LEXUS

Technical Service Information Bulletin

Multimedia System Enhancements Phase 3 (Panasonic)

Service Category   Audio/Visual/Telematics

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

Lexus Supports
ASE Certification **ASE**

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	LC500, LC500H, LS500, LS500H, NX300, NX300H, RC F, RC300, RC350	
2019	NX300, NX300H, RC F	

REVISION NOTICE

June 04, 2019 Rev1:

- **The entire bulletin has been updated.**

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™. This 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

- This procedure is a two-part process that includes an automatic file download from the USB drive once it is inserted into the USB port. Once the headlight flash step is performed the system will begin the installation of the downloaded files.
- Performing this update may change certain head unit operation conditions. For a full list of changes, please see the *System Limitations and FAQ*.

NOTICE

Failure to follow the Software Update Procedure exactly as written may cause damage to the head unit.

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Warranty Information

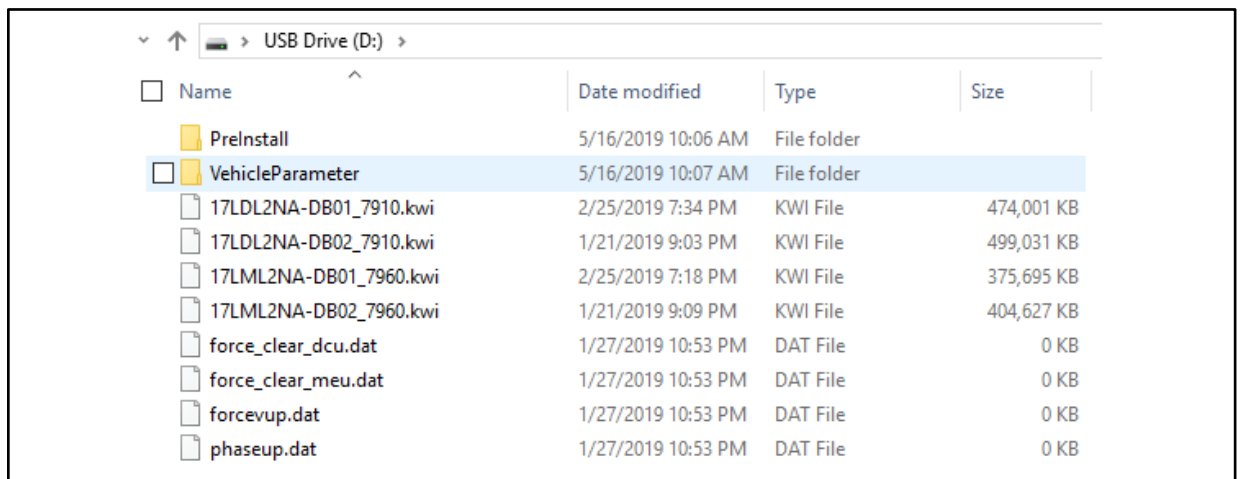| OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

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 (root directory) must NOT contain an additional folder name above the content folders and files. The audio head unit will NOT be able to search past an unrecognized folder name to view the internal folders and files. See the NX, RC, LS Enform example below.

Figure 1.

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Multimedia Software Update

MODEL	HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE
LC	Enform™ Navigation	L2_P1_D1031_M1030.zip
NX, RC, LS		L2_P2_D1031_M1030.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 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. Download the software from the Multimedia Software Update section onto an empty USB flash drive with a capacity of 8 GB or larger, and confirm all applicable files have been loaded.

2. Start the engine to maintain battery voltage.

   NOTE
   - When starting the engine, the vehicle MUST be outside or exhaust extraction devices MUST be attached.
   - The GR8 battery diagnostic station and "IG-ON" should NOT be used as this update will take longer than the 60-minute "IG-ON" limit will allow.
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3. Press *Setup – General – Software Update Setting*.

4. From Software Update Setting, turn Automatic Update Check OFF.

5. Turn the vehicle OFF, then restart the vehicle again.

6. Verify the model ID is applicable to this bulletin by pressing *Setup – General – Software Update*.

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Software Update Procedure (continued)

7. Confirm the model ID applicability in the table below.

Table 1.

MODEL	HEAD UNIT TYPE	MODEL ID	APPLICABLE
LC	Navigation	17LDL2NA-DB00 (DCU) 17LML2NA-DB00 (MEU)	Yes
		17LDL2NA-DB02 (DCU) 17LML2NA-DB02 (MEU) All Others	No
NX, RC, LS		17LDL2NA-DB01 (DCU) 17LML2NA-DB01 (MEU)	Yes
		17LDL2NA-DB02 (DCU) 17LML2NA-DB02 (MEU) All Others	No

Is the model ID applicable to this Service Bulletin?

- **YES —** Continue to step 8.
- **NO —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

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

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Software Update Procedure (continued)

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

   The software update will begin automatically and take approximately 60 minutes.
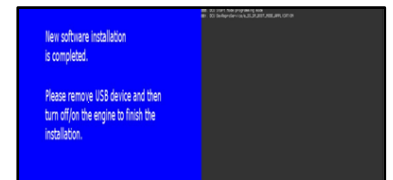
Figure 2.

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

NOTE
- If a blue screen appears, remove the USB flash drive, verify ALL downloaded files are present on the USB flash drive, cycle the vehicle OFF/ON, and begin the procedure again.

- If a red screen appears or installation stops and will NOT continue, remove the USB flash drive, verify ALL downloaded files are present on the USB flash drive, and cycle the vehicle OFF/ON. Then, verify that a green screen appears after 1 minute, cycle the vehicle OFF/ON again, and once the map screen appears, begin the procedure again.

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Software Update Procedure (continued)

10. When the "New software is ready for update" screen appears, cycle the headlights ON/OFF three times within 3 seconds.

    > **NOTE**
    > - This user interaction occurs approximately 13 minutes after beginning the software update.
    > - If a red screen appears, remove the USB flash drive, verify ALL downloaded files are present on the USB flash drive, cycle the vehicle OFF/ON, and begin the procedure again.

Figure 3.

11. Once the "Installing new software…" screen appears, do NOT turn the vehicle off or remove the USB flash drive. This will cause damage to the head unit.

    > **NOTE**
    > The head unit will reboot several times during this process.

    > **NOTICE**
    > **If a red or green screen appears, cycle "IG-OFF" and "IG-ON." If the head unit does NOT boot up after "IG-OFF" and "IG-ON," replace the head unit.**
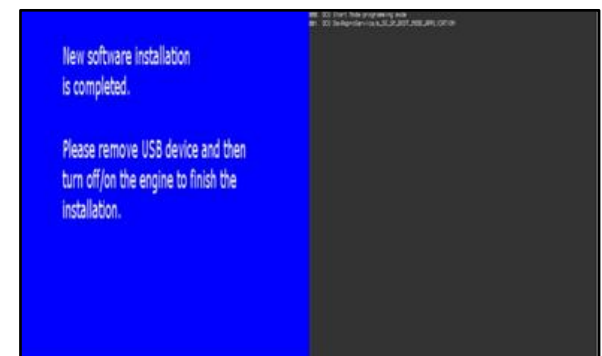
Figure 4.

12. Once the blue "New software installation is completed" screen appears, remove the USB flash drive.

    > **NOTE**
    > Leaving the USB flash drive inserted while cycling the ignition will start the update process again.

Figure 5.

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Software Update Procedure (continued)

13. Cycle "IG-OFF" AND "IG-ON."

14. Verify the software version number has changed by pressing *Setup – General – Software Update.*

15. Confirm the software version is the same as in Table 2.

    If the software versions do NOT match, the Phase 3 reformat installation step failed to complete.

Table 2.

SOFTWARE VERSION	
Audio	1031
Navigation	1030

If the head light switch step was performed in step 10 to start the installation process, do the versions match?

- **YES —** Continue to step 16.
- **NO —** Was step 10 performed?
  - **YES —** Replace the corresponding component.
  - **NO —** Begin the procedure again and perform step 10 to continue with this Service Bulletin.

NOTE

Leaving the USB flash drive inserted while cycling the ignition will start the update process again.

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Software Update Procedure (continued)

16. Select Setup, scroll down, and select Gracenote Database Update.

    Verify the Gracenote Database version is 01683.

    If the Gracenote version does NOT match, the Phase 3 reformat installation failed to complete. If the head lights were cycled properly in step 10 to start the installation process, it may be necessary to replace both the head unit and MEU.

    Does the Gracenote version match?
    - **YES —** Continue to step 17.
    - **NO —** Was step 10 performed?
        - **YES —** Replace the head unit and MEU.
        - **NO —** Begin the procedure again and perform step 10 to continue with this Service Bulletin.

Figure 6.

> **NOTE**
>
> Even if Apple CarPlay® and Amazon Alexa™ function at this time, the wrong Gracenote file confirms the reformat was NOT completed properly and will require unit replacement.

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

18. Reload the Enform™ App Suite.

19. Reload the Lexus eOwners Manual.