

# 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
2016 - 2017	Camry, Camry HV	
2016 - 2019	Corolla, Prius	
2016 - 2018	RAV4, RAV4 HV	

### **SUPERSESSION NOTICE**

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0003-19.

- The Introduction and Software Update Information sections have been updated.

Service Bulletin No. T-SB-0003-19 is obsolete and any printed versions should be discarded.

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

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### Introduction

Some 2016 model year vehicles equipped with Entune™ Audio (version UU.11.13), Entune™ Audio Plus (version EU.20.21), or Entune™ Premium Audio (CU.20.22) or older may exhibit one or more of the following conditions:

- Bluetooth® audio information is missing from instrument cluster MID
- Long street names are not indicated when using turn-by-turn directions
- Abnormal navigation routing
- Toyota Park Assist Settings button displays in the Settings menu
- System is unable to call phone numbers with “-” present in the number
- System is unable to send SMS via the Quick Message feature
- Abnormal Bluetooth® audio playback when inserting and removing the iPhone® USB cable from the USB port
- System is unable to play audio from iPhone® connected via USB when two phones are connected via Bluetooth® at the same time
- Browse button operates intermittently in Bluetooth® audio
- Screen flickers when switching between day and night modes
- Abnormal Pandora Internet Radio operation when switching between two iPhones
- Unit reboots intermittently
- Diagnostic Trouble Code (DTC) U1110 or B15E6 is present
- Diagnostic screen displays intermittently
- Weather Map is inoperative
- “Unable to connect to server” displays when using voice recognition and searching for “IHOP”
- Panoramic view monitor operates abnormally

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

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### Introduction (continued)

Some 2016 – 2019 model year vehicles equipped with Entune™ Audio (version UU.10.48), Entune™ Audio Plus (version EU.10.68 or EU.20.25 or EU.20.28), or Entune™ Premium Audio (CU.10.71 or CU.10.72 or CU.20.05 or CU.20.08) may exhibit one or more of the following conditions:

- Inoperative swiping feature on Apps or Setup screens
- Meijer department store is intermittently pronounced “Mee-jer”
- Number of transferred contacts does not update
- Slacker Radio skips two songs when using steering wheel controls
- Starting Pandora Internet Radio via voice recognition is intermittently inoperative
- FM mode displays the incorrect number of available stations intermittently
- Voice recognition does not start intermittently
- Audio intermittently displays on the Home screen
- Rumbling sound when no audio is playing
- Intermittent “Message list could not be loaded” displays when retrieving messages
- Audio information does not match between the head unit and the instrument cluster
- Instrument cluster has incorrect display of XM channels
- Panoramic camera view is intermittently inoperative
- Scout voice guidance has rear speakers muted
- USB audio playback resets after key cycle

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

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### Introduction (continued)

Some 2016 – 2017 model year vehicles equipped with Entune™ Audio (version UU.11.16), Entune™ Audio Plus (version EU.20.25), or Entune™ Premium Audio (CU.20.26) or older may exhibit one or more of the following conditions:

- System is unable to adjust volume during voice navigation operation
- “Low Fuel Level” pop-up does not display on the navigation screen
- Abnormal POI operation
- Freezing on the fuel consumption screen
- Phone book fails to completely load
- Phone widget shows phone number instead of phone book name
- Toyota Entune™ App Suite will not download
- Incorrect navigation location displays on traffic map
- Incoming call screen information is incorrect
- Bluetooth® connection takes too long
- Abnormal Bluetooth® operation switching between phones
- Diagnostic Trouble Code (DTC) U0293 set
- When switching from Bluetooth® audio to Entune™ Audio, no sound is output
- XM presets cannot be set

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

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### Introduction (continued)

Some 2016 – 2017 model year vehicles equipped with Entune™ Audio (version UU.11.19), Entune™ Audio Plus (version EU.22.06), or Entune™ Premium Audio (CU.22.06) or older may exhibit one or more of the following conditions:

- Unable to change the time intermittently
- Unit reboots intermittently
- Backup camera stays on too long
- Unable to browse contacts while driving
- Unable to use the dial pad while driving
- Unable to switch Bluetooth® devices while driving
- Incorrect items selected when inputting addresses for navigation
- Spotify song information does not display
- Reduce the number of prompts when using voice recognition

Some 2016 – 2018 model year vehicles equipped with Entune™ Audio (version UU.11.27), Entune™ Audio Plus (version EU.22.15), or Entune™ Premium Audio (CU.22.15) or older may exhibit one or more of the following conditions:

- Unable to select HD radio using voice recognition
- Unable to browse music using voice recognition
- Unable to select FM genre using voice recognition
- Unable to delete destination using voice recognition
- Voice prompt interrupt is defaulted to off
- Abnormal Bluetooth® pop-up messages
- Intermittent Bluetooth® disconnection
- Unable to set XM channel 000 as a preset
- Intermittent freeze condition
- Abnormal Bluetooth® volume operation
- Unable to stop voice training
- Contact image missing or partially displayed with iOS 11.3.x or later

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

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### Introduction (continued)

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio Plus (version EU.22.39 or EU.32.39) or Entune™ Premium Audio (version CU.22.39 or CU.22.39) may exhibit one or more of the following conditions:

- Intermittent radio rebooting
- Speed limit is not displayed
- Abnormal route guidance
- Navigation makes detour around destination
- Unable to read the part number of the XM tuner
- Song title and artist are not displayed when using a foreign language
- Clock does not update when GPS signal is lost

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio Plus (version EU.22.46 or EU.32.46) or Entune™ Premium Audio (version CU.32.44 or CU.22.44) may exhibit one or more of the following conditions:

- Clock intermittently changing to an incorrect time (7:00)
- Radio station presets intermittently return to default

Updated software is now available to address these conditions, improve hands-free sound quality, and enhance other visual and usability features. Follow the Software Update Procedure in this bulletin to install the latest software version.

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

### Warranty Information

OP CODE	DESCRIPTION	TIME	MODEL	OFP	T1	T2
EL9053	Software Update	0.3	Camry, Camry HV	86804-06180	73	74
				86804-06190		
				86140-06660		
				86140-06670		
			Corolla	86140-02460		
				86140-02470		
				86804-02070		
				86140-02520		
				86140-02540		
			RAV4, RAV4 HV	86804-0R030		
				86804-0R040		
				86140-0R170		
				86140-42110		
86140-0R180						
86804-42100						
Prius C	86804-42110					
	86140-42460					
	86140-52330					
	86140-52270					
	86140-52260					
	86804-52040					
	86804-52050					

#### 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 Information

HEAD UNIT	APPLICABLE FILE ON THE USB DRIVE
Entune™ Audio	<a href="#">15TBDANA-CA01_1134.kwi</a>
Entune™ Audio Plus	<a href="#">15TDDANA-CA01_2247.kwi</a> <a href="#">15TDDANA-CA02_3247.kwi</a>
Entune™ Premium Audio	<a href="#">15TDANNA-CA01_2247.kwi</a> <a href="#">15TDANNA-CA02_3247.kwi</a>

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

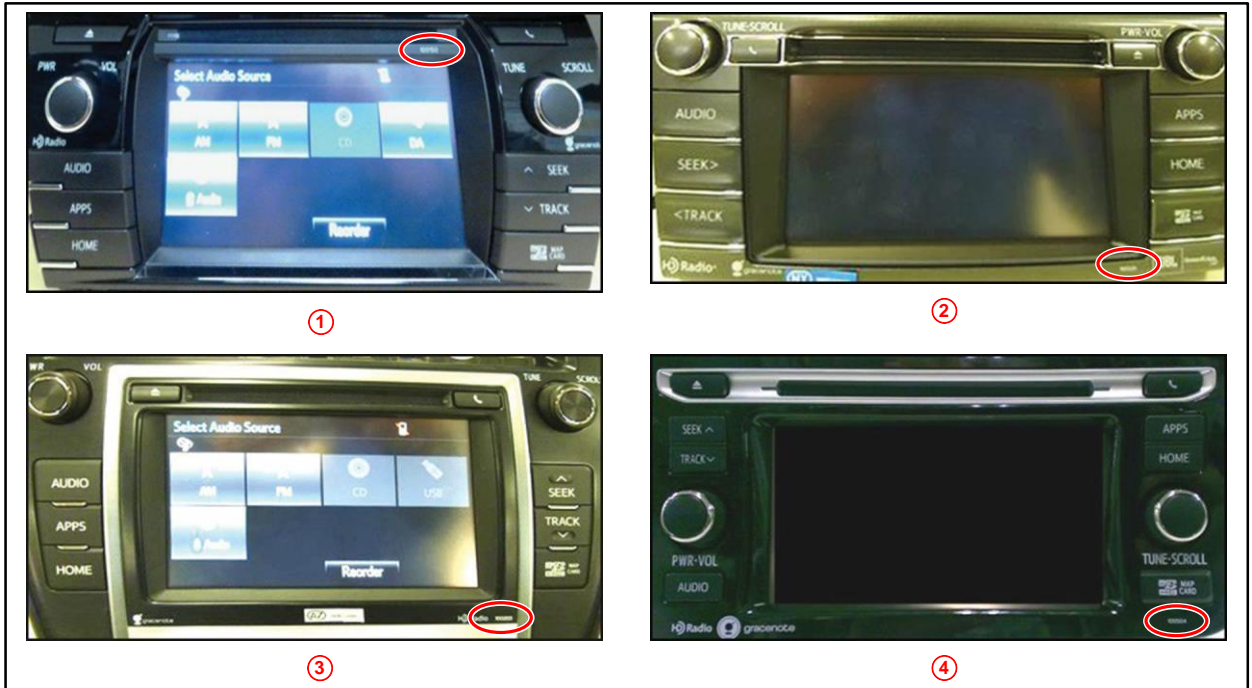


## Entune Audio Head Unit Software Update (Denso-Ten)

### 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.**



<b>1</b>	<b>Corolla</b>	<b>3</b>	<b>Camry, Camry HV</b>
<b>2</b>	<b>RAV4, RAV4 HV</b>	<b>4</b>	<b>Prius C</b>

MODEL	YEAR	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM
Camry, Camry HV	2016 – 2017	100614	N/A	100612 100613
RAV4, RAV4 HV	2016 – 2018	100573 100581 100874 100875	100574 100582 100878 100879	100575 100576 100583 100584 100868 100869 100870 100871
Prius C	2016 – 2019	100629 100745 100876	N/A	100628 100872 100744
Corolla	2016 – 2019	100639 100571 100877	100638 100570 100880	100637 100873 100569

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

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### Software Update Procedure (continued)

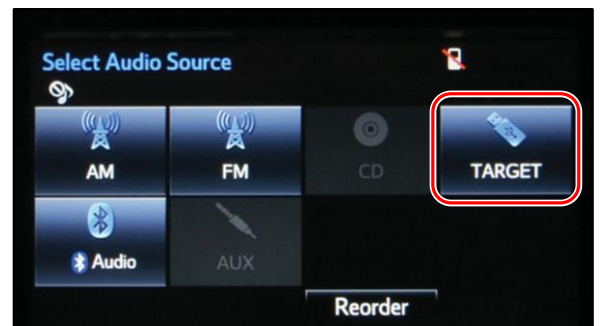
2. Perform steps 7 – 11 and verify the latest software needs to be installed.  
Is the software up to date?
  - **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
  - **NO** — Continue to step 3.
  
3. Insert the USB flash drive into the vehicle USB port.
  
4. Start the engine.
  
5. When the Select Audio Source screen displays, continue to the next step.

**Figure 2.**



6. When the USB source icon highlights and displays the USB name with the icon, continue to the next step.

**Figure 3.**



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

### Software Update Procedure (continued)

7. Go to the Setup screen.
  - A. For Entune™ Audio:  
Press the Setup button on the panel.

**Figure 4.**



<b>1</b>	<b>Corolla</b>
<b>2</b>	<b>RAV4, RAV4 HV</b>

<b>3</b>	<b>Camry, Camry HV</b>
<b>4</b>	<b>Prius C</b>

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

### Software Update Procedure (continued)

B. For Entune™ Audio Plus/Entune™ Premium Audio:

(1) Press the Apps button on the left or right of the panel.

**Figure 5. Camry, Camry HV, Corolla, RAV4, RAV4 HV**



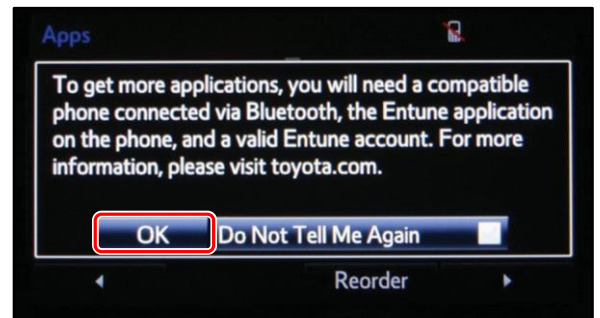
**Figure 6. Prius C**



**NOTE**

If the Entune™ pop-up displays, select OK.

**Figure 7.**



(2) Select Setup on the Apps screen.

**Figure 8.**



8. Select General on the Setup screen.

**Figure 9.**



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

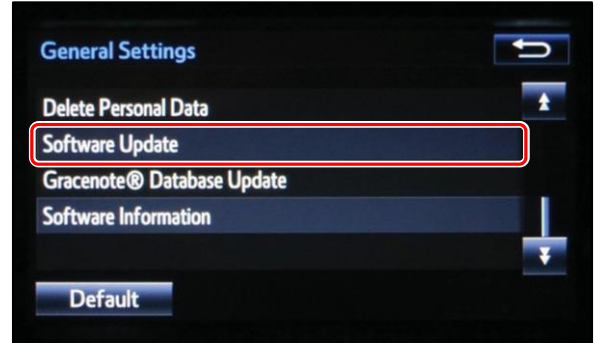
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### Software Update Procedure (continued)

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

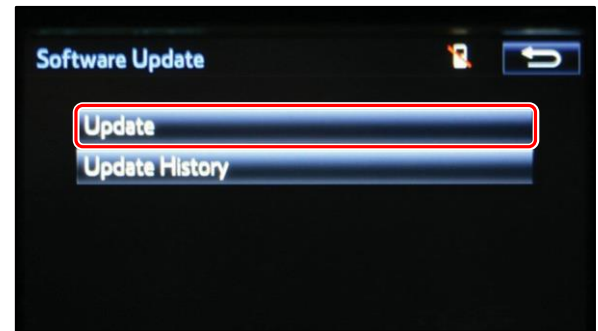
**HINT**  
 Scroll down the list until Software Update displays.

**Figure 10.**



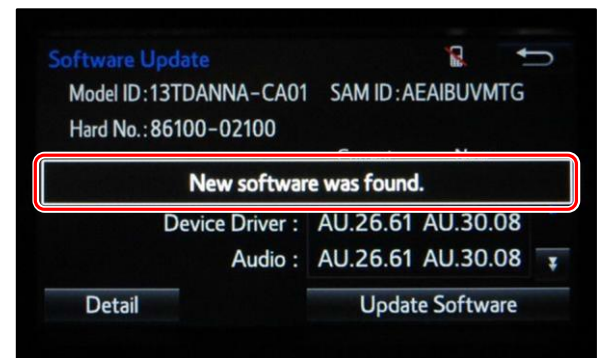
10. Select Update on the Software Update screen.

**Figure 11.**



**NOTE**  
 If software is detected properly, a "New Software was found." pop-up will display.

**Figure 12.**





## 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.

Figure 13.



Table 1. Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Operating System		UU.11.34		-		-
Device Driver		UU.11.34	EU.10.68 EU.20.05	EU.22.47 or EU.32.47	CU.10.71 CU.20.05	CU.22.47 or CU.32.47
Audio		UU.11.34	EU.20.08 EU.20.21	EU.22.47 or EU.32.47	CU.20.08 CU.20.14	CU.22.47 or CU.32.47
Navigation	UU.10.48 UU.11.06 UU.11.08	-	EU.20.25 EU.21.01	-	CU.20.17 CU.20.22	CU.22.47 or CU.32.47
Bluetooth	UU.11.13 UU.11.16	UU.11.34	EU.22.04 EU.22.06	EU.22.47 or EU.32.47	CU.20.26 CU.22.04	CU.22.47 or CU.32.47
GUI	UU.11.17 UU.11.19 UU.11.27	UU.11.34	EU.22.15 EU.20.14	EU.22.47 or EU.32.47	CU.22.06 CU.22.15	CU.22.47 or CU.32.47
Middleware		UU.11.34	EU.20.17 EU.22.19	EU.22.47 or EU.32.47	CU.22.19 CU.22.39	CU.22.47 or CU.32.47
Kernel		UU.11.34	EU.22.39 EU.32.39	EU.22.47 or EU.32.47	CU.32.39 CU.22.44	CU.22.47 or CU.32.47
Voice Recognition		UU.11.34	EU.22.46 EU.32.46	EU.22.47 or EU.32.47	CU.32.44	CU.22.47 or CU.32.47

- Select Update Software on the Software Update screen.

Figure 14.

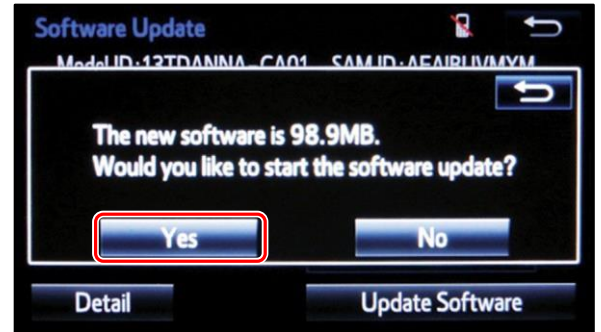


## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

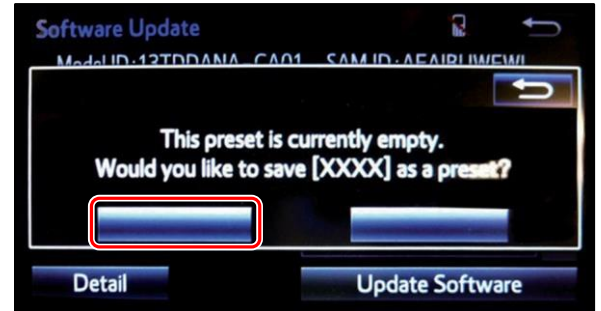
13. Select Yes on the “Would you like to start the software update?” pop-up.

**Figure 15.**



**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 16.**



14. This unit will begin installation.

**NOTE**  
 Do NOT turn off ACC before the software is ready for updating.

**Figure 17.**

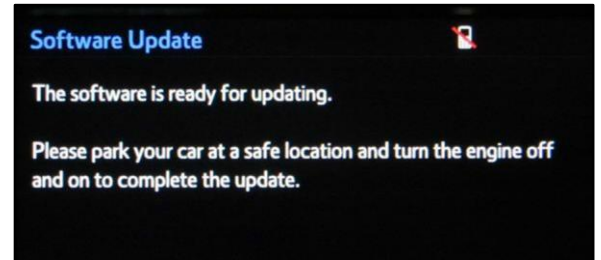


## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

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

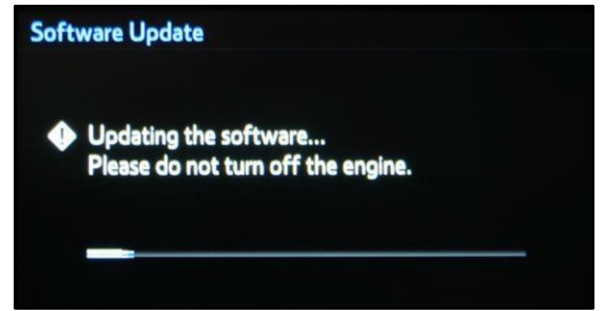
**Figure 18.**



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

**NOTE**  
Do NOT turn off ACC before the next Toyota logo screen displays.

**Figure 19.**



When the Toyota logo screen displays, the update is complete.

**Figure 20.**



- Remove the USB flash drive from the vehicle USB port.
- When the the Select Audio Source screen displays, continue to the next step.

**Figure 21.**





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

### Software Update Procedure (continued)

19. Perform steps 7 – 10 of the Software Update Procedure to re-enter the Software Update screen.
  
20. Verify that the software information is updated on the Software Update screen.

**Table 2. New Software Version Information**

TYPE	ENTUNE™ AUDIO	M/D/Y	ENTUNE™ AUDIO PLUS	M/D/Y	ENTUNE™ PREMIUM AUDIO	M/D/Y
	NEW VERSION		NEW VERSION		NEW VERSION	
Boot	UU.11.34	Updated Date <i>(If no GPS signal, date may NOT be accurate)</i>	EU.22.47 or EU.32.47	Updated Date <i>(If no GPS signal, date may NOT be accurate)</i>	CU.22.47 or CU.32.47	Updated Date <i>(If no GPS signal, date may NOT be accurate)</i>
Voice Recognition	UU.11.34		EU.22.47 or EU.32.47		CU.22.47 or CU.32.47	
GUI	UU.11.34		EU.22.47 or EU.32.47		CU.22.47 or CU.32.47	
Audio	UU.11.34		EU.22.47 or EU.32.47		CU.22.47 or CU.32.47	
Bluetooth	UU.11.34		EU.22.47 or EU.32.47		CU.22.47 or CU.32.47	
Navigation	–		–		CU.22.47 or CU.32.47	
Device Driver	UU.11.34		EU.22.47 or EU.32.47		CU.22.47 or CU.32.47	
Kernel	UU.11.34		EU.22.47 or EU.32.47		CU.22.47 or CU.32.47	
Operating System	UU.11.34		–		–	
Middleware	UU.11.34		EU.22.47 or EU.32.47		CU.22.47 or CU.32.47	
Power	UU.11.34		EU.22.47 or EU.32.47		CU.22.47 or CU.32.47	

21. If this bulletin is being applied for contact images missing, delete ALL Bluetooth® pairings, then re-pair ALL devices.