

Multimedia System Enhancements Phase 3 (Pioneer)

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	ES300H, ES350	
2018 - 2019	NX300, NX300H, RC F	
2018	RC300, RC350	

REVISION NOTICE

June 12, 2019 Rev1:

- **Applicability has been updated to include 2019 model year NX300, NX300h, and RC F vehicles.**
- **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 system to a Phase 3 system that includes Apple CarPlay® and Amazon Alexa™. The reformat requires all linked files and folders 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](#).

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	OFF	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.

Multimedia Software Update

HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE
Enform™ Audio	17LDL1NA-EACP_0001.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 media software update 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 any additional folder names above the content folders or files (root directory). The head unit will not be able to search past an unrecognized folder name to view the internal folders and files. See the example in Figure 1.

Figure 1.

Name	Date modified	Type	Size
17LDL1NA-EBS1_1011.kwi	11/8/2018 11:51 AM	KWI File	932,042 KB
17LDL1NA-EB02_1990.kwi	1/24/2019 3:57 PM	KWI File	410,377 KB
17LDL1NA-EB05_1990.kwi	1/24/2019 3:58 PM	KWI File	410,377 KB
17LDL1NA-EB42_1990.kwi	1/24/2019 3:58 PM	KWI File	410,377 KB
17LDL1NA-EB45_1990.kwi	1/24/2019 3:59 PM	KWI File	410,377 KB
17LDL1NA-EB03_1990.kwi	1/24/2019 4:26 PM	KWI File	389,780 KB
17LDL1NA-EBS2_1004.kwi	1/24/2019 4:28 PM	KWI File	396,033 KB

Software Update Procedure

1. Start the vehicle or use the GR8 battery charger to maintain battery voltage.

NOTE

- When starting the vehicle, it 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*.

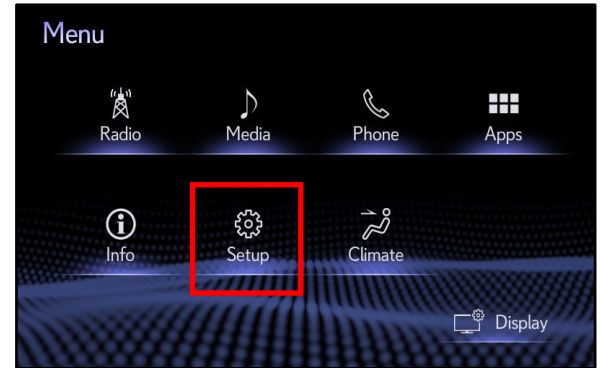
2. Record the customer's preferences and radio presets.

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Software Update Procedure (continued)

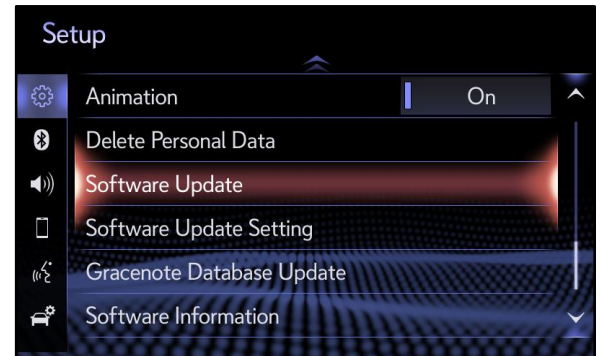
3. Press the Menu button, then select Setup.

Figure 2.



4. Scroll up or down and select Software Update.

Figure 3.



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

NOTE

If the ignition has been turned OFF, repeat steps 3 – 4 to re-enter the Software Update screen.

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

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Software Update Procedure (continued)

- Verify the current audio software version using the table below.

Does the current audio software version match one of the current software versions in Table 1?

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

Figure 4.

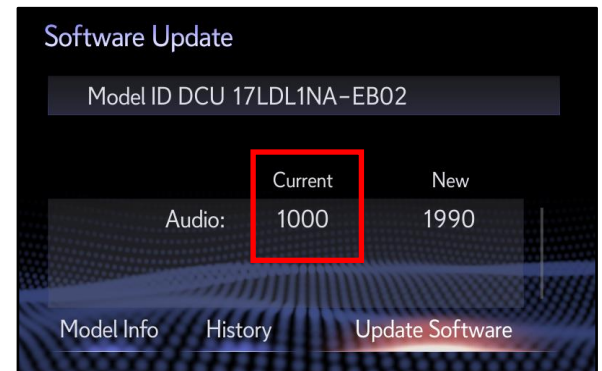


Table 1. Software Version Information

TYPE	ENFORM™ AUDIO	
	CURRENT	NEW
Audio	1000	1990
	1001	
	1005	
	1006	
	1007	
	1010	
	1020	

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

Figure 5.

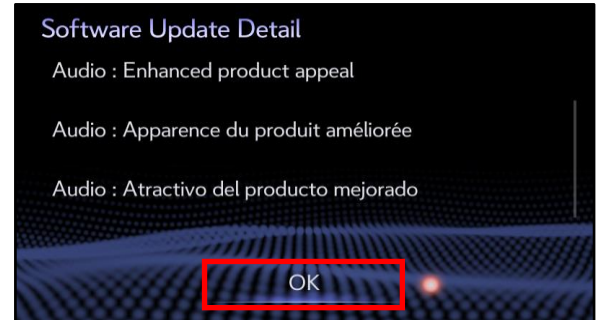


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Software Update Procedure (continued)

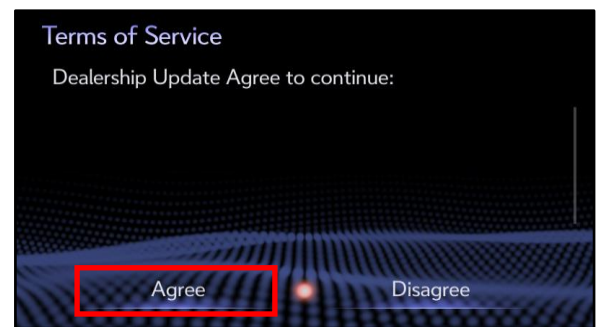
9. Select OK on the Software Update Detail screen.

Figure 6.



10. Select Agree on the Terms of Service screen.

Figure 7.



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

Figure 8.



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Software Update Procedure (continued)

12. 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 9.



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

Figure 10.



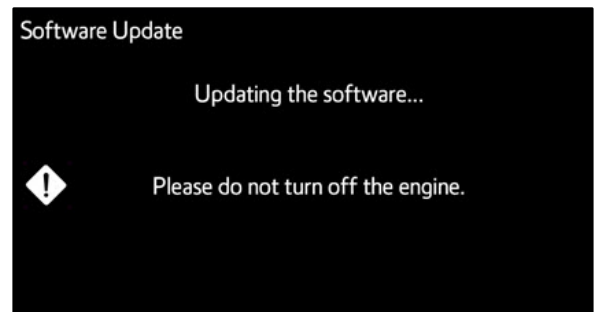
14. Turn the vehicle ON if connected to GR8 or start the engine.

15. AFTER cycling the ignition switch to the “IG-ON” mode, the Software Update screen will appear.

NOTICE

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

Figure 11.



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Software Update Procedure (continued)

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

NOTICE

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

17. 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 section are present.
 - (4) Begin the Software Update Procedure again.

Figure 12.



18. When "The software is ready for updating" screen appears, the head unit will automatically be rebooted.

Figure 13.



Multimedia System Enhancements Phase 3 (Pioneer)

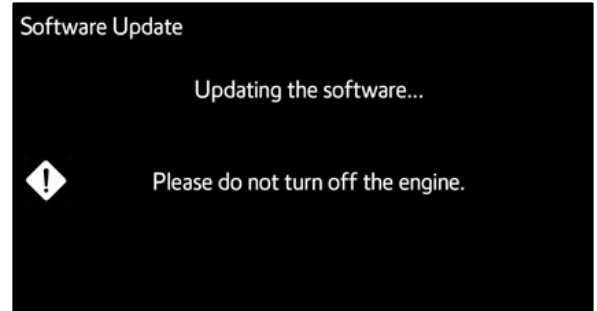
Software Update Procedure (continued)

19. After the reboot, the Software Update screen will appear.

NOTICE

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

Figure 14.



20. Once the software update is complete and the Home screen appears, Turn the ignition OFF for AT LEAST 60 Seconds before continuing to the next step.
21. Turn the ignition ON.
22. Remove the USB flash drive.
23. Turn the ignition OFF.
24. Turn the ignition ON.
25. Perform steps 3 – 4 to verify the software version matches the current software version information table below.

Table 2. Software Version Information

TYPE	ENFORM™ AUDIO	
	CURRENT	NEW
Audio	1004 or 1011	–

26. Reload Enform™ App Suite.

NOTE

If the Enform™ App Suite does NOT load properly, perform “Delete Personal Data” from the navigation menu to correct this condition.

27. Restore the customer's preferences and radio presets.
28. Reload the Lexus eOwner's Manual.
Refer to Service Bulletin No. [L-SB-0124-17](#), *eOwner's Manual (eOM) Installation*.