

Audio Head Unit Software Update (Panasonic)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

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

REVISION NOTICE

January 13, 2020 Rev1:

- **Applicability has been updated to exclude 2020 model year Tacoma vehicles.**
- **The Introduction, Software Update Information, and Software Update Procedure sections have been updated.**

Any previous printed versions of this bulletin should be discarded.

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

Some 2020 model year vehicles equipped with Audio Plus (version 1035) or Premium Audio (version 1035) or earlier may exhibit one or both of the following conditions:

- Abnormal screen play while using Apple CarPlay® (primarily during phone calls)
- Poor sound quality during phone calls while using Apple CarPlay®

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

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Warranty Information

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

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Software Update Information

MODEL	HEAD UNIT		SOFTWARE UPDATE FILE
4Runner	Audio Plus	DCU	17TDT1NA-DA30_0006.kwi
	Premium Audio	MEU	17TDT2NA-DA30_0006.kwi
Camry, Camry HV	Audio Plus	DCU	17TDT1NA-DA30_0006.kwi
	Premium Audio	MEU	17TMT2NA-DA50_0003.kwi
Sequoia	Audio Plus	DCU	17TDT1NA-DA30_0006.kwi
	Premium Audio	MEU	17TDT2NA-DA30_0006.kwi
Tundra	Premium Audio	DCU	17TMT2NA-DA50_0003.kwi
		MEU	17TDT2NA-DA30_0006.kwi

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.

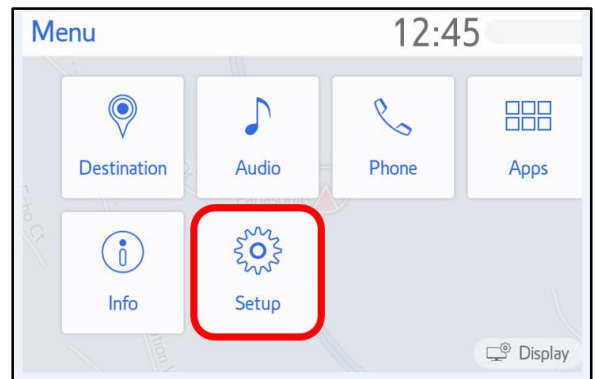
For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – [Multimedia Software Download Instructions](#)*.

Audio Head Unit Software Update (Panasonic)

Software Update Procedure

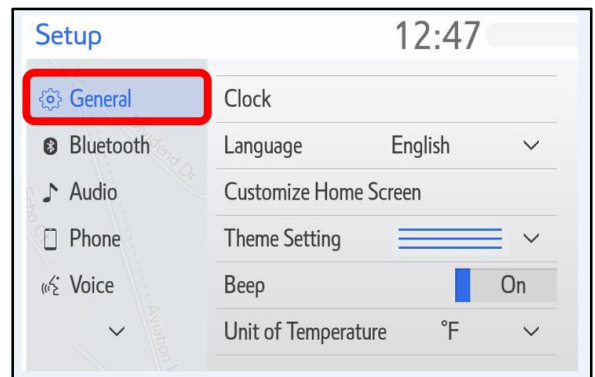
1. Turn ON the ignition.
2. Press the Menu button on the radio faceplate, then select Setup.

Figure 1.



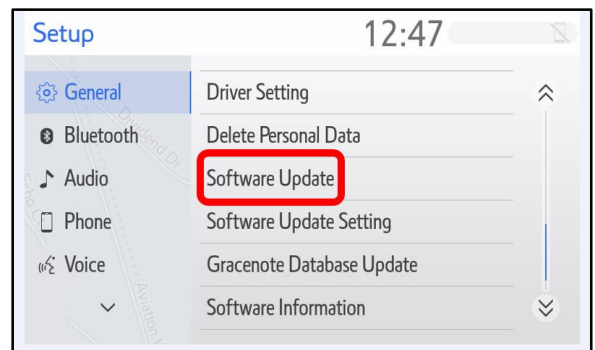
3. Select General on the Setup screen.

Figure 2.



4. Scroll down and select Software Update.

Figure 3.

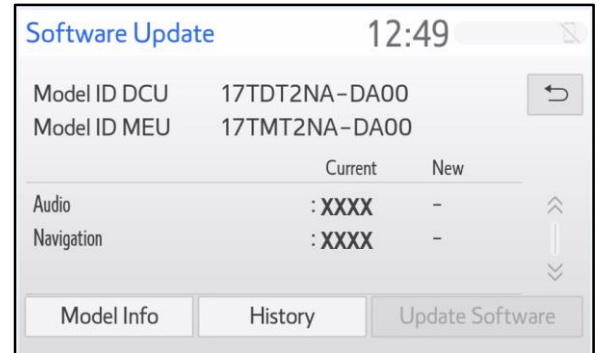


Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

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

Figure 4.



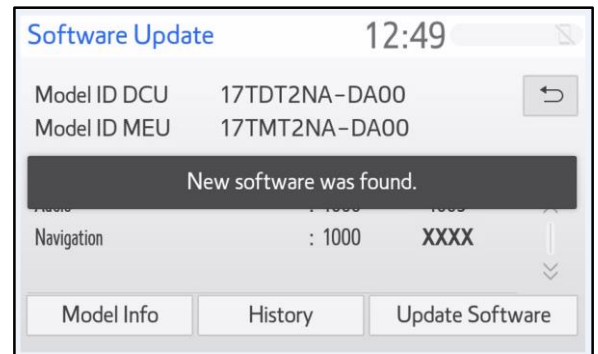
- If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

NOTE

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

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

Figure 5.



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

Table 1. Software Version Information

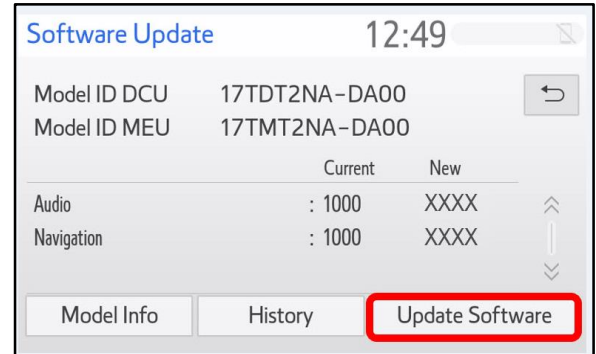
TYPE	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1021	1047	1021	1047
	1007		1007	
	1035		1035	
Navigation	-	-	1006	1030

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Software Update Procedure (continued)

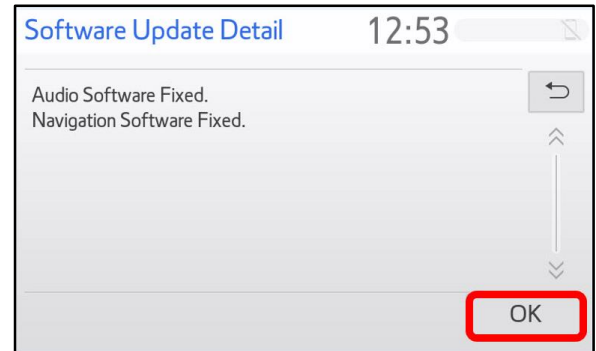
9. Press the Update Software button in the lower right-hand corner.

Figure 6.



10. Select OK on the Software Update Detail screen.

Figure 7.



11. Select Agree on the Terms of Service screen.

Figure 8.

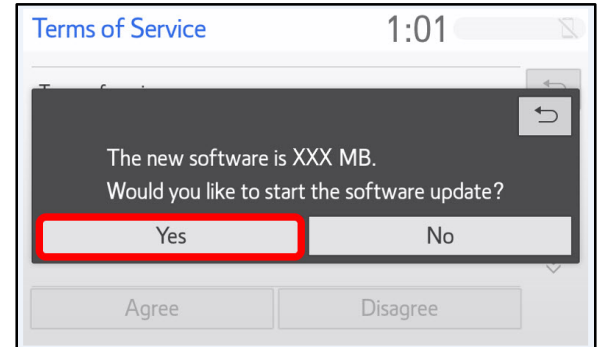


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Software Update Procedure (continued)

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

Figure 9.



13. Once the head unit begins installation, the update will take about 10 minutes.

NOTE

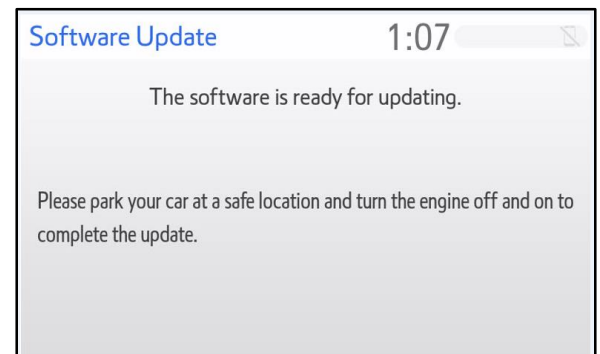
- Do NOT turn OFF the engine or ACC BEFORE the software is ready for updating.
- Do NOT remove the USB flash drive out of the vehicle USB port before the software is ready for updating.

Figure 10.



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

Figure 11.



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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.

17. Perform steps 1 – 4 to verify that the software version matches the current Software Version Information table below.

Figure 12.

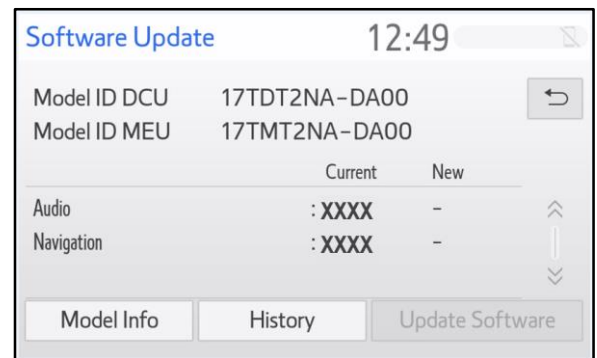


Table 2. Software Version Information

TYPE	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1047	-	1047	-
Navigation	-		1030	