

Entune Audio Head Unit Software Update (Pioneer)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|---------|--|------------------------|
| 2019 | Avalon, Avalon HV, C-HR, Camry, Camry HV, Corolla Hatchback, RAV4, RAV4 HV, Sienna | |
| 2020 | Corolla, Corolla HV | |

REVISION NOTICE

May 08, 2020 Rev2:

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

January 15, 2020 Rev1:

- Applicability has been updated to include 2019 model year RAV4 and RAV4 Hybrid vehicles. Any previous printed versions of this bulletin should be discarded.

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0143-18.

Service Bulletin No. T-SB-0143-18 is obsolete and any printed versions should be discarded.

Entune Audio Head Unit Software Update (Pioneer)

Introduction

Some 2019 model year Avalon and Avalon Hybrid vehicles equipped with Entune™ Audio Plus (version 1002) or Entune™ Premium Audio (version 1002) or earlier may exhibit one or more of the following conditions:

- Incorrect GPS date and time
- Abnormal Bluetooth® operation
- Abnormal Wi-Fi operation
- Microphone remains on screen after voice recognition failure
- Unable to see text with headlights on (text is same color as background)

Some 2019 – 2020 model year Toyota vehicles equipped with Entune™ Audio (version 1007), Entune™ Audio Plus (version 1011), or Entune™ Premium Audio (version 1011) or earlier may exhibit one or more of the following conditions:

- Phone does not auto-connect on startup
- Intermittent black screen
- Apple CarPlay® home screen widget turns white when USB flash drive is disconnected
- Abnormal phone book sorting
- Unable to see DCM Status when in dark red or dark blue modes
- XM no signal banner appears at all times
- “Check antenna,” “ID Displaying,” or “Seeking” always displays on XM mode
- Unable to switch Bluetooth® devices
- Apps button inactive in the voice recognition hint screen when using Apple CarPlay®
- Incorrect Spanish translations
- Voice recognition is not canceled during a phone call
- Low Easy Speak volume
- Voice recognition “Web Search” is inoperative
- Entune™ apps are inoperative and “When it is safe and legal to do so, please ensure your Entune™ App Suite application is running and logged in on your phone” pop-up appears
- Download screen appears even though nothing is being downloaded
- Intermittent partially white screen
- Screen intermittently locked
- Text goes off the edge of the screen
- Screen is black for 10 seconds after Reverse when using Apple CarPlay®
- Unable to download Entune™ app
- Various software enhancements
- Amazon Alexa inoperative on iOS devices

Entune Audio Head Unit Software Update (Pioneer)

Introduction (continued)

Some 2019 – 2020 model year Toyota vehicles equipped with Entune™ Premium Audio (Navigation version 1012) 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 does not resume
- Intermittent Bluetooth® disconnection
- Abnormal voice recognition operation
- Phone call history does not update
- Bluetooth® loses connection after USB connection is made
- Navigation Inoperative
- Microphone disconnected pop-up message
- Clock not displayed on the map screen

Some 2019 – 2020 model year Toyota vehicles equipped with Entune™ Premium Audio (Navigation version 1016 or 1031) or earlier may exhibit one or more of the following conditions:

- Navigation expiration pop-up that is more than a year in the future
- Destination ETA calculation does not account for time zone change or daylight savings time

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 | TIME | MODEL YEAR | MODEL | OFF | T1 | T2 |
|---------|-----------------|------|------------|----------------------|--|----|----|
| EL1813 | Software Update | 0.3 | 2019 | Avalon, Avalon HV | 86140-07180 86140-07160 86140-07130 86840-07052 | 87 | 74 |

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Warranty Information (continued)

| OP CODE | DESCRIPTION | TIME | MODEL YEAR | MODEL | OFF | T1 | T2 |
|---------|-----------------|------|------------|------------------------|---|----|----|
| EL1813 | Software Update | 0.3 | 2019 | Sienna | 86140-08160 | 87 | 74 |
| | | | | Camry, Camry HV | 86140-06420 86140-33D10 86140-06410 | | |
| | | | | Corolla Hatchback | 86140-12230 86140-12380 86140-12320 86140-12210 86840-42041 | | |
| | | | | C-HR | 86140-10040 86140-10020 86140-10010 86840-F4012 86840-42012 | | |
| | | | | RAV4, RAV4 HV | 86140-42491 86140-42481 86140-42700 86140-0R330 86140-42690 86140-0R320 | | |
| | | | 2020 | Corolla, Corolla HV | 86140-02A50 86140-02620 86140-02650 86140-02780 86140-12350 86140-12110 86140-12250 86840-42041 86840-0R011 | | |

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 (Pioneer)

Software Update Information

| MODEL YEAR | MODEL | HEAD UNIT | SOFTWARE UPDATE FILE |
|------------|---|--|---|
| 2019 | Avalon, Avalon HV | Entune™ Audio Plus | 17TDT1NA-EA04_1013.kwi (USA_HV) 17TDT1NA-EA14_1013.kwi (USA_Gas) |
| | | Entune™ Premium Audio | 17TDT2NA-EA04_1013.kwi (USA_HV) |
| | | | 17TDT2NA-EA14_1013.kwi (USA_Gas) |
| | Camry, Camry HV | Entune™ Audio | 17TMT2NA-DA01_0025.kwi |
| | | | 17TDT0NA-EA0D_1008.kwi (USA) |
| | 17TDT0NA-EA0C_1008.kwi (w/DCM) | | |
| | Sienna | 17TDT0NA-EA2C_1008.kwi (w/o DCM) | |
| | C-HR | 17TDT0NA-EA07_1008.kwi | |
| | | Entune™ Audio Plus | 17TDT1NA-EA07_1013.kwi (USA) |
| | | Entune™ Premium Audio | 17TDT2NA-EA07_1013.kwi (USA) |
| | Corolla Hatchback | Entune™ Audio | 17TMT2NA-DA01_0025.kwi |
| | | | 17TDT0NA-EA22_1008.kwi (Single Mic) 17TDT0NA-EA72_1008.kwi (Array Mic) |
| | | Entune™ Audio Plus | 17TDT1NA-EA12_1013.kwi (USA Single Mic) 17TDT1NA-EA72_1013.kwi (USA Array Mic) |
| | | | Entune™ Premium Audio |
| | | 17TMT2NA-DA02_0041.kwi | |
| | | RAV4, RAV4 HV | Entune™ Audio |
| | 17TDT0NA-EA16_1008.kwi (7 inch w/o DCM) | | |
| | 17TDT0NA-EA26_1008.kwi (8 inch w/DCM) | | |
| | 17TDT0NA-EA36_1008.kwi (7 inch w/DCM) | | |

Entune Audio Head Unit Software Update (Pioneer)

Software Update Information (continued)

| MODEL YEAR | MODEL | HEAD UNIT | SOFTWARE UPDATE FILE |
|------------|------------------------|-----------------------|--|
| 2020 | Corolla, Corolla HV | Entune™ Audio | 17TDT0NA-EA02_1008.kwi (7 inch w/DCM) 17TDT0NA-EA12_1008.kwi (8 inch w/DCM) 17TDT0NA-EA52_1008.kwi (7 inch w/o DCM) 17TDT0NA-EA62_1008.kwi (8 inch w/o DCM) |
| | | Entune™ Audio Plus | 17TDT1NA-EA02_1013.kwi (USA) |
| | | Entune™ Premium Audio | 17TDT2NA-EA02_1013.kwi (USA) |
| | | | 17TMT2NA-DA02_0041.kwi |

MULTIMEDIA SOFTWARE FILE DOWNLOAD

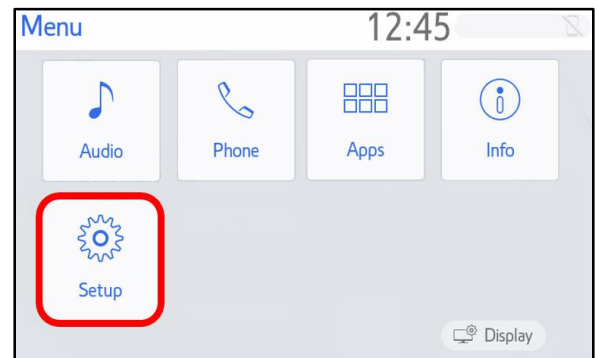
The multimedia software update file may be downloaded directly from this Service Bulletin by clicking on the file name in the table above. Once downloaded, the file may be extracted (unzipped) from the zip folder and saved directly to a blank USB flash drive.

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

Software Update Procedure

1. Start the engine.
2. Press the Menu button on the radio faceplate, then select Setup.

Figure 1.

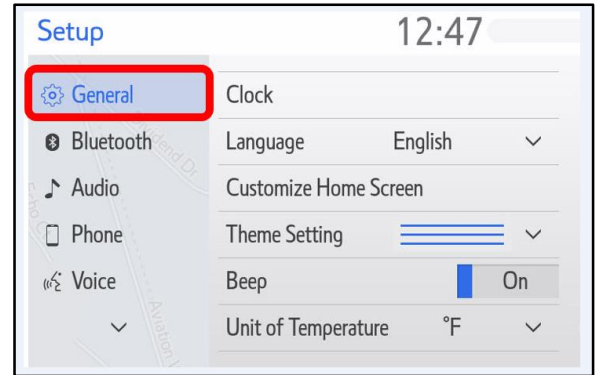


Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

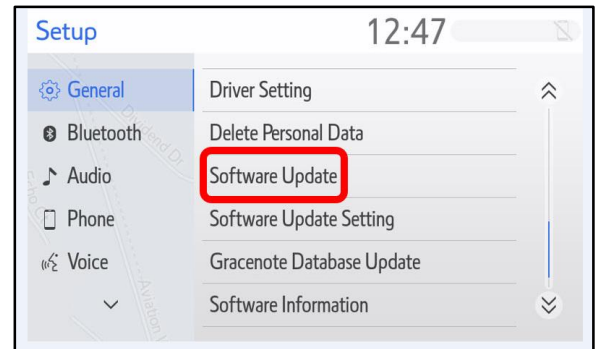
3. Select General on the Setup screen.

Figure 2.



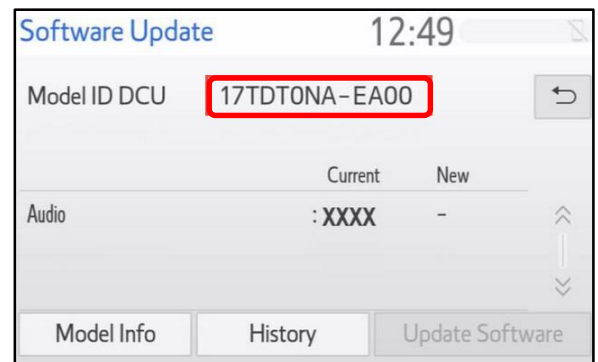
4. Scroll down and select Software Update.

Figure 3.



5. Record the Model ID.
6. Match the Model ID to the software update file, then download the appropriate multimedia software update file from the Software Update Information section.

Figure 4.

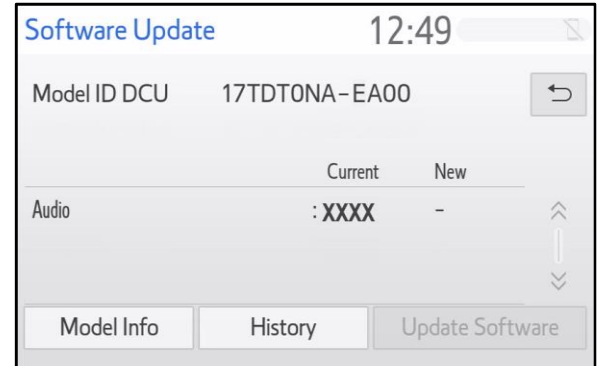


Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

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

Figure 5.



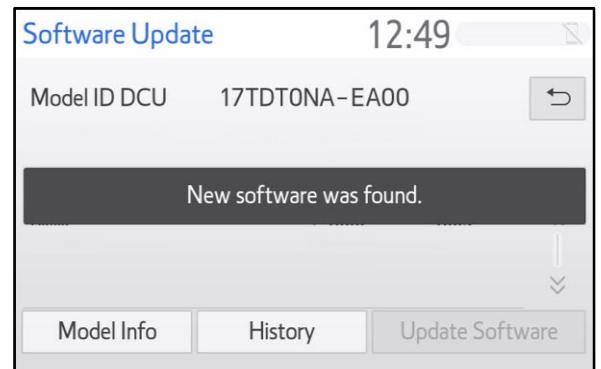
8. If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

NOTE

If the vehicle has been turned OFF, repeat steps 1 – 4 to re-enter the Software Update screen.

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

Figure 6.



Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

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

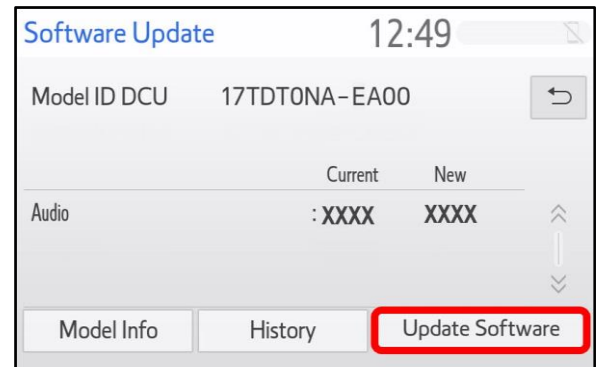
Table 1. Software Version Information

| TYPE | ENTUNE™ AUDIO | | ENTUNE™ AUDIO PLUS | | ENTUNE™ PREMIUM AUDIO | |
|------------|---------------|------|--------------------|------|---|--------------|
| | CURRENT | NEW | CURRENT | NEW | CURRENT | NEW |
| Audio | 1005 | 1008 | 1010 | 1013 | 1010 | 1013 |
| | 1006 | | 1011 | | 1011 | |
| | 1007 | | | | | |
| Navigation | - | | | | 1000 1012 1021 1016 1031 1040* | 1040 1045 |

*Certain models may have 1040 as the current version and will need to be updated to 1045.

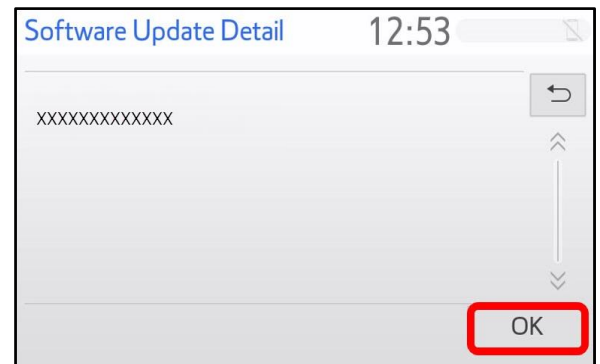
- Select the Update Software button in the lower right corner.

Figure 7.



- Select OK on the Software Update Detail screen.

Figure 8.



Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

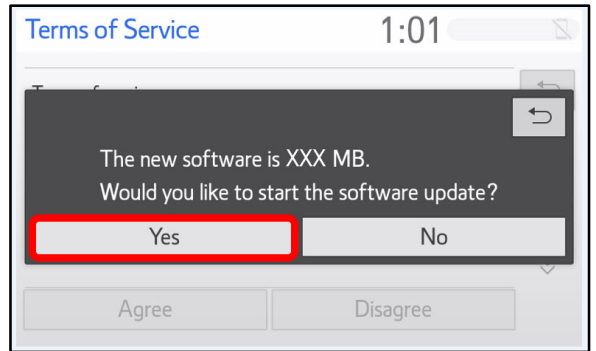
13. Select Agree on the Terms of Service screen.

Figure 9.



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

Figure 10.

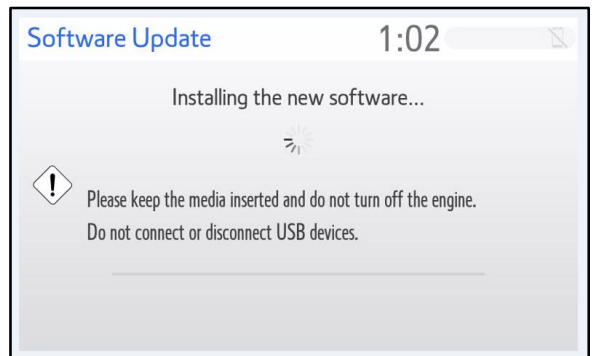


15. Once the head unit begins installation, the update will take approximately 10 minutes.

NOTE

- Do NOT turn off the engine or ACC before the software is ready for updating.
- Do NOT remove the USB flash drive until instructed in step 18.

Figure 11.

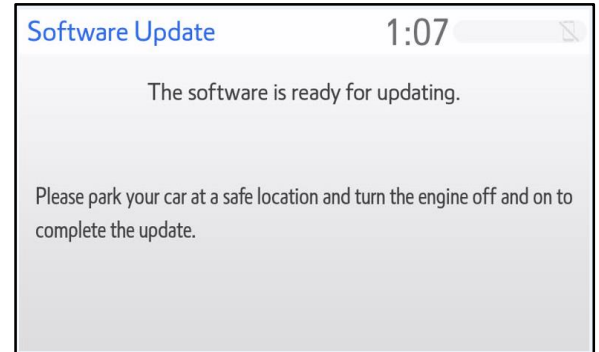


Entune Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

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

Figure 12.



- Turn the vehicle ON to complete the software update.
- Once the software update is completed, remove the USB flash drive.
- Perform steps 1 – 4 to verify the software version matches the current software version information table below.

Figure 13.

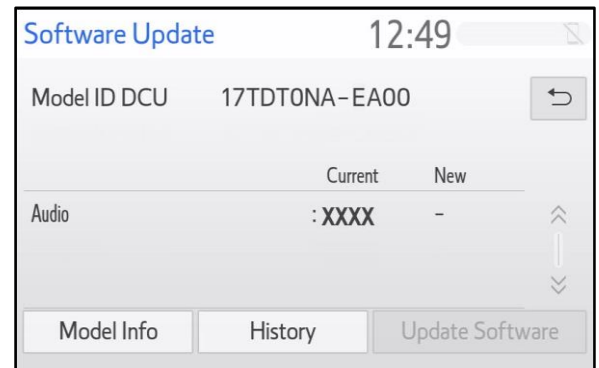


Table 2. Software Version Information

| TYPE | ENTUNE™ AUDIO | | ENTUNE™ AUDIO PLUS | | ENTUNE™ PREMIUM AUDIO | |
|------------|---------------|-----|--------------------|-----|-----------------------|-----|
| | CURRENT | NEW | CURRENT | NEW | CURRENT | NEW |
| Audio | 1008 | – | 1013 | – | 1013 | |
| Navigation | – | | | | 1040 1045 | – |