**TOYOTA**
Technical Service Bulletin

# Entune Audio Head Unit Software Update (Panasonic)

| Service Category | Audio/Visual/Telematics |
|---|---|

| Section | Navigation/Multi Info Display | **Market** USA |
|---|---|---|

Toyota Supports
ASE Certification **ASE**

## Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|---|---|---|
| 2018 - 2019 | Camry, Camry HV, Sienna | |

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**SUPERSESSION NOTICE**

**The information contained in this bulletin supersedes Service Bulletin No. T-SB-0041-19.**

**The aforementioned bulletin is obsolete, and any printed versions should be discarded.
Be sure to review the entire content of this service bulletin before proceeding.**

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## 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

Some 2018 – 2019 model year 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

## Entune Audio Head Unit Software Update (Panasonic)

**Introduction (continued)**

Some 2018 – 2019 model year 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®

Some 2018 – 2019 model year Camry, Camry Hybrid, and Sienna vehicles equipped with Entune™ Premium Audio (Navigation version 1030 or 1040) 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 doesn't account for time zone change or daylight-saving 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 | MODEL | TIME | OFP | T1 | T2 |
|---------|-------------|-------|------|-----|----|----|
| EL2032 | Software Update | Camry, Camry Hybrid | 0.3 | 86140-06430<br>86140-06460<br>86140-06B20<br>86140-06B30<br>86140-06B40<br>86140-06B50<br>86140-06B80<br>86140-06B90<br>86840-0R010<br>86840-0R011<br>86140-33A70<br>86140-33390<br>86140-06450<br>86140-06490<br>86140-06500<br>86140-06870<br>86140-06880<br>86140-06890<br>86140-06A00 | 87 | 74 |

## Entune Audio Head Unit Software Update (Panasonic)

**Warranty Information (continued)**

| OP CODE | DESCRIPTION | MODEL | TIME | OFP | T1 | T2 |
|---------|-------------|-------|------|-----|----|----|
| EL2032 | Software Update | Camry, Camry Hybrid | 0.3 | 86140-06A10<br>86140-06A20<br>86140-06A30<br>86140-06A40<br>86140-06A50<br>86140-06A80<br>86140-06A90<br>86840-06010<br>86840-06011<br>86840-06012 | 87 | 74 |
| | | Sienna | | 86140-08210<br>86140-08190<br>86140-08160<br>86840-0R010<br>86840-0R011<br>86140-08100<br>86140-08110<br>86140-08080<br>86140-08090<br>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.**

## Entune Audio Head Unit Software Update (Panasonic)

**Software Update Information**

| MODEL | HEAD UNIT | | SOFTWARE UPDATE FILE |
|---|---|---|---|
| Camry, Camry Hybrid | Entune™ 3.0 Audio Plus | DCU | 17TDT1NA-DA01_0047.kwi |
| Camry, Camry Hybrid, Sienna | Entune™ 3.0 Premium Audio | | 17TDT2NA-DA01_0047.kwi |
| | | MEU | 17TMT2NA-DA01_0025.kwi |
| | | | 17TMT2NA-DA02_0041.kwi |

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**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.***

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**Software Update Procedure**

1. Download the software from the Multimedia Software Update section onto an empty USB flash drive with a capacity of 8 GB or larger.

2. Start the vehicle to maintain battery voltage.

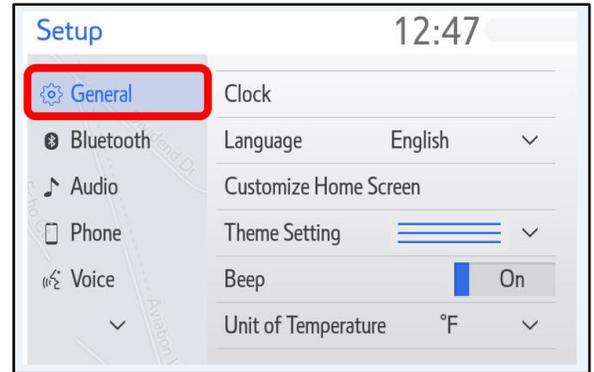3. Press the Menu button on the radio faceplate, then select Setup.

**Figure 1.**
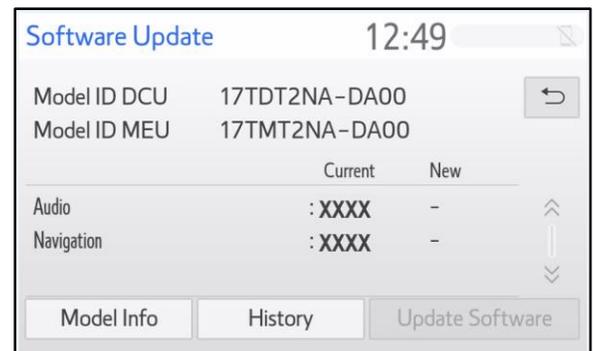
## Entune Audio Head Unit Software Update (Panasonic)
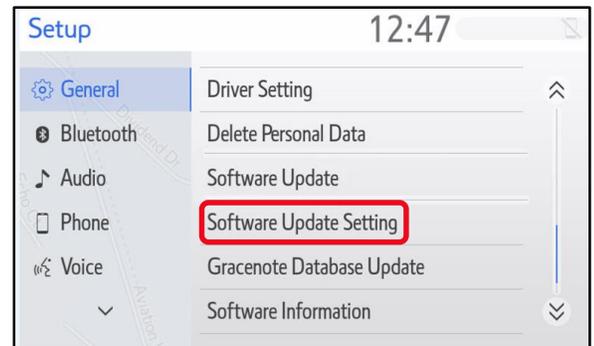
**Software Update Procedure (continued)**

4. Select General on the Setup screen.

**Figure 2.**



5. Scroll down to Software Update Setting, then turn Automatic Update Check OFF.

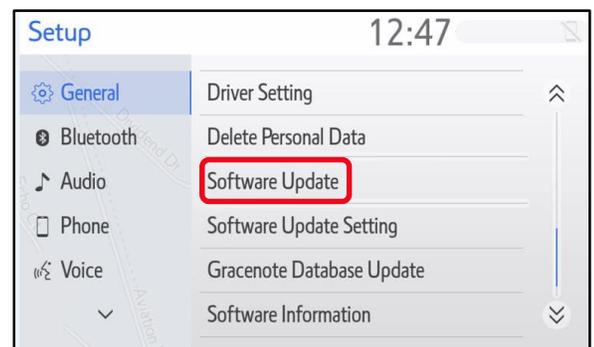6. Turn the vehicle OFF, then restart the vehicle again.

7. Perform steps 3 and 4 again.

**Figure 3.**



8. Scroll down to and select Software Update.

**Figure 4.**

# Entune Audio Head Unit Software Update (Panasonic)

**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 Hybrid | 17TDT1NA-DA00 | No |
| | | 17TDT1NA-DA01 All Others | Yes |
| Entune™ Premium Audio | Camry, Camry Hybrid, 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 5.**
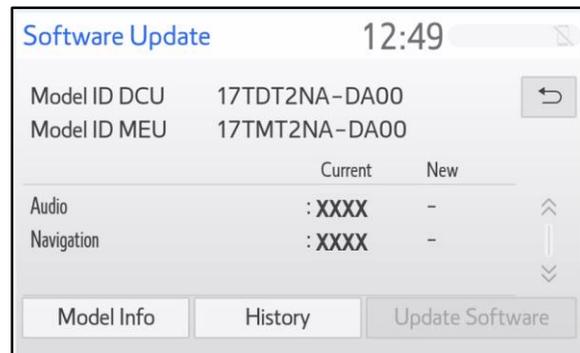


11. If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.
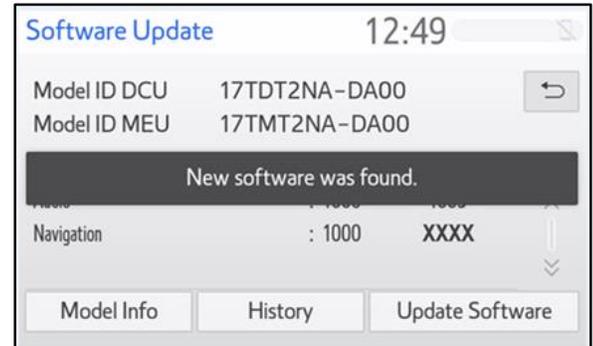
> NOTE
>
> If the vehicle is turned OFF, repeat steps 1 – 4 to re-enter the Software Update screen.

# Entune Audio Head Unit Software Update (Panasonic)

**Software Update Procedure (continued)**

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

**Figure 6.**



13. 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 | 1010<br>1026<br>1050 | 1060 | 1010<br>1026<br>1050 | 1060 |
| Navigation | – | – | 1016<br>1030<br>1031<br>1040* | 1040<br>1045 |

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

14. Press the Update Software button in the lower right-hand corner.
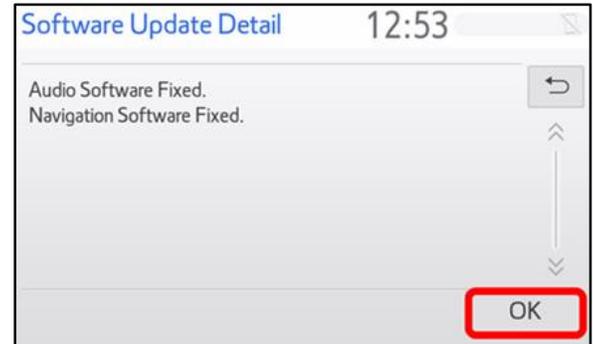
**Figure 7.**
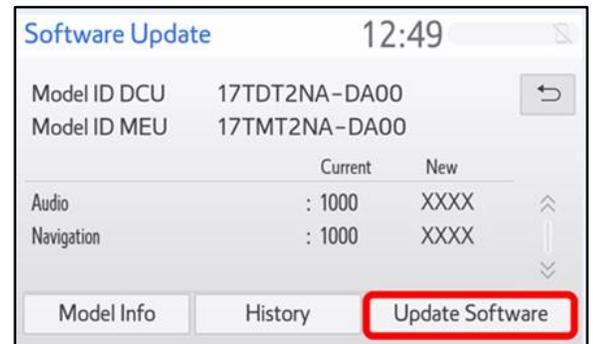
## Entune Audio Head Unit Software Update (Panasonic)

**Software Update Procedure (continued)**

15. Select OK on the Software Update Detail screen.
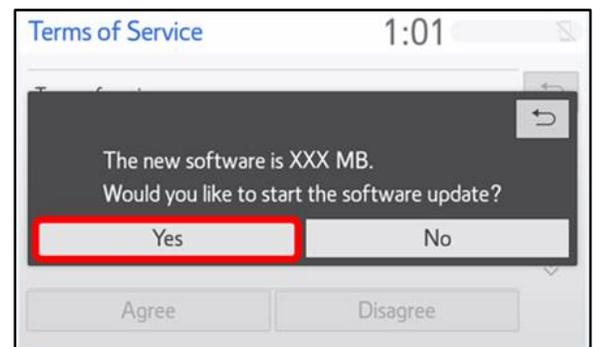
**Figure 8.**



16. Select Agree on the Terms of Service screen.

**Figure 9.**



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

**Figure 10.**

## Entune Audio Head Unit Software Update (Panasonic)

**Software Update Procedure (continued)**

18. 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 until instructed in step 21.

**Figure 11.**

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

**Figure 12.**

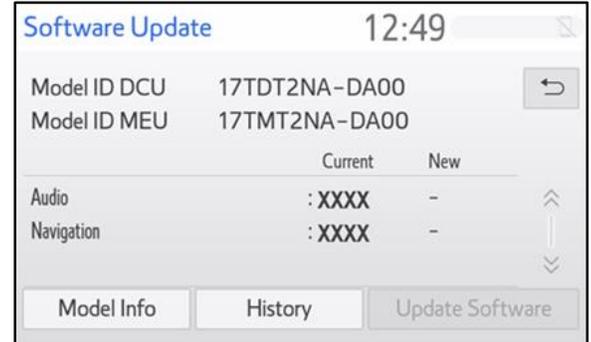20. Turn the vehicle ON to complete the software update.

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

# Entune Audio Head Unit Software Update (Panasonic)

**Software Update Procedure (continued)**

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

**Figure 13.**



**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 | – | | 1040 1045 | |