

Multimedia System Enhancements (Pioneer)

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	NX300, NX300H, RC F, RC300, RC350	

Introduction

Some 2018 model year NX 300, NX 300h, RC F, RC 300, and RC 350 vehicles equipped with Enform™ Audio (version 1020) or earlier may exhibit one or more of the following conditions:

- Intermittent “There Are No Applications Available” pop-up
- Incoming voice is muted during phone call
- Cancel button inoperative while downloading apps
- Voice recognition for iPod is inoperative after adding playlist to device
- Software version does not update if the ignition is in the IG OFF position during a software update
- USB screen is not available
- Update history shows UTC date rather than time-zone-corrected date
- Update history is temporarily not displayed
- Abnormal voice recognition operation during hands-free phone call
- Incorrect phone book sorting

A software update is now available to address these conditions, while providing other functional and security enhancements. Follow the Software Update Procedure in this bulletin to update the software.

Multimedia System Enhancements (Pioneer)

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1927	Software Update	0.3	86140-78260 86140-78270 86140-24260 86140-24270 86140-24261 86140-24271	87	74

APPLICABLE WARRANTY

This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Battery Diagnostic Tool*	DCA-8000P T	1

*Essential SST.

NOTE

- The DCA-8000 battery diagnostic tool (P/N DCA-8000P T) supersedes the GR8 battery diagnostic station (P/N 00002-MCGR8).
- Additional SSTs may be ordered by calling 1-800-933-8335.

Multimedia Software Update

MODEL	DESTINATION	HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE
NX 300, NX 300h	U.S, Territories	Enform™ Audio	17LDL1NA-EB02_1020
	Canada		17LDL1NA-EB42_1020
RC F, RC 300, RC 350	U.S, Territories		17LDL1NA-EB45_1020
	Canada		17LDL1NA-EB05_1020

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](#)*.

Multimedia System Enhancements (Pioneer)

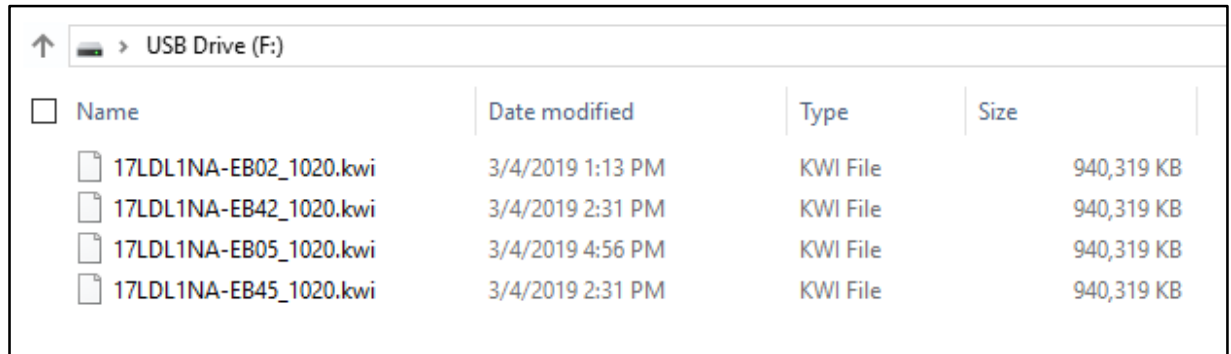
Software Download and Extraction Procedure

1. Click on the media software update file from the Multimedia Software Update section and save it to your desktop.
2. Right-click on the file and extract ALL the contents to an appropriate USB flash drive. (Refer to the *Multimedia Software Download Instructions* for assistance as needed.)

NOTE

The USB flash drive must NOT contain ANY additional folder names above the content folders or files (root directory). The head unit will NOT be able to search past an unrecognized folder name to view the internal folders and files. See the example in Figure 1 below.

Figure 1.



Name	Date modified	Type	Size
17LDL1NA-EB02_1020.kwi	3/4/2019 1:13 PM	KWI File	940,319 KB
17LDL1NA-EB42_1020.kwi	3/4/2019 2:31 PM	KWI File	940,319 KB
17LDL1NA-EB05_1020.kwi	3/4/2019 4:56 PM	KWI File	940,319 KB
17LDL1NA-EB45_1020.kwi	3/4/2019 2:31 PM	KWI File	940,319 KB

Software Update Procedure

1. Start the vehicle or use the DCA-8000 battery charger to maintain battery voltage.

NOTE

- When starting the vehicle, it MUST be outside or exhaust extraction devices MUST be attached.
- The battery diagnostic tool MUST be used in Power Supply Mode to maintain battery voltage at 13.5V while flash reprogramming the vehicle.
- For details on how to use the battery diagnostic tool, refer to the [DCA-8000P T Instruction Manual](#) located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

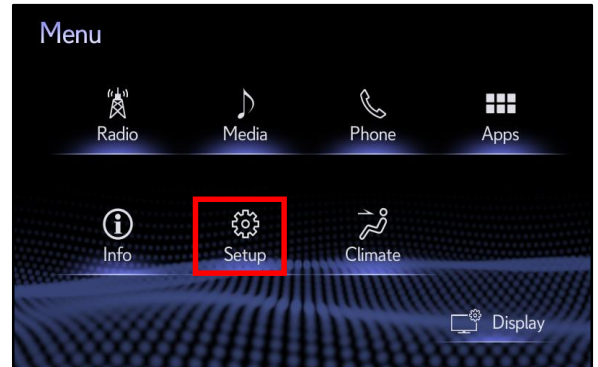
2. Record the customer's preferences and radio presets.

Multimedia System Enhancements (Pioneer)

Software Update Procedure (continued)

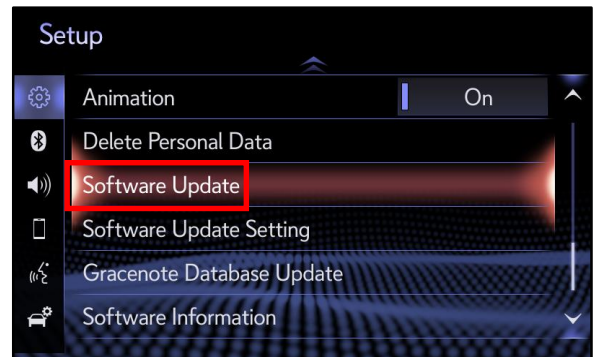
3. Press the Menu button, then select Setup.

Figure 2.



4. Scroll up or down and select Software Update.

Figure 3.



5. Download the software from the Multimedia Software Update section onto an empty USB flash drive.

NOTE

If the ignition has been turned OFF, repeat steps 3 – 4 to re-enter the Software Update screen.

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

Multimedia System Enhancements (Pioneer)

Software Update Procedure (continued)

- Verify the current audio software version using the table below.

Does the current audio software version match one of the current software versions in Table 1?

- YES** — Continue to step 8.
- NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 4.

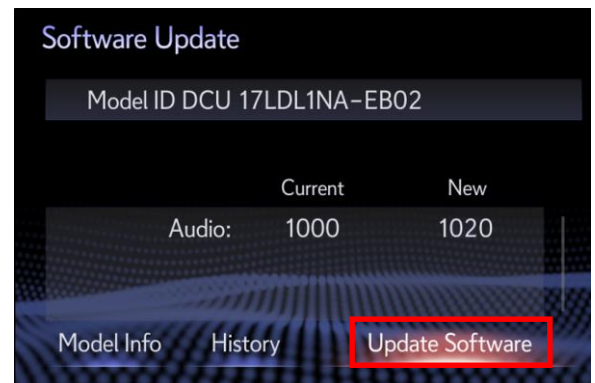


Table 1. Software Version Information

TYPE	ENFORM™ AUDIO	
	CURRENT	NEW
Audio	1000 1001 1005 1006 1007	1020

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

Figure 5.

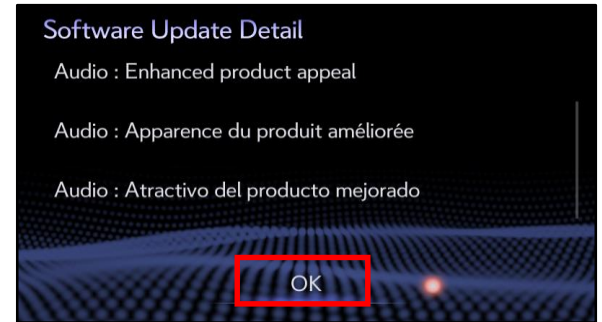


Multimedia System Enhancements (Pioneer)

Software Update Procedure (continued)

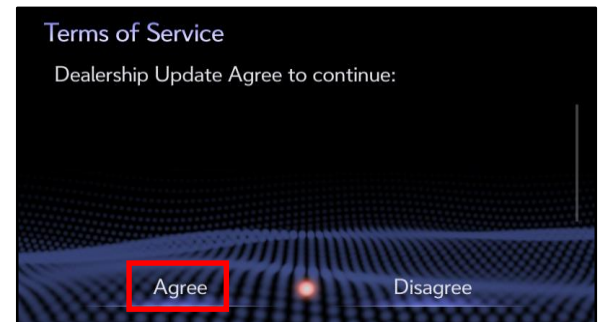
9. Select OK on the Software Update Detail screen.

Figure 6.



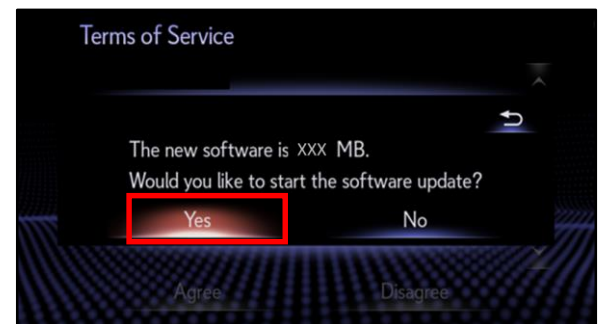
10. Select Agree on the Terms of Service screen.

Figure 7.



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

Figure 8.



Multimedia System Enhancements (Pioneer)

Software Update Procedure (continued)

- Once the head unit begins installation, the update will take approximately 10 minutes.

NOTE

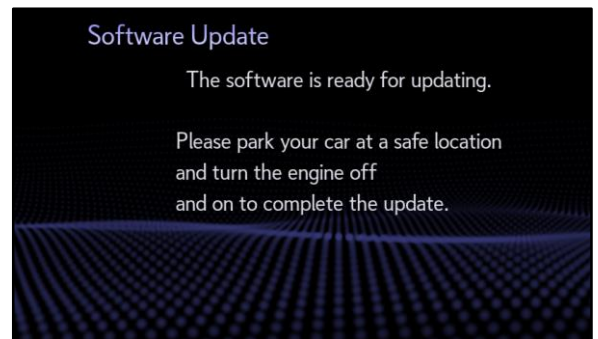
- Do NOT turn OFF the ignition or ACC BEFORE the software is ready for updating.
- Do NOT remove the USB flash drive until instructed.

Figure 9.



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

Figure 10.



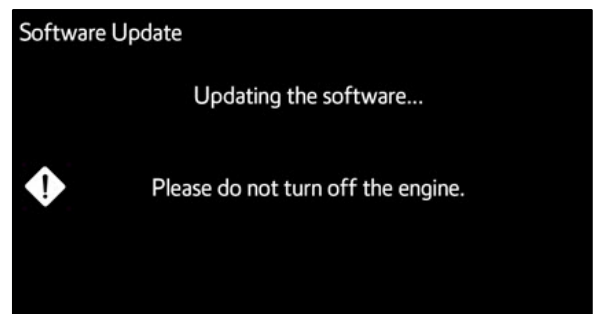
- Turn the vehicle ON if connected to the battery diagnostic tool or start the engine.

- AFTER cycling the ignition switch to the “IG-ON” position, the Software Update screen will appear.

NOTICE

- Do NOT turn the ignition OFF or remove the USB flash drive. The head unit may reboot during this time.
- Removing the USB flash drive or cycling the ignition OFF may cause damage to the head unit.

Figure 11.



Multimedia System Enhancements (Pioneer)

Software Update Procedure (continued)

16. AFTER a reboot, the Home screen will appear.

NOTICE

Do NOT turn the ignition OFF or remove the USB flash drive.

17. The head unit will begin the second software installation phase.

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.
- If a “New software is not compatible with system.” pop-up occurs at this step, complete the following:
 - (1) Turn the vehicle OFF.
 - (2) Remove the USB flash drive.
 - (3) Verify ALL files mentioned in the Software Download and Extraction Procedure section are present.
 - (4) Begin the Software Update Procedure again.

Figure 12.



18. When “The software is ready for updating” screen appears, the head unit will automatically be rebooted.

Figure 13.



Multimedia System Enhancements (Pioneer)

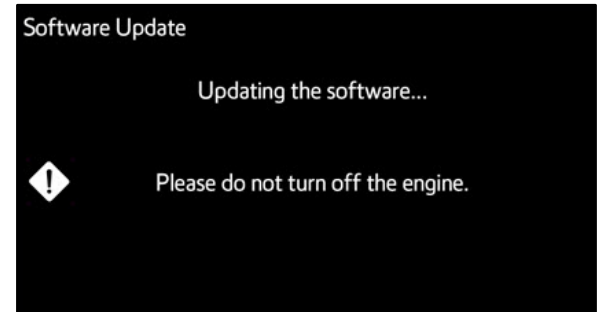
Software Update Procedure (continued)

- After the reboot, the Software Update screen will appear.

NOTICE

- Do NOT turn the ignition OFF or remove the USB flash drive. The head unit may reboot during this time.
- Removing the USB flash drive or cycling the ignition OFF may cause damage to the head unit.

Figure 14.



- Once the software update is complete and the Home screen appears, Turn the ignition OFF for AT LEAST 60 seconds BEFORE continuing to the next step.
- Turn the ignition ON.
- Remove the USB flash drive.
- Turn the ignition OFF.
- Turn the ignition ON.
- Perform steps 3 – 4 to verify the software version matches the current software version information table below.

Table 2. Software Version Information

TYPE	ENFORM™ AUDIO	
	CURRENT	NEW
Audio	1020	–

- Reload Enform™ App Suite.

NOTE

If the Enform™ App Suite does NOT load properly, perform “Delete Personal Data” from the navigation menu to correct this condition.

- Restore the customer's preferences and radio presets.
- Reload the Lexus eOwner’s Manual.
Refer to Service Bulletin No. [L-SB-0124-17](#), *eOwner’s Manual (eOM) Installation*.