![Toyota] **TOYOTA**
**Technical Service Bulletin**

# Audio Head Unit Software Update (Denso-Ten)

| **Service Category** | Audio/Visual/Telematics | |
|---|---|---|
| **Section** | Navigation/Multi Info Display | **Market** USA |

Toyota Supports
ASE Certification ![ASE]

## Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|---|---|---|
| 2020 | Prius, Prius Prime | |
| 2019 | RAV4, RAV4 HV | |
| 2018 - 2020 | Sienna | |

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**REVISION NOTICE**

**February 10, 2020 Rev2:**

- **The Software Update Procedure section has been updated.**
- **Vehicle applicability has been updated to include 2020 model year Sienna vehicles.**

**January 07, 2019 Rev1:**

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

**Any previous printed versions of this bulletin should be discarded.**

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**NOTE**

This bulletin applies to 2018 model year Sienna vehicles ONLY if T-SB-0053-19 has been performed and completed prior to performing the Software Update Procedure in this bulletin.

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

**Introduction**

Some 2019 model year RAV4, RAV4 Hybrid and some 2019 – 2020 model year Sienna vehicles equipped Audio Plus (version 1010) or Premium Audio (version 1010) or earlier may exhibit one or more of the following conditions:

- Toyota Apps fail to download
- Bluetooth® is unable to automatically connect AFTER key cycle
- Abnormal microphone operation
- Sirius XM® antenna disconnection history Diagnostic Trouble Code (DTC) B15FE
- No outgoing voice during phone calls when using Apple CarPlay®
- Incoming calls incorrectly shown on the Multi-information Display (MID) when using Apple CarPlay®
- CAN networking DTC B1321
- Volume inoperative AFTER using Siri®
- Unable to adjust the treble audio setting
- Song information flickering
- Unable to select Sirius XM® music genre by voice recognition
- Noise when hanging up call on handset
- Transferred contacts do NOT match the number of handset contacts
- Sirius XM® sound slow to start
- Abnormal Toyota Apps and Scout Operation

Some vehicles equipped with Audio Plus (version 1195), Premium Audio (version 1195) or Navigation (version 1035) or earlier may exhibit one or more of the following conditions:

- Unable to play audio source after incoming call
- Software enhancements
- Intermittent rebooting
- Unable to register Bluetooth® devices from Bluetooth® Audio Mode
- Unable to pair Android™ devices after Google™ apps update
- Unable to access camera diagnosis system
- USB audio doesn't resume
- Intermittent Bluetooth® disconnection
- Abnormal voice recognition operation
- Phone call history does not update

**Audio Head Unit Software Update (Denso-Ten)**

**Introduction (continued)**

- Bluetooth® loses connection after USB connection is made
- Navigation inoperative
- Microphone disconnected pop-up message
- Clock not displayed on the map screen
- Intermittent phone ringing with no incoming phone call
- Clock format changes from 12 – 24 hours intermittently
- Screen intermittently goes blank
- Sound changes from one speaker to both front speakers during phone calls while using Apple CarPlay®
- Siri® and Voice Recognition operate at the same time when pushing and holding the PPT button
- Audio is displayed at the top of the screen in Navigation VR screen
- Voice Recognition outputs an incorrect weather value
- Abnormal operation when selecting the phone steering wheel switch
- Intermittent screen flickering
- Terms of service screen has abnormal appearance
- Intermittent slow screen transitions
- Radio screen is intermittently blank
- Steering wheel switches for changing the track are inoperative in Apple CarPlay®
- Unable to display Hebrew characters in the phonebook
- Home screen is intermittently partially blank
- Intermittently unable to make outgoing phone calls
- Unable to connect devices to Bluetooth® Hands-Free after disconnecting another device
- Screen intermittently freezes
- Bluetooth® intermittently disconnects during a phone call

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

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

**Warranty Information**

| OP CODE | DESCRIPTION | MODEL | TIME | OFP | T1 | T2 |
|---------|-------------|-------|------|-----|----|----|
| EL1907 | Software Update | Sienna | 0.3 | 86140-08170<br>86140-08180 | 87 | 74 |
| | | RAV4,<br>RAV4 HV | | 86140-0R250<br>86140-0R310<br>86140-0R280<br>86140-42510<br>86140-0R260<br>86140-42520<br>86140-0R270<br>86140-0R290<br>86140-0R300 | | |
| | | Prius,<br>Prius Prime | | 86140-47620 | | |

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**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 |
|-------|-----------|----------------------|
| Sienna | Audio Plus | 17TDT1NA-CA02_1211.kwi |
| Prius, Prius Prime | | |
| RAV4, RAV4 HV | Premium Audio | 17TDT2NA-CA01_1211.kwi<br>17TMT2NA-DA02_0040.kwi |

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**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 to a blank USB flash drive.**
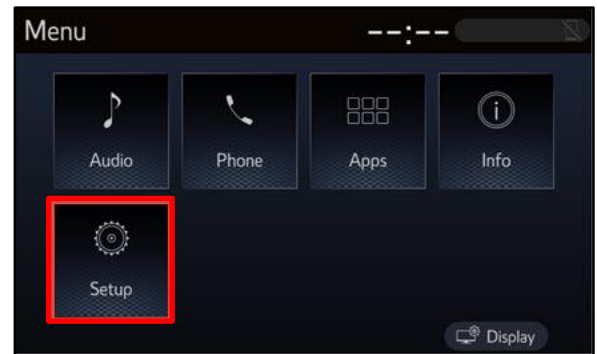
**For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – Multimedia Software Download Instructions*.**

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## Audio Head Unit Software Update (Denso-Ten)
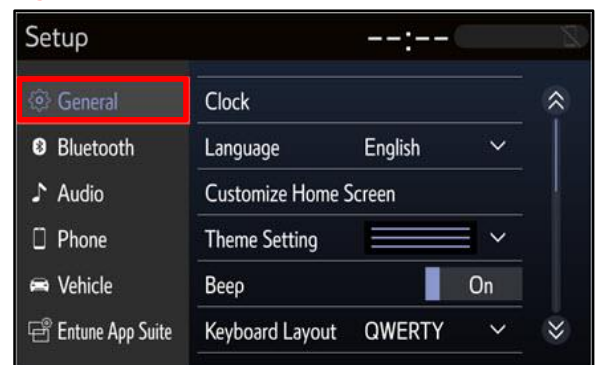
**Software Update Procedure**

1. Turn the ignition ON.

2. Press the Menu button on the radio faceplate, then select Setup.
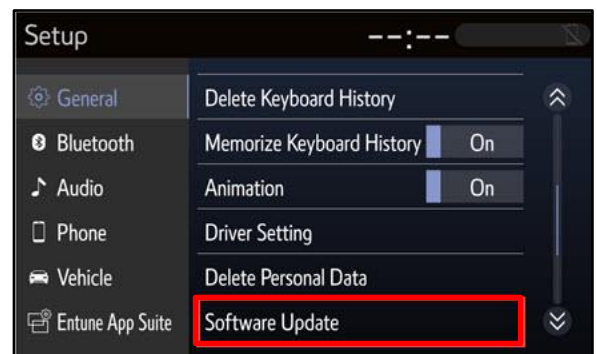
   **Figure 1.**

   

3. Select General on the Setup screen.

   **Figure 2.**

   

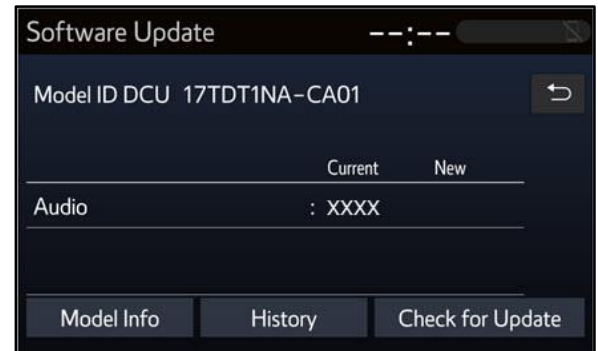4. Scroll down and select Software Update.

   **Figure 3.**

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

**Software Update Procedure (continued)**

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

**Figure 4.**



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 has been turned OFF, repeat steps 1 – 5 to re-enter the Software Update screen.

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

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

**Table 1. Software Version Information**

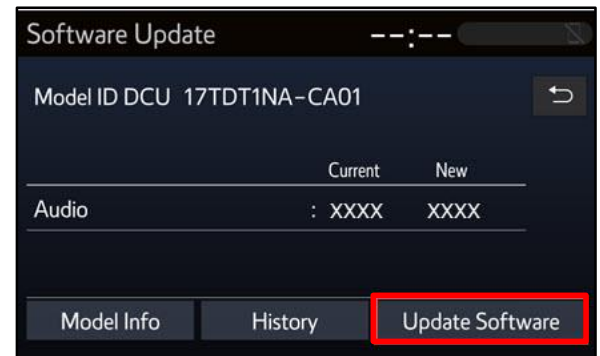| TYPE | AUDIO PLUS | | PREMIUM AUDIO | |
|---|---|---|---|---|
| | CURRENT | NEW | CURRENT | NEW |
| Audio | 1000<br>1004<br>1102<br>1128<br>1090<br>1159<br>1195 | 1211 | 1102<br>1128<br>1159<br>1195 | 1211 |
| Navigation | | – | 1010<br>1015<br>1021<br>1031<br>1035 | 1040 |

# Audio Head Unit Software Update (Denso-Ten)

**Software Update Procedure (continued)**

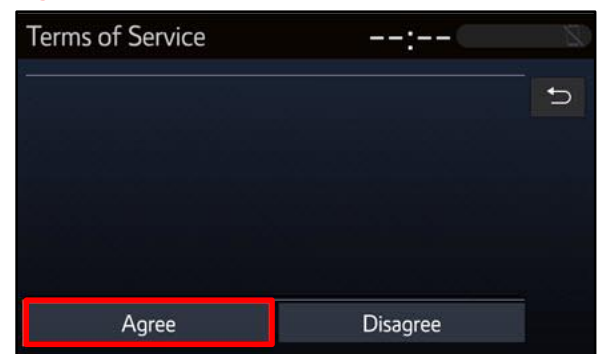9. Select the Update Software button in the lower right-hand corner.

**Figure 5.**

10. Select OK on the Software Update Detail screen.

**Figure 6.**

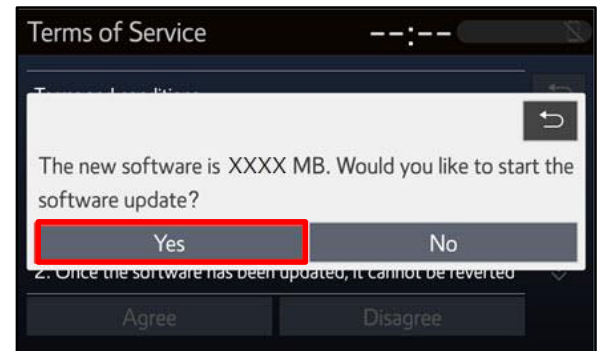11. Select Agree on the Terms of Service screen.

**Figure 7.**

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

**Software Update Procedure (continued)**

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

**Figure 8.**

13. Once the head unit begins installation, the update will take approximately 10 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 in step 17.

**Figure 9.**

14. When the "The software is ready for updating" screen appears, turn OFF the ignition.

**Figure 10.**

15. Turn the ignition ON to complete the software update.

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

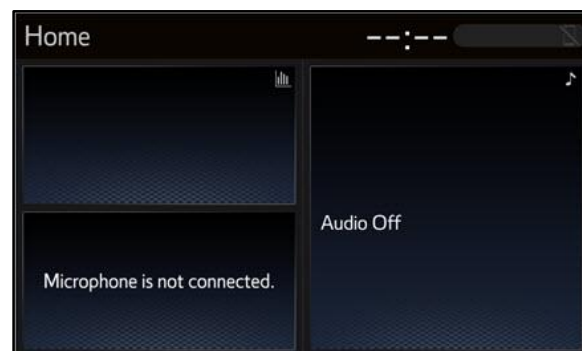**Software Update Procedure (continued)**

16. AFTER turning the ignition ON, the Software Update screen will appear. Do NOT turn OFF the ignition or remove the USB flash drive. The head unit will reboot during this time.
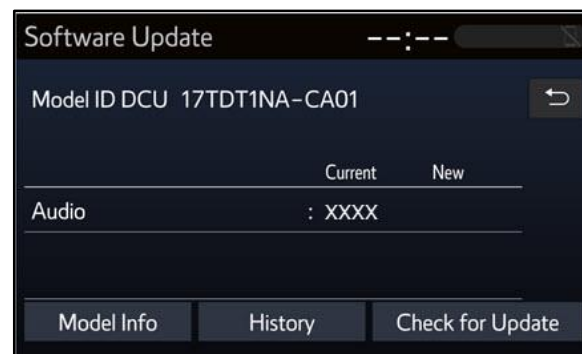
**Figure 11.**



17. Once the software update is complete and the Home screen appears, remove the USB flash drive.

**Figure 12.**



18. Perform steps 3 – 6 to verify the software version matches the current software version information table below.

**Figure 13.**



**Table 2. Software Version Information**

| TYPE | AUDIO PLUS | | PREMIUM AUDIO | |
|---|---|---|---|---|
| | **CURRENT** | **NEW** | **CURRENT** | **NEW** |
| Audio | 1211 | – | 1211 | – |
| Navigation | – | – | 1040 | – |