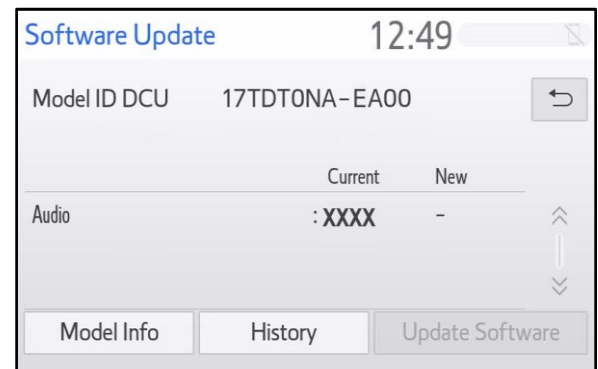
7. Scroll down and select Software Update.

Figure 5.



8. Verify that the software version is the same or earlier than indicated in the Introduction.

Figure 6.



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

NOTE

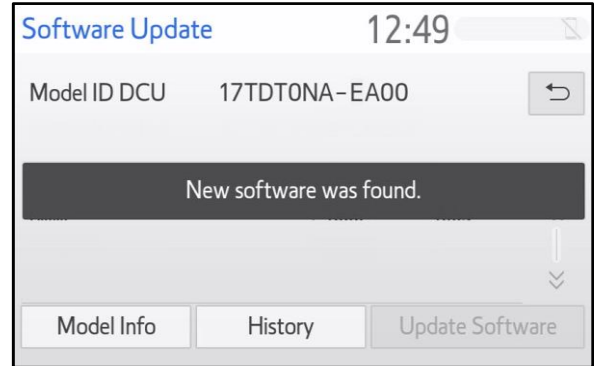
If the vehicle has been turned off, repeat steps 1 – 4 to re-enter the Software Update screen.

Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

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

Figure 7.



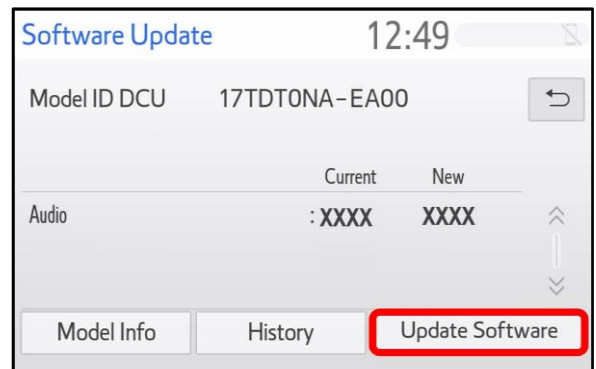
11. Verify that the NEW software is up to date on the Software Update screen.

Table 1. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO		ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW	CURRENT	NEW
Audio	1005	1008	1010	1013	1010	1013
	1006		1011		1011	
	1007					
Navigation (For Avalon, Avalon HV Only)	-				1000	1012

12. Select the Update Software button in the lower right corner.

Figure 8.

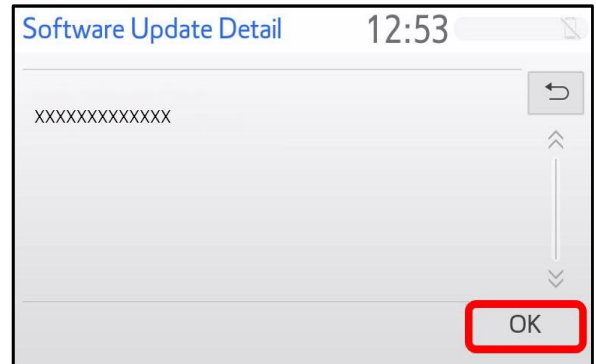


Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

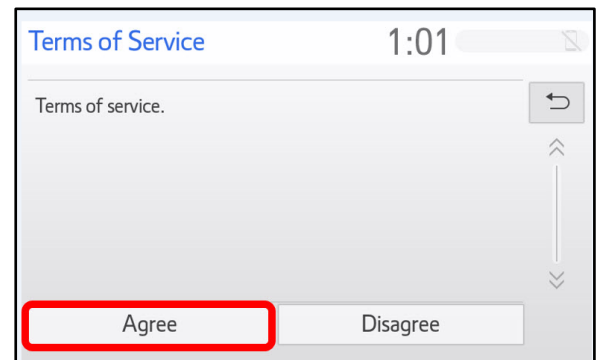
13. Select OK on the Software Update Detail screen.

Figure 9.



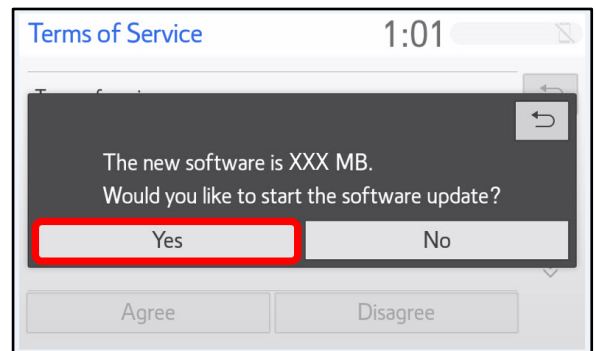
14. Select Agree on the Terms of Service screen.

Figure 10.



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

Figure 11.



Entune Audio Head Unit Software Update (Pioneer)

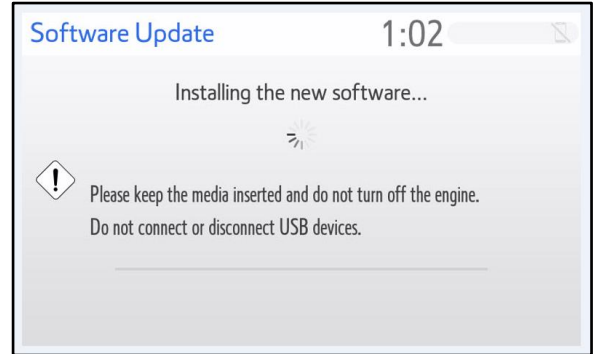
Software Update Procedure (continued)

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

NOTE

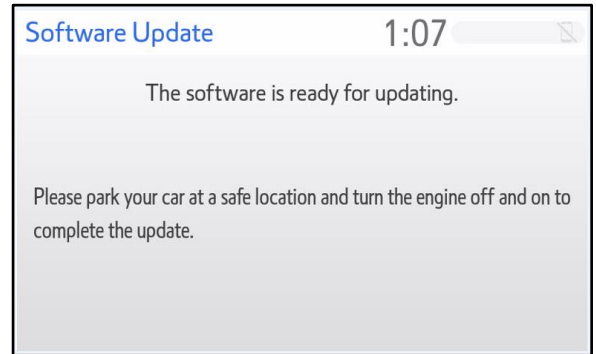
- Do NOT turn off the engine or ACC before the software is ready for updating.
- Do NOT remove the USB flash drive until instructed in step 16.

Figure 12.



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

Figure 13.



18. Turn the vehicle ON to complete the software update.
19. Once the software update is completed, remove the USB flash drive.

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Software Update Procedure (continued)

20. Perform steps 1 – 4 to verify the software version matches the current software version information table below.

Figure 14.

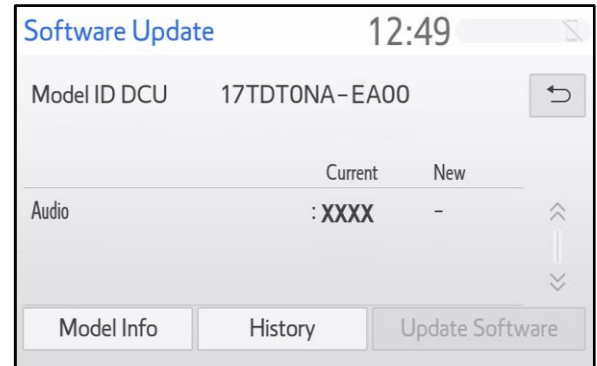


Table 2. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO		ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW	CURRENT	NEW
Audio	1008	–	1013	–	1013	
Navigation (For Avalon, Avalon HV Only)	–				1012	–