

# Entune Audio Head Unit Software Update (Denso-Ten)

**Service Category** Audio/Visual/Telematics

**Section** Navigation/Multi Info Display

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014 - 2015	Camry, Camry HV	
2014 - 2015	Corolla, RAV4	
2015	Prius C	

### REVISION NOTICE

**December 02, 2019 Rev1:**

- The bulletin title and Software Update section have been updated.
- Any previous printed versions of this bulletin should be discarded.

### SUPERSESSON NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0015-15. Service Bulletin No. T-SB-0015-15 is obsolete and any printed versions should be discarded.

## Introduction

Some 2014 model year Corolla vehicles equipped with Entune™ Audio (version BU.26.42) or Entune™ Premium Audio (version AU.26.61) may exhibit one or more of the following conditions.

- Apps screen displays after reroute (Entune™ Premium Audio only)
- Voice command system freezes during phonebook transfer
- Voice command system freezes when radio is in XM mode
- Bluetooth® is inoperative while using Apps
- Sent SMS message continually appears on display audio for BlackBerry® devices (Q10 and Z10)

## Entune Audio Head Unit Software Update (Denso-Ten)

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### Introduction (continued)

Some 2014 model year Corolla and RAV4 vehicles equipped with Entune™ Audio (version BU.30.05 and BU.30.25), Entune™ Audio Plus (version DU.35.08), or Entune™ Premium Audio (version AU.30.08 and AU.35.05) may exhibit one or more of the following conditions.

- Voice command system freezes when voice command is used immediately after ignition is ON (Entune™ Premium Audio only)
- Entune™ function is inoperative (Entune™ Premium Audio only)
- Cover art does not match with HD Radio™ music playing (Entune™ Premium Audio only)
- Music cannot be selected through voice command system (Entune™ Premium Audio only) when a device has more than 15,000 songs
- XM preset channels are removed (Entune™ Premium Audio only)
- Radio freezes after inputting a certain address in navigation destination (Entune™ Premium Audio only)
- Bluetooth® connection is dropped
- Phonebook does not transfer
- Browse button does not appear in Bluetooth® Audio
- Bluetooth® connected device cannot be changed
- Voice command system is inoperative after deleting all contacts
- Connected Bluetooth® device cannot be deleted
- User setting is deleted

Some 2014 model year vehicles equipped with Entune™ Audio (version BU.30.18, BU.30.27, BU.30.21, BU.30.31), Entune™ Audio Plus (version DU.35.16), or Entune™ Premium Audio (version AU.30.26, AU.30.51, AU.36.66, AU.35.16, AU.35.17) may exhibit one or more of the following conditions.

- Cover art does not change when changing songs on Bluetooth® Audio (Entune™ Audio, Entune™ Premium Audio only)
- Audio automatically becomes “Audio off,” disconnects Bluetooth® automatically, or will not automatically play
- Bluetooth® Audio volume fluctuates or goes back to default setting or becomes louder for an instant
- Will not display playlist in browse properly

## Entune Audio Head Unit Software Update (Denso-Ten)

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### Introduction (continued)

- Will not recognize the music title in iPod™ No sound on iPod™ Video while time count on the video is progressing correctly
- Could not playback CD
- A loading screen continues being displayed at the time
- Continuously reboots
- Radio screen changes to an arbitrary rear camera screen while driving
- Added App is not added at end of the Apps list
- Mandatory update pop-up appears after Bluetooth® is disconnected
- Unit freezes or no response when using voice command
- Buttons and radio screen related to Phone and Apps won't respond
- Voice command shuts down in the middle or no guidance at all
- Voice command initialization not completed or takes long time to complete initializing
- Music Voice Recognition is not available (Entune™ Audio, Entune™ Premium Audio only)
- Won't display email or text message properly (no body text, no line break, shows the same message twice)
- Incoming email or text message shown after email has already been viewed in Messages screen
- "Text to speech" readout does not work or slow response, and volume does not change
- Old email or text message is included in new contents when incoming mail message is read aloud
- Audio system sound does not MUTE during email reading aloud
- Weather map will not open and only beeps
- There is no car cursor on the simple map traffic screen
- Will not display Phone call list properly
- Will not go to Map screen or no map on Home screen (Entune™ Premium Audio only)
- Navigation re-route pop-up comes up continuously (Entune™ Premium Audio only)
- No map is displayed with new vehicles (Entune™ Premium Audio only)
- "i" button is displayed when navigation route guidance is not used (Entune™ Premium Audio only)
- Radio screen goes blank or freezes occasionally while using navigation function (Entune™ Premium Audio only) One Shot Address Entry doesn't work sometimes (Entune™ Premium Audio only)
- Unit freezes when searching route to home memorized in preset memory (Entune™ Premium Audio only)

## Entune Audio Head Unit Software Update (Denso-Ten)

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### Introduction (continued)

Some 2014 model year vehicles equipped with Entune™ Audio Plus (version DU.70.09) or Entune™ Premium Audio (version AU.70.09) may exhibit one or more of the following conditions.

- A ringtone does not sound when phone call is received during route guidance (Entune™ Premium Audio only)
- Voice command cancels unexpectedly (Entune™ Audio Plus and Entune™ Premium Audio only)
- “Yes” button is grayed out in the Bluetooth® Call Confirm screen (Entune™ Audio Plus and Entune™ Premium Audio only)
- Connected phone does not show as connected (Entune™ Audio Plus and Entune™ Premium Audio only)
- “Connecting” message for text message does not go away when phone is already connected (Entune™ Audio Plus and Entune™ Premium Audio only)
- Cache radio is rewound by itself after voice command usage (Entune™ Premium Audio only)
- Touch screen button is unresponsive on Entune™ caution screen (Entune™ Audio Plus and Entune™ Premium Audio only)
- Some text messages do not display on the screen (Entune™ Audio Plus, Entune™ Premium Audio only)
- In Home screen, full screen of Entune™ audio app is not shown (Entune™ Audio Plus and Entune™ Premium Audio only)
- Radio takes time to read out messages after “Show my message” voice command is recognized
- Voice command cannot be recognized during map route guidance (Entune™ Premium Audio only)
- Incorrect destination is set when voice command is used (Entune™ Premium Audio only)  
Some audio sources do not display when voice command is used (Entune™ Audio Plus and Entune™ Premium Audio only)
- Weather of some cities does not display when voice command is used (Entune™ Audio Plus and Entune™ Premium Audio only)
- Voice command for music is not recognized (Entune™ Audio Plus and Entune™ Premium Audio only)
- Some Playlists cannot be chosen when voice command is used (Entune™ Audio Plus and Entune™ Premium Audio only)
- Radio freezes when voice command is used (Entune™ Audio Plus and Entune™ Premium Audio only)

## Entune Audio Head Unit Software Update (Denso-Ten)

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### Introduction (continued)

- Blank radio presets are not skipped with steering wheel switch (Entune™ Audio Plus, Entune™ Premium Audio only)
- Destination cannot be set (Entune™ Premium Audio only)
- Distance to traffic incident is shown incorrectly (Entune™ Premium Audio only)
- Intersection map is not displayed (Entune™ Premium Audio only)
- Traffic incident icon is not displayed (Entune™ Premium Audio only)
- Radio freezes with navigation operation (Entune™ Premium Audio only)
- Touch screen becomes unresponsive after setting destination nearby and pop-up screen of “You are nearby” displays (Entune™ Premium Audio only)
- Arrival time shows incorrectly after destination is set (Entune™ Premium Audio only)
- Radio reboots with navigation operation (Entune™ Premium Audio only)
- Along My Route POI search does not show any results (Entune™ Premium Audio only)
- Traffic information icon does not display after returning from future time prediction to current time (Entune™ Premium Audio only)
- Traffic information does not display (Entune™ Premium Audio only)
- Doppler traffic does not display after removing map SD card and reinserting it (Entune™ Premium Audio only)
- Traffic event does not display intermittently (Entune™ Premium Audio only)
- HD Traffic™ does not display intermittently (Entune™ Premium Audio only)

Audio Plus (version DU.70.26), or Entune™ Premium Audio (version AU.70.28) may exhibit one or more of the following conditions:

- A part of music information of the whole album is not displayed when album art is pressed
- Revised Quick Reply message returns to default after key cycle
- Device names in Bluetooth® setup screen are grayed out
- Bluetooth® is disconnected and does not reconnect automatically
- Pronunciation of French name streets is incorrect
- HD Traffic™ does not display
- Voice command cannot be used and repeats “voice recognition initializing” (Entune™ Premium Audio only)

## Entune Audio Head Unit Software Update (Denso-Ten)

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### Introduction (continued)

Some 2014 – 2015 model year vehicles equipped with Entune™ Audio (version BU.38.11 or BU.70.25), Entune™ Audio Plus (version DU.70.31), or Entune™ Premium Audio (AU.70.33 or AU.38.32) may exhibit one or more of the following conditions:

- Voice command cannot be used and repeats “voice recognition initializing” (Entune™ Audio Plus only)
- Browse button is not displayed on Bluetooth® Audio screen
- Radio freezes during phonebook transfer

Some 2014 – 2015 model year vehicles equipped with Entune™ Audio (version BU.38.44 or BU.70.26), Entune™ Audio Plus (version DU.70.61), or Entune™ Premium Audio (AU.70.61 or AU.38.71) may exhibit one or more of the following conditions:

- When pushing the off-hook button during a call (No held calls/No incoming calls), it is not possible to switch to on hold
- Unable to switch a current call to “Hold”
- Black screen (radio still plays)
- Pandora© displaying incorrectly
- Will not add destination when pressed on Voice Recognition screen
- Voice Recognition suddenly ends
- When switching from XM to AM/FM, the radio stays on XM
- Voice Recognition inoperative for Entune™ apps
- Entune™ icons are yellow blocks
- Frequency displays incorrectly after pressing Scan button multiple times
- Navigation is frozen or clock has stopped
- HD Traffic data is not shown on the map
- Unable to perform “Web Search” using Voice Recognition

## Entune Audio Head Unit Software Update (Denso-Ten)

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### Introduction (continued)

Some 2014 – 2015 model year vehicles equipped with Entune™ Audio (version BU.70.29 or BU.38.47), Entune™ Audio Plus (version DU.70.69), or Entune™ Premium Audio (AU.70.69 or AU.38.83) or earlier may exhibit one or more of the following conditions:

- Audio source information does not match between the head unit and instrument cluster
- Incorrect phone number displayed on instrument cluster during the first few seconds on an incoming call
- Browse button is missing during Bluetooth audio on supported phones
- Phone book transfer cannot be interrupted once it has been started
- If hands-free Bluetooth fails to connect, it will not display the connection failure screen
- When connecting an audio player and the system times out, the incorrect screen displays
- Device information missing and only the device name is shown
- Weather icon flickers intermittently
- Bluetooth status is not displayed in the radio options screen
- ETA is displayed in the quick message
- Track name is not displayed on iHeartRadio screen
- Screen does not transition to the sonar screen intermittently
- Apps menu screen freezes intermittently
- Error codes cannot be cleared from service menu
- Voice Recognition is slow to respond or freezes
- Intermittent black screen or screen shuts off
- “Message list could not be loaded” or SMS messages will not be read intermittently
- Intermittently Entune™ will not launch
- Intermittent rebooting or resetting
- Stuck on “Hello” screen
- Time doesn’t update when crossing time zones
- Cancel button is inoperative in Add Device Screen
- Bluetooth intermittently disconnects or doesn’t connect or reconnect
- Stuck on “retrieving messages. Please wait...” screen
- Unable to change to FM mode
- Audio hard button is inoperative after Voice Recognition
- Half of the home screen is displayed in the service menu
- Audio is missing from the home screen
- Home screen is displayed when screen off is selected

## Entune Audio Head Unit Software Update (Denso-Ten)

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### Introduction (continued)

- Stuck on “Transferring contacts” screen
- “Go” button on voice recognition screen is intermittently inoperative
- Weather map button is intermittently inoperative
- Audio information does not match between the instrument cluster and the head unit
- Instrument cluster displays incorrect information when on XM mode
- Rumble sound coming from radio when no audio is playing
- USB audio resets after ignition off and on
- Hands-free settings reset after ignition off and on

Some 2014 – 2015 model year vehicles equipped with Entune™ Premium Audio (AU.70.81 or AU.38.93) or earlier may exhibit one or more of the following conditions.

- Unable to make calls from call history
- Unable to send SMS messages
- Abnormal operation when switching between phones
- Browse button missing when using BT Audio
- Intermittent rebooting
- Low Fuel pop-up not working
- Intermittent radio freezing
- Phonebook transfer will not complete
- Incoming call displays phone number instead of phonebook name
- Unable to download Entune Apps
- Incorrect vehicle position on TrafficMap
- Phonebook image missing on incoming call
- Intermittent slow phone connection time
- Unable to set channel presets
- Phonebook images will not load or are not complete
- Bluetooth intermittently disconnects
- Speed limits are not displayed
- Abnormal route guidance

Follow the Repair Procedure in this bulletin to install the latest software version.

## Entune Audio Head Unit Software Update (Denso-Ten)

### Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1503	Software Update	Camry, Camry HV	0.3	86140-06190	87	74
				86140-06390		
				86140-06070		
				86804-06160		
				86804-06140		
				86804-06110		
		86804-06100				
		Corolla		86140-02050		
				86804-02020		
		Prius C		86804-52020		
				86140-52320		
		RAV4		86140-0R090		
86140-0R100						
86140-42190						
86140-42200						
86804-0R010						
86804-0R020						
86804-42090						

#### 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.

## Entune Audio Head Unit Software Update (Denso-Ten)

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### Software Update

HEAD UNIT	MODEL YEAR	MODEL	APPLICABLE FILE ON USB DRIVE
Entune™ Audio	2014	Camry, Camry HV, Corolla, RAV4	<a href="#">13TBDANA-CA01_7031.zip</a>
	2015	Rav4, Corolla	
			Camry, Camry HV, Prius C,
Entune™ Audio Plus	2014 – 2015	RAV4	<a href="#">13TDDANA-CA01_7073.zip</a>
Entune™ Premium Audio	2014	Camry, Camry HV, Corolla, RAV4	<a href="#">13TDANNA-CA09_0001.zip</a>
	2015	Camry, Camry HV, Prius C, Corolla, RAV4	

\*ALL files MUST be included in one USB flash drive which will be used for the update.

#### **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](#)*.

## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure

1. Confirm the audio system type by checking the Panel ID printed above the top-right or bottom-right of the display.

**Figure 1. Corolla**



**Figure 2. Camry, Camry HV**



**Figure 3. RAV4**



**Figure 4. Prius C**



**Table 1. Panel ID Information**

MODEL	MODEL YEAR	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM
Camry, Camry HV	2014	100201	N/A	100202 100203
	2015	100366		100367 100368
Corolla	2014 – 2015	100149	100325 100326	100150
RAV4		100327 100328		100319 100324 100459
Prius C	2015	100505	N/A	100504

2. Insert the USB flash drive into the vehicle USB port.
3. Start the engine.

## Entune Audio Head Unit Software Update (Denso-Ten)

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### Software Update Procedure (continued)

4. Wait for the Select Audio Source screen to be displayed.

**Figure 5.**



5. Wait until the USB source icon highlights and displays the USB name with the icon.

**Figure 6.**



## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

6. Go to the Setup screen.
  - A. For Entune™ Audio, press the Setup button on the panel.

**Figure 7. Corolla**



**Figure 8. Camry, Camry HV**



**Figure 9. RAV4**



**Figure 10. Prius C**



- B. For Entune™ Audio Plus and Entune™ Premium Audio, press the Apps button on the left of the panel.

**Figure 11.**



**Figure 12.**



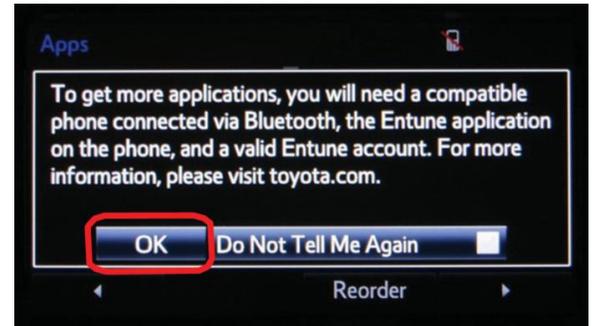
## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

**NOTE**

If the Entune pop-up displays, select OK.

**Figure 13.**



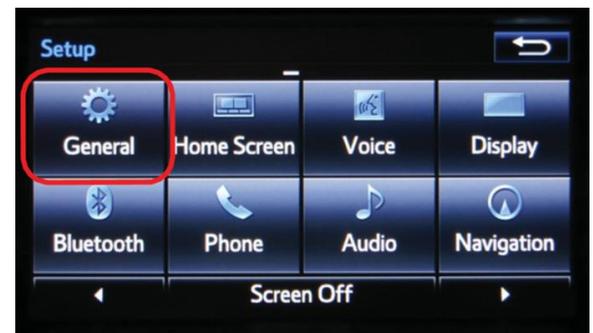
7. Select Setup on the Apps screen.

**Figure 14.**



8. Select General on the Setup screen.

**Figure 15.**



## Entune Audio Head Unit Software Update (Denso-Ten)

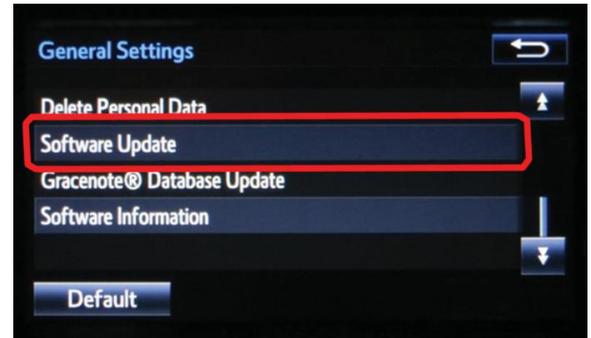
### Software Update Procedure (continued)

9. Select Software Update from the list on the General Settings screen.

**HINT**

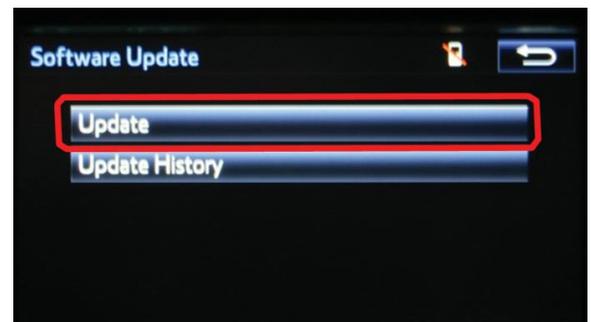
Scroll down the list until Software Update is displayed.

Figure 16.



10. Select Update on the Software Update screen.

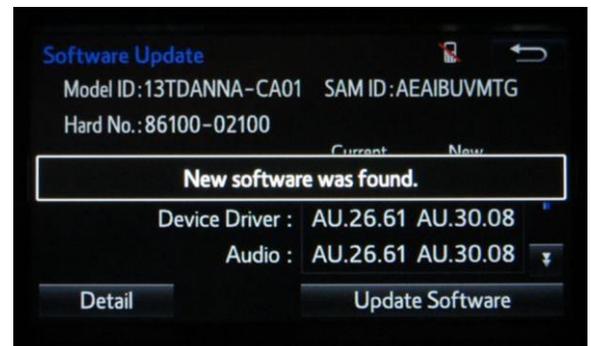
Figure 17.



**NOTE**

If software has been detected properly, a "New software was found." pop-up will be displayed.

Figure 18.



## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

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

**NOTE**  
Update Software is enabled ONLY if there is an update newer than the current software.

Figure 19.

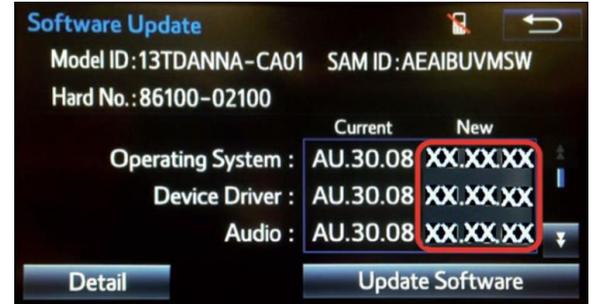


Table 2. Software Version Information

TYPE	ENTUNE™ AUDIO			ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO		
	CURRENT VERSION	NEW VERSION		CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	
		2014 – 2015 Corolla, RAV4, 2014 Camry	2015 Camry, Prius C				2014 – 2015 Corolla, RAV4	2015 Camry, Prius C
Operating System	BU.26.42 BU.30.05 BU.30.18 BU.30.21 BU.30.27 BU.30.31 BU.38.31 BU.38.44 BU.38.45 BU.38.46 BU.38.47 BU.70.06 BU.70.25 BU.70.26 BU.70.27 BU.70.28 BU.70.29	BU.70.31	–	DU.35.08 DU.35.16 DU.35.17 DU.70.09 DU.70.11 DU.70.26 DU.70.31 DU.70.34 DU.70.61 DU.70.64 DU.70.68 DU.70.69	DU.70.73	AU.26.61 AU.30.08	AU.70.81	AU.38.93
Device Driver		BU.70.31	BU.38.48		DU.70.73	AU.30.26 AU.30.51 AU.35.05	AU.70.81	AU.38.93
Audio		BU.70.31	BU.38.48		DU.70.73	AU.35.16 AU.35.17	AU.70.81	AU.38.93
Navigation		–	–		–	AU.35.53	AU.70.81	AU.38.93
Bluetooth		BU.70.31	BU.38.48		DU.70.73	AU.35.66	AU.70.81	AU.38.93
GUI		BU.70.31	BU.38.48		DU.70.73	AU.38.32	AU.70.81	AU.38.93
Middle Ware		BU.70.31	BU.38.48		DU.70.73	AU.38.42 AU.38.44	AU.70.81	AU.38.93
Kernel		BU.70.31	BU.38.48		DU.70.73	AU.38.71 AU.38.74	AU.70.81	AU.38.93
Voice Recognition		BU.70.31	BU.38.48		DU.70.73	AU.38.81 AU.38.83 AU.38.88 AU.70.09 AU.70.11 AU.70.28 AU.70.33 AU.70.34 AU.70.61 AU.70.64 AU.70.68 AU.70.69 AU.70.75	AU.70.81	AU.38.93

## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

12. Select Update Software on the Software Update screen.

Figure 20.



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

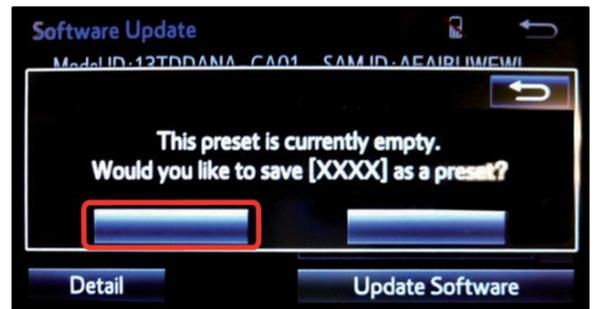
Figure 21.



**NOTE**

Entune™ Audio Plus ONLY:  
 Select the left box on the “This preset is currently empty. Would you like to save [XXXX] as a preset?” pop-up.

Figure 22.



14. The unit will begin installation.

**NOTE**

Do NOT turn off ACC BEFORE the software is ready for updating.

Figure 23.



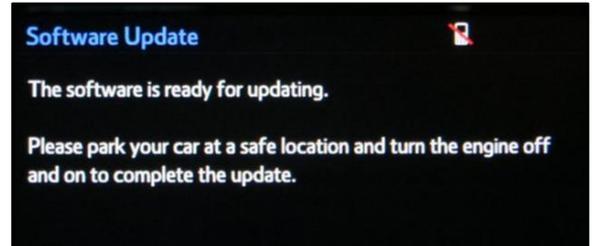
## Entune Audio Head Unit Software Update (Denso-Ten)

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### Software Update Procedure (continued)

- When “The software is ready for updating.” displays, cycle the ignition OFF, wait for 30 seconds, then cycle the ignition ON again.

**Figure 24.**

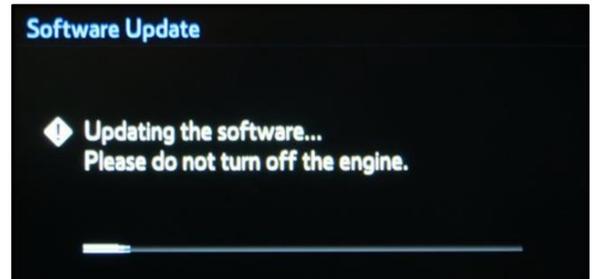


- Wait for the audio system to finish the software update.

**NOTE**

Do NOT turn off ACC BEFORE the next Toyota logo screen displays.

**Figure 25.**



- When the Toyota logo screen is displayed, the update is finished.

**Figure 26.**



- Remove the USB flash drive from the vehicle USB port.

## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Version Confirmation

19. Wait for the Select Audio Source screen to be displayed.

Figure 27.



20. Perform steps 6 – 9 of the Software Update procedure to re-enter the Software Update screen.

21. Verify that the software information is updated on the Software Update screen.

Table 3. New Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM AUDIO	
	NEW VERSION				
	2014 – 2015 Corolla, RAV4, 2014 Camry	2015 Camry, Prius C	2014 – 2015 RAV4	2014 – 2015 Corolla, RAV4, 2014 Camry	2015 Camry, Prius C
Boot	BU.70.31	–	DU.70.73	AU.70.81	AU.38.93
Voice Recognition	BU.70.31	BU.38.48	DU.70.73	AU.70.81	AU.38.93
GUI	BU.70.31	BU.38.48	DU.70.73	AU.70.81	AU.38.93
Audio	BU.70.31	BU.38.48	DU.70.73	AU.70.81	AU.38.93
Bluetooth	BU.70.31	BU.38.48	DU.70.73	AU.70.81	AU.38.93
Navigation	–	–	–	AU.70.81	AU.38.93
Device Driver	BU.70.31	BU.38.48	DU.70.73	AU.70.81	AU.38.93
Kernel	BU.70.31	BU.38.48	DU.70.73	AU.70.81	AU.38.93
Operating System	BU.70.31	–	DU.70.73	AU.70.81	AU.38.93
Middle Ware	BU.70.31	BU.38.48	DU.70.73	AU.70.81	AU.38.93
Power	BU.70.31	BU.38.48	DU.70.73	AU.70.81	AU.38.93