

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, Highlander, Highlander HV, Sequoia, Tundra	

REVISION NOTICE

March 30, 2020 Rev2:

- **Applicability has been updated to include 2020 model year Highlander and Highlander Hybrid vehicles.**
- **The Introduction, Warranty Information, Software Update Information, and Software Update Procedure sections have been updated.**

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 does not automatically resume when using Android Auto™
- Cover art is not displayed
- Vehicle position isn't sent to Destination Assist server
- System inoperative after using the return button when using voice recognition

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Introduction (continued)

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®

Some 2020 model year vehicles equipped with Audio Plus (version 1047) or Premium Audio (version 1047) or earlier may exhibit one or more of the following conditions:

- USB audio does not resume after ignition cycle
- Intermittent rebooting
- Bluetooth disconnecting during a phone call when using Apple CarPlay®
- Intermittent screen freezing
- Navigation intermittently will not boot up
- Home Screen Audio widget is blank after a Destination Assist call
- Song, artist, or album data missing
- Abnormal clock operation
- Apple CarPlay® intermittently inoperative
- Radio takes a long time to boot up

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 86140-35330 86140-35370 86140-35360 86140-35380 86140-35430 86840-35010	87	74
			Camry, Camry HV	86140-06C30 86140-06C40 86140-06C70 86140-06C90 86140-06D00 86140-06790 86140-06C20 86840-0E080		
			Highlander, Highlander HV	86120-0E420 86840-0E071		
			Sequoia	86140-0C170 86140-0C270 86140-0C300 86840-0E080		
			Tundra	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_0011.kwi
	Premium Audio	MEU	17TDT2NA-DA30_0011.kwi
Camry, Camry HV	Audio Plus	DCU	17TDT1NA-DA30_0011.kwi
	Premium Audio	MEU	17TMT2NA-DA50_0011.kwi
Highlander, Highlander HV	12.3" Touch Screen Premium Audio	DCU	17TDTENA-DA30_0011.kwi
		MEU	17TMTENA-DA50_0011.kwi
Sequoia	Audio Plus	DCU	17TDT1NA-DA30_0011.kwi
	Premium Audio	MEU	17TDT2NA-DA30_0011.kwi
Tundra	Premium Audio	DCU	17TMT2NA-DA50_0011.kwi
		MEU	17TDT2NA-DA30_0011.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.

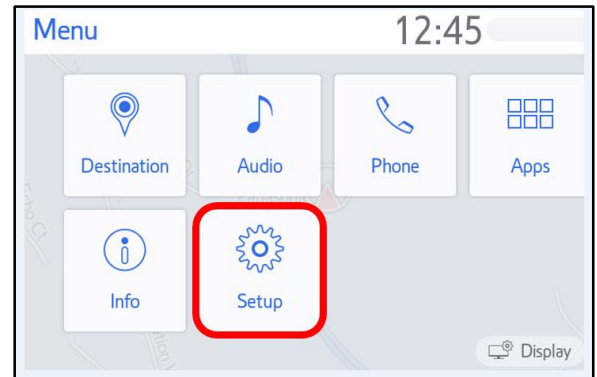
For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – [Multimedia Software Download Instructions](#)*.

Audio Head Unit Software Update (Panasonic)

Software Update Procedure

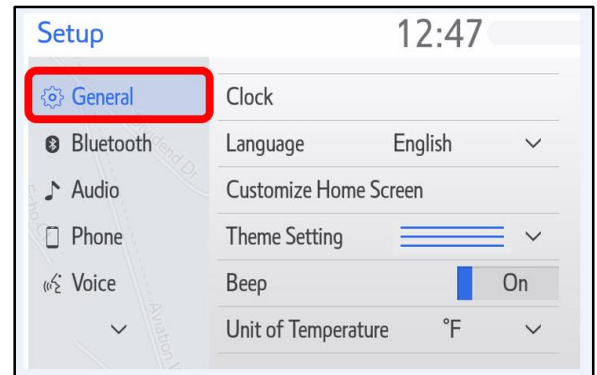
1. Turn ON the ignition.
2. Press the Menu button on the radio faceplate, then select Setup.

Figure 1.



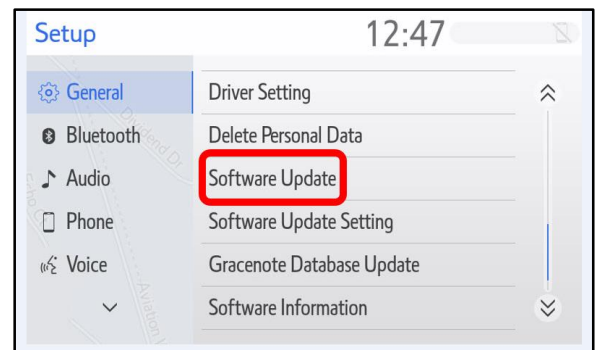
3. Select General on the Setup screen.

Figure 2.



4. Scroll down and select Software Update.

Figure 3.

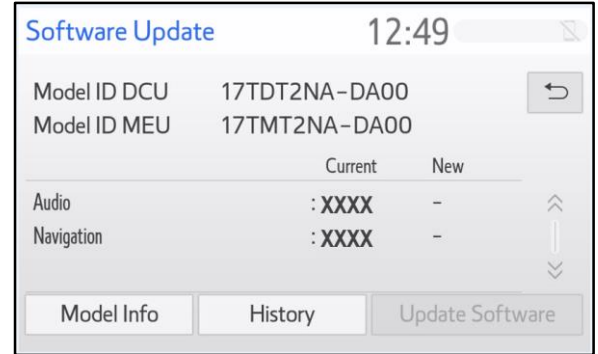


Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

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

Figure 4.



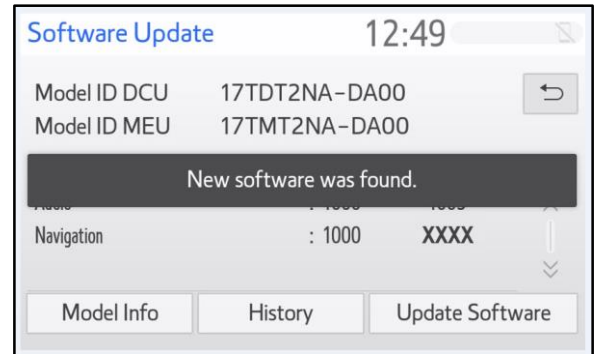
- If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

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

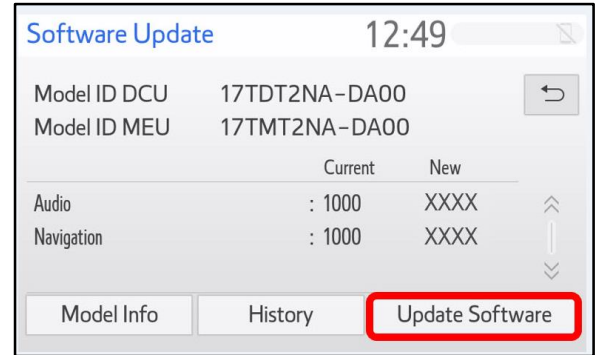
TYPE	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1021 1007 1035 1047	1060	1021 1007 1035 1047	1060
Navigation	-	-	1006 1030	1030 1060

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Software Update Procedure (continued)

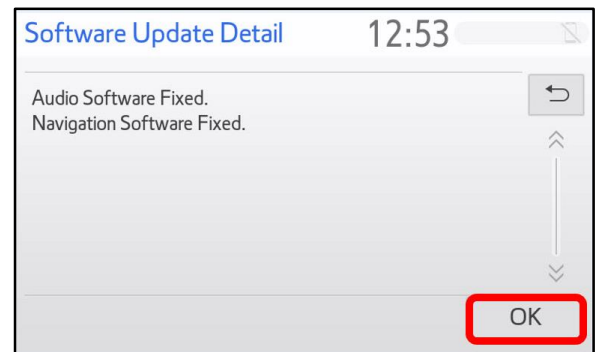
9. Press the Update Software button in the lower right-hand corner.

Figure 6.



10. Select OK on the Software Update Detail screen.

Figure 7.



11. Select Agree on the Terms of Service screen.

Figure 8.

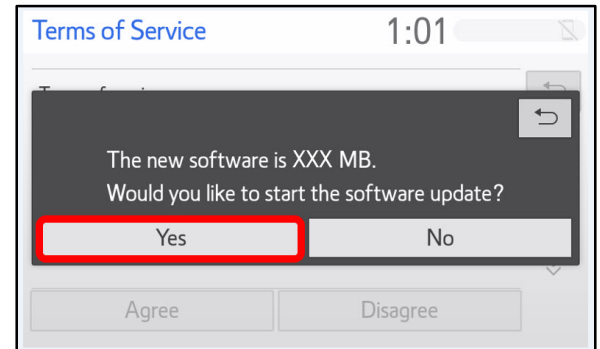


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Software Update Procedure (continued)

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

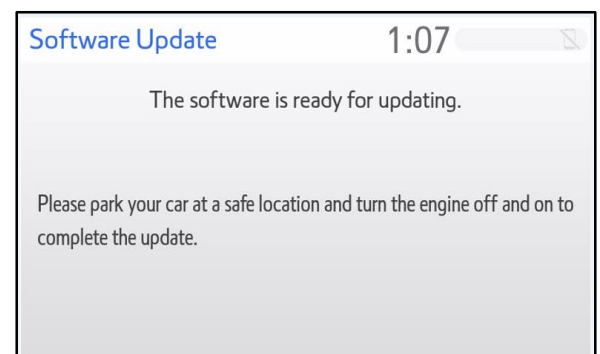
- Do NOT turn OFF the engine or ACC BEFORE the software is ready for updating.
- Do NOT remove the USB flash drive out of the vehicle USB port before the software is ready for updating.

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.

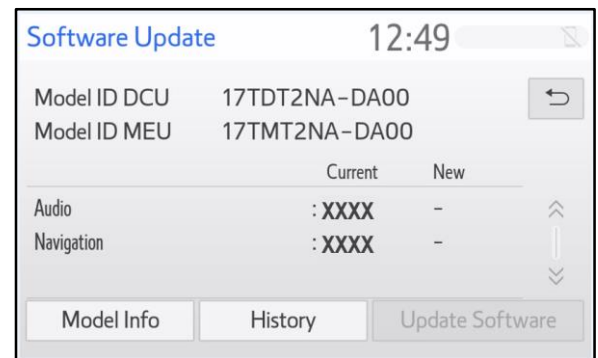


Table 2. Software Version Information

TYPE	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1060	-	1060	-
Navigation	-			