

Service

Category Audio/Visual/Telematics

Section	Navigation/Multi Info Display	Market USA	Toyota Supports
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#### Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020	4Runner, Camry, Camry HV, Sequoia, Tacoma, Tundra	

#### Introduction

Some 2020 model year vehicles equipped with Audio Plus (version 1021) or Premium Audio (version 1021) or earlier may exhibit one or more of the following conditions:

- Barge in function defaulted to "OFF"
- Limited phone book grammar
- Difficult Hand Free operation
- Abnormal Electronic Owner's Manual operation
- Music doesn't automatically resume when using Android Auto
- Cover art isn't displayed
- Vehicle position isn't sent to Destination Assist server
- System inoperative after using the return button when using voice recognition

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

#### Warranty Information

OP CODE	DESCRIPTION	TIME	MODEL	OFP	T1	T2
				86140-35320		
				86140-35330		
				86140-35370		
			4Runner	86140-35360		
				86140-35380		
				86140-35430		
				86840-35010		
				86140-06C30		
				86140-06C40	87	74
	Software Update	0.3	Camry, Camry HV	86140-06C70		
				86140-06C90		
EL1920				86140-06D00		
				86140-06790		
				86140-06C20		
				86840-0E080		
				86140-0C170		
				86140-0C270		
			Sequoia	86140-0C300		
				86840-0E080		
			Tacoma	86840-0E080		
				86140-0C390		
			Tundra	86140-0C420		
				86840-0E080		

#### **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.

#### **Software Update Information**

MODEL	HEAD UNIT		SOFTWARE UPDATE FILE
	Audio Plus		17TDT1NA-DA30_0003.kwi
4Runner		DCU	17TDT2NA-DA30_0003.kwi
	Premium Audio	MEU	17TMT2NA-DA50_0003.kwi
	Audio Plus		17TDT1NA-DA30_0003.kwi
Camry, Camry HV	Dromium Audio	000	17TDT2NA-DA30_0003.kwi
	Premium Audio	MEU	<u>17TMT2NA-DA50 0003.kwi</u>
	Audio Plus		<u>17TDT1NA-DA30_0003.kwi</u>
Sequoia	Dromium Audio	DCU	17TDT2NA-DA30 0003.kwi
	Fremium Audio	MEU	17TMT2NA-DA50_0003.kwi
Tacoma	Premium Audio	MEU	17TMT2NA-DA50_0003.kwi
Tundro	Dromium Audio	DCU	17TDT2NA-DA30_0003.kwi
Tunura	Premium Audio	MEU	17TMT2NA-DA50_0003.kwi

#### MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file(s) may be downloaded directly from this Service Bulletin by clicking on the applicable file name(s) in the table above. Once downloaded, the file(s) may be copied directly to a blank USB flash drive.

For Premium Audio, be sure to copy both the DCU and the MEU files to the USB flash drive.

For USB flash drive requirements and download instructions, refer to *TIS* – *Diagnostics* – *Reprogramming* – *Reference Documents* – <u>*Multimedia Software Download Instructions*</u>.

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#### Software Update Procedure

- 1. Turn ON the ignition.
- 2. Press the Menu button on the radio faceplate, then select Setup.

#### Figure 1. 12:45 Menu e $\bigcirc$ 5 Destination Audio Phone Apps (i) 0 Info Setup 🖵 Display

3. Select General on the Setup screen.

#### Figure 2.

Setup		12:47	
<li>③ General</li>	Clock		
Bluetooth	Language	English	$\checkmark$
♪ Audio	Customize Home Se	creen	
Phone	Theme Setting		= ~
‰ <sup>2</sup> Voice	Веер		On
~	Unit of Temperature	e °F	~

4. Scroll down and select Software Update.

#### Figure 3.

Setup	12:47	
<li>General</li>	Driver Setting	\$
Bluetooth	Delete Personal Data	
🔊 Audio	Software Update	
D Phone	Software Update Setting	
් Voice	Gracenote Database Update	
~	Software Information	*

# **ТОУОТА** Т-SB-0161-19

## Audio Head Unit Software Update (Panasonic)

#### Software Update Procedure (continued)

5. Verify that the software version is the same or earlier as indicated in the Introduction.

Software Updat	.e 12	:49	
Model ID DCU	17TDT2NA-DA00	D	€
Model ID MEU	17TMT2NA-DA0	0	
	Current	New	
Audio	: XXXX	-	$\approx$
Navigation	: XXXX	-	
			$\approx$
Model Info	History	Update Sof	tware

6. 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 is turned OFF, repeat steps 1 - 4 to re-enter the Software Update screen.

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

#### Figure 5.

Software Update 1		2:49	8		
Model ID DCU Model ID MEU	17TDT2NA-DA 17TMT2NA-DA	17TDT2NA-DA00 17TMT2NA-DA00			
New software was found.					
Navigation	: 1000	XXXX			
Model Info	History	Update Sof	tware		

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

#### Table 1. Software Version Information

TYPE	AUDIO PLUS		PREMIUM AUDIO		
ITPE	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	
Audio	1021 1007	1035	1021 1007	1035	
Navigation	_	_	1006	1030	

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#### Software Update Procedure (continued)

9. Press the Update Software button in the lower right-hand corner.

#### Figure 6.

Software Update	e 1	2:49	Z
Model ID DCU Model ID MEU	17TDT2NA-DA00 17TMT2NA-DA00		
	Current	New	
Audio	: 1000	XXXX	$\hat{}$
Navigation	: 1000	XXXX	
			$\approx$
Model Info	History	Update Soft	tware

# 10. Select OK on the Software Update Detail screen.

#### Figure 7.

Software Update Detail	12:53	Z
Audio Software Fixed. Navigation Software Fixed.		) » U
	C	бК

11. Select Agree on the Terms of Service screen.

#### Figure 8.

Terms of Service	1:01	Z
Various bug fixes.		5
		≈ _
		*
Agree	Disagree	

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#### Software Update Procedure (continued)

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

#### Figure 9.

Terms of Service	1:01			
The new software is XXX MB. Would you like to start the software update?				
Yes	No			
Agree	Disagree			

13. Once the head unit begins installation, the update will take about 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 out of the vehicle USB port before the software is ready for updating.
- 14. When "The software is ready for updating" screen appears, turn the engine OFF.

#### Figure 10.

Software Update	1:02	Z
Installing the ne	ew software	
3,		
Please keep the media inserted and	do not turn off the engine.	
Do not connect or disconnect USB devices.		

#### Figure 11.

Software Update	1:07	72
The software is rea	ady for updating.	
Please park your car at a safe location and turn the engine off and on the complete the update.		



#### Software Update Procedure (continued)

- 15. Turn the ignition ON to complete the software update.
- 16. Once the software update is complete, remove the USB flash drive.
- Perform steps 1 4 to verify that the software version matches the current Software Version Information table below.

#### Figure 12.

Software Updat	te 17	12:49	
Model ID DCU Model ID MEU	17TDT2NA-DAO 17TMT2NA-DAO	00	Ð
	Current	New	
Audio	: XXXX	-	$\approx$
Navigation	: XXXX	-	
			$\approx$
Model Info	History	Update Sof	ftware

#### **Table 2. Software Version Information**

ТҮРЕ	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1035		1035	
Navigation	-	—	1030	_