

Entune 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
2018 - 2019	Camry, Camry HV, Sienna	

REVISION NOTICE

March 27, 2020 Rev2:

- The entire bulletin has been updated.

March 04, 2020 Rev1:

- The entire bulletin has been updated.

Any previous printed versions of this bulletin should be discarded.

NOTE

This Service Bulletin applies to 2018 model year vehicles ONLY if the Phase 3 (CarPlay®) enhancement Service Bulletin has been completed. Follow the Software Update Procedure steps 1 – 9 to verify this Service Bulletin applies.

Introduction

Some 2018 – 2019 model year Camry, Camry Hybrid, and Sienna vehicles equipped with Entune™ 3.0 Audio Plus (version 1010) or Entune™ 3.0 Premium Audio (version 1010) or earlier may exhibit one or more of the following conditions:

- Abnormal navigation operation
- Screen freezing
- Intermittent rebooting
- Abnormal clock operation
- Abnormal Apple CarPlay® operation
- Echoing during Apple CarPlay® phone call
- Abnormal Pandora® operation after answering WhatsApp phone call
- Alexa® app inoperative when using iOS devices

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Introduction (continued)

Some 2018 – 2019 Camry, Camry Hybrid, and Sienna vehicles equipped with Entune™ 3.0 Audio Plus (version 1026) or Entune™ 3.0 Premium Audio (version 1026, 1031) or earlier may exhibit one or more of the following conditions:

- Intermittent rebooting
- Navigation location inaccurate
- Too many or inconvenient U-turns
- Inaccurate speed categories
- Inaccurate search matches
- Flashing map update screen

Some 2018 – 2019 Camry, Camry Hybrid, and Sienna vehicles equipped with Entune™ 3.0 Audio Plus (version 1050) or Entune™ 3.0 Premium Audio (version 1050) or earlier may exhibit one or more of the following conditions:

- Intermittent rebooting
- Pixelated screen during phone calls when 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.

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1903	Software Update	Camry, Camry HV	0.3	86140-06430	87	74
				86140-06460		
				86140-06B20		
				86140-06B30		
				86140-06B40		
				86140-06B50		
				86140-06B80		
				86140-06B90		
				86840-0R010		
				86840-0R011		
				86140-33A70		
				86140-33390		
				86140-06450		
				86140-06490		
				86140-06500		
				86140-06870		
				86140-06880		
86140-06890						
86140-06A00						

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Warranty Information (continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1903	Software Update	Camry, Camry HV	0.3	86140-06A10 86140-06A20 86140-06A30 86140-06A40 86140-06A50 86140-06A80 86140-06A90 86840-06010 86840-06011 86840-06012	87	74
		Sienna		86140-08210 86140-08190 86140-08160 86840-0R010 86840-0R011 86140-08100 86140-08110 86140-08080 86140-08090 86840-06013		

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
Camry, Camry HV	Entune™ 3.0 Audio Plus	DCU	17TDT1NA-DA01_0047.kwi
Camry, Camry HV, Sienna	Entune™ 3.0 Premium Audio	DCU	17TDT2NA-DA01_0047.kwi
		MEU	17TMT2NA-DA01_0020.kwi 17TMT2NA-DA02_0040.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 to a blank USB flash drive.

For Entune™ Premium Audio, be sure to copy both the DCU and the MEU files to the USB flash drive.

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

Software Update Procedure

1. Download the software from the Multimedia Software Update section onto an empty USB flash drive with a capacity of 8GB or larger.
2. Start the vehicle to maintain battery voltage.
3. Press the menu button on the radio faceplate, then select Setup.
4. Select General on the Setup screen.
5. Scroll down to Software Update Setting, then turn Automatic Update Check OFF.
6. Turn the vehicle OFF, then restart the vehicle again.
7. Perform steps 3 and 4 again.
8. Scroll down to and select Software Update.

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Software Update Procedure (continued)

9. Confirm the model ID is applicable to this Service Bulletin.

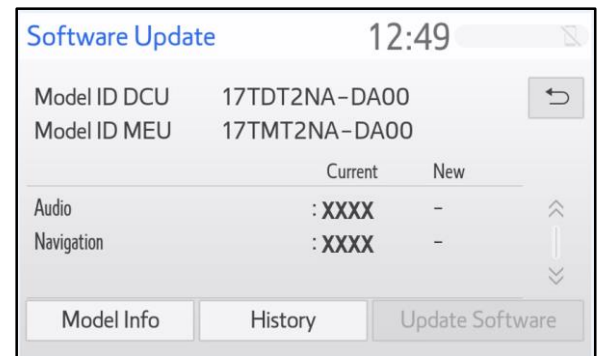
HEAD UNIT LEVEL	MODEL	MODEL ID	APPLICABLE TO THIS TSB
Entune™ Audio Plus	Camry, Camry HV	17TDT1NA-DA00	No
		17TDT1NA-DA01 All Others	Yes
Entune™ Premium Audio	Camry, Camry HV, Sienna	17TDT2NA-DA00 17TMT2NA-DA00	No
		17TDT2NA-DA01 17TMT2NA-DA02 All Others	Yes

Is the model ID applicable to this Service Bulletin?

- **YES** — Continue to step 10.
- **NO** — Please apply the appropriate Phase 3 retrofit bulletin.

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

Figure 1.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

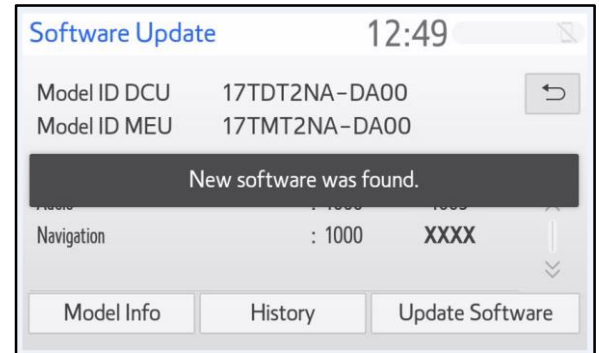
- If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

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 port.

Figure 2.



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

Table 1. Software Version Information

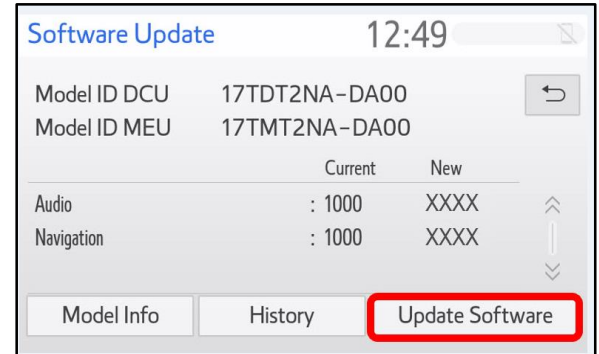
TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1026	1060	1026	1060
Navigation	–	–	1016 1031	1030 1040

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Software Update Procedure (continued)

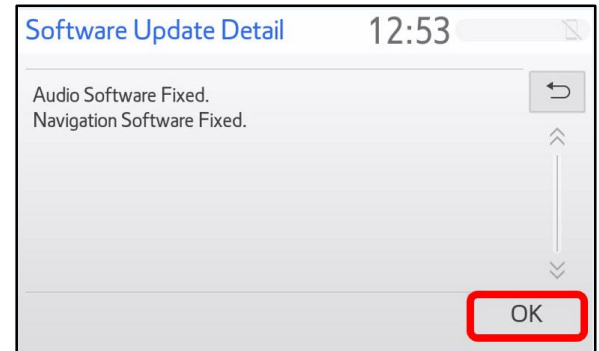
14. Press the Update Software button in the lower right-hand corner.

Figure 3.



15. Select OK on the Software Update Detail screen.

Figure 4.



16. Select Agree on the Terms of Service screen.

Figure 5.

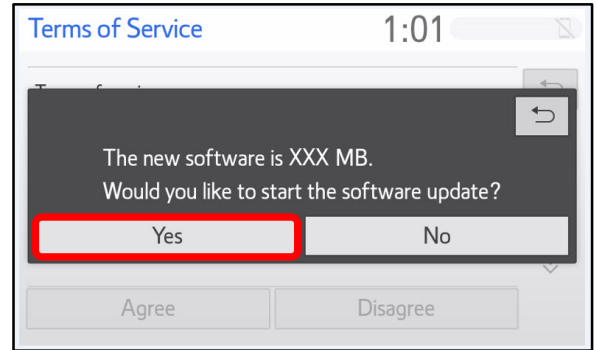


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Software Update Procedure (continued)

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

Figure 6.



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

Figure 7.

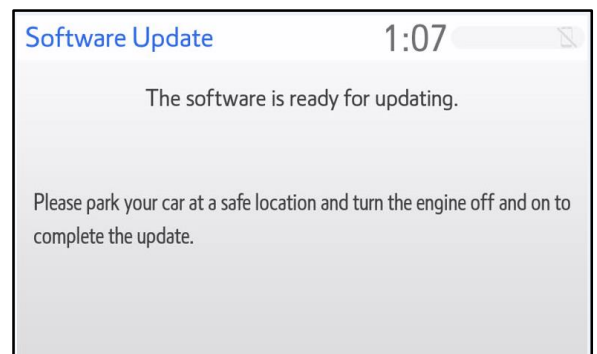


NOTE

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

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

Figure 8.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

20. Turn the vehicle ON to complete the software update.

21. Once the software update has completed, remove the USB flash drive.

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

Figure 9.

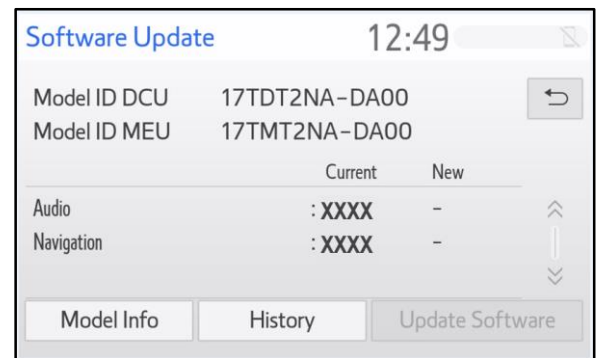


Table 2. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1060	-	1060	-
Navigation	-		1030	