TOYOTA
Technical Service Bulletin

Premium Audio Navigation Map Update Process

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, Avalon, Camry, Corolla, Highlander, Mirai, RAV4, Sequoia, Sienna, Tacoma, Tundra	
2019	Avalon, Avalon HV, C-HR, Corolla Hatchback, RAV4, RAV4 HV	
2018 - 2019	Camry, Camry HV, Mirai, Sienna	

REVISION NOTICE

August 12, 2020 Rev2:

- **The Parts Information section has been added.**

December 13, 2019 Rev1:

- **Applicability has been updated to include several 2020 model year Toyota vehicles.**
- **The Required Tools & Equipment section has been updated.**

Any previous printed versions of this bulletin should be discarded.

Premium Audio Navigation Map Update Process

Introduction

Some 2018 – 2020 model year Toyota vehicles equipped with a Premium Audio with Dynamic Navigation System require a Special Service Tool (SST) USB flash drive to update the map, points of interest, and system software. The SST is used with applicable vehicles to deliver the update; however, the process for generating license keys differs from previous generations.

Before attempting to perform a map update, the head unit's expiration date must be checked. If the expiration date is still valid, a license key may be generated without the use of an activation card number. Updating the maps without the use of an activation card number is considered an Embedded Navigation Update (refer to pg. 10) and performing this process does not extend the duration of telematic map services. If the head unit's expiration date is expired, or is expiring within the next 90 days, it should be recommended to the customer to purchase an activation number. Utilizing an activation number will initiate a Dynamic Navigation Update (refer to pg. 4). This Dynamic Navigation Update will perform the Embedded Navigation Update and provide telematic map services for a period of two years from the day that the Dynamic Navigation Update is performed.
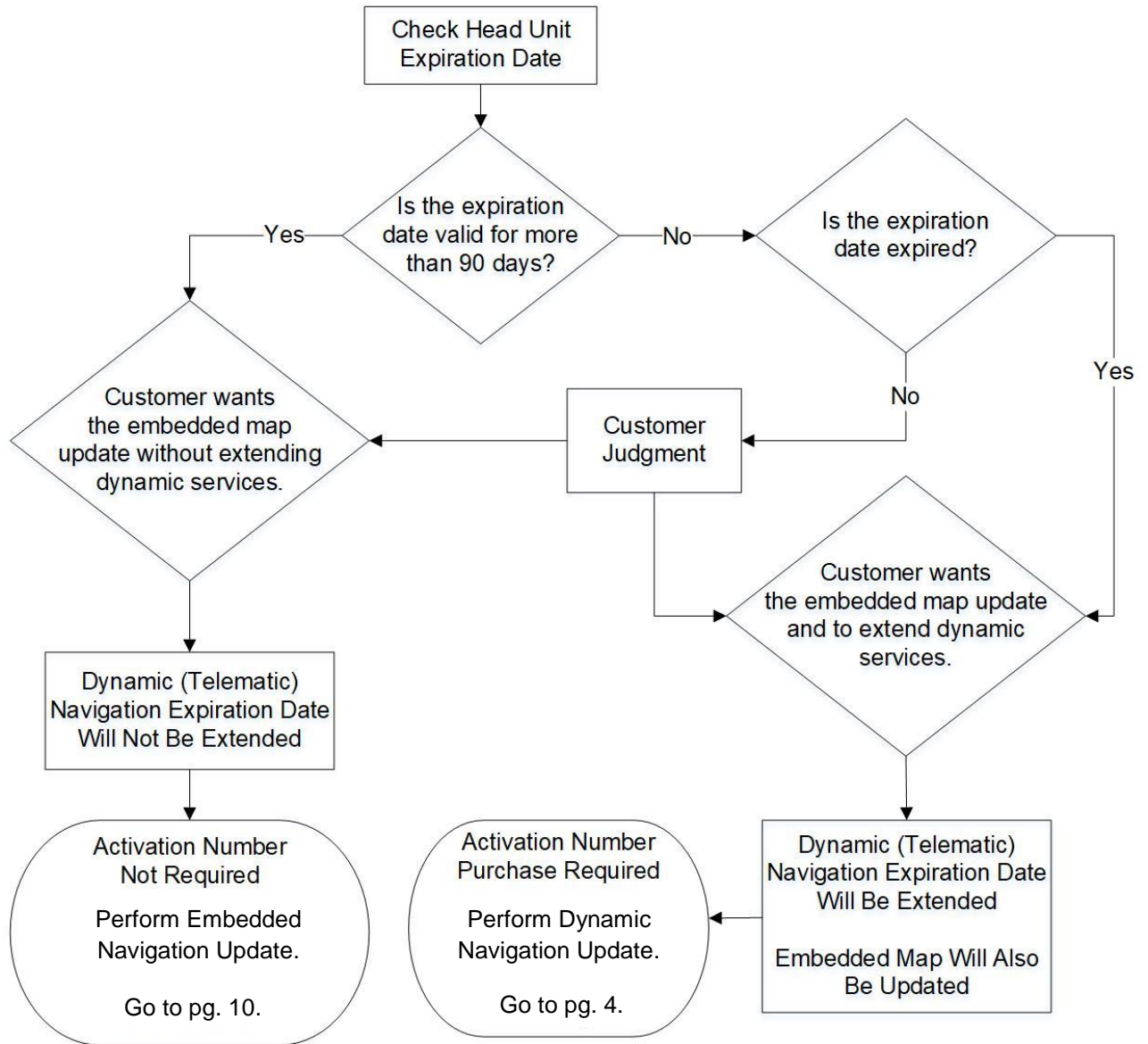
Activation card numbers are provided in an activation card number pamphlet available through the normal parts ordering system. Follow the process in this bulletin to perform the update.

> **NOTE**
>
> Map data is released once each year through the shipment of an SST USB flash drive to each dealer. The SST MUST be stored in the SST cabinet to ensure it can be easily found.

Premium Audio Navigation Map Update Process

Introduction (continued)

```
                    ┌─────────────────────┐
                    │  Check Head Unit    │
                    │  Expiration Date    │
                    └─────────────────────┘
                              │
                              ▼
              ╔═══════════════════════╗
     Yes      ║  Is the expiration    ║      No        ╔════════════════════╗
   ◄──────────║  date valid for more  ║──────────────► ║  Is the expiration ║──► Yes
              ║    than 90 days?      ║                 ║   date expired?    ║
              ╚═══════════════════════╝                ╚════════════════════╝
```

Customer wants the embedded map update without extending dynamic services. — ◄ Customer Judgment ◄ — (No)

Dynamic (Telematic) Navigation Expiration Date Will Not Be Extended

Customer wants the embedded map update and to extend dynamic services.

Activation Number Not Required — Perform Embedded Navigation Update. — Go to pg. 10.

Activation Number Purchase Required — Perform Dynamic Navigation Update. — Go to pg. 4.

Dynamic (Telematic) Navigation Expiration Date Will Be Extended — Embedded Map Will Also Be Updated

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Premium Audio Navigation Map Update Process

Parts Information

PART NUMBER	PART NAME	QTY
86271-HDD09-00	NAV ACN Card V.20.00	1

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
USB Drive Navigation Update – AWTEC*	TLAW-SD017-19F	1

*Essential SST.

> **NOTE**
>
> Additional SSTs may be ordered by calling 1-800-933-8335.

Dynamic Navigation Update

1. Search TIS for ANY available firmware updates for the selected model and model year. Complete the firmware update(s) BEFORE installing the map data.

2. Cycle the ignition ON (Engine/Hybrid/EV system OFF).

   > **NOTE**
   >
   > - Vehicles WITHOUT Smart Key system:
   >   Turn the ignition key to the ON position.
   > - Vehicles WITH Smart Key system:
   >   Press the Engine Start Stop switch two times with the brake pedal released.

3. Select the Map button on the navigation head unit.

Figure 1.

Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

4. Select the Map Options icon on the navigation screen.
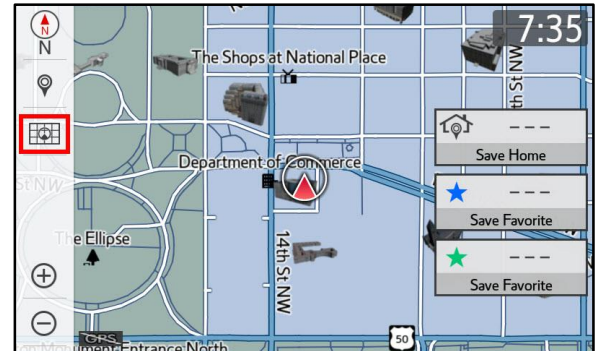
Figure 2.

5. Select Map Data on the Map Options menu.

Figure 3.
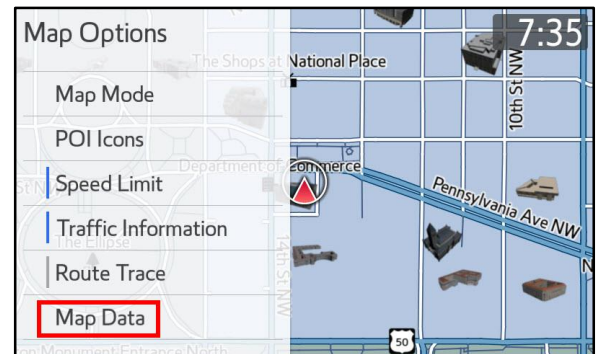
6. Record the map version and expiration date from the navigation screen.

Figure 4.
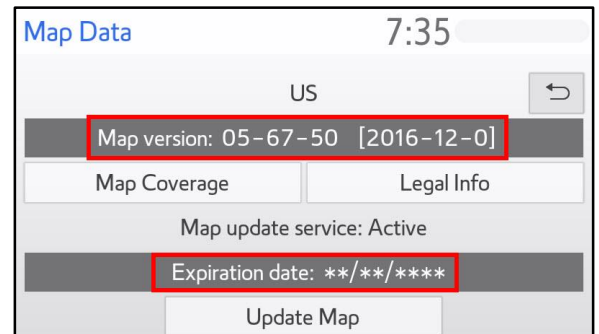
7. Select Legal Info.

Figure 5.
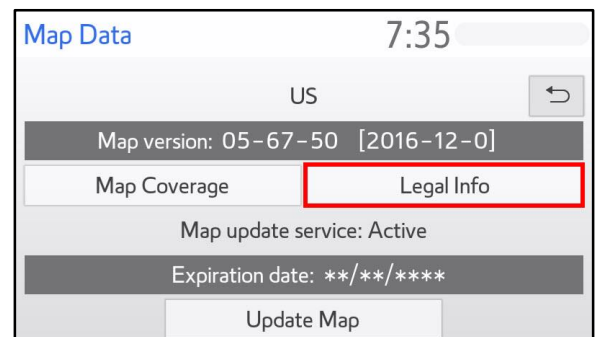
Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

8. Record the map update ID.

Figure 6.
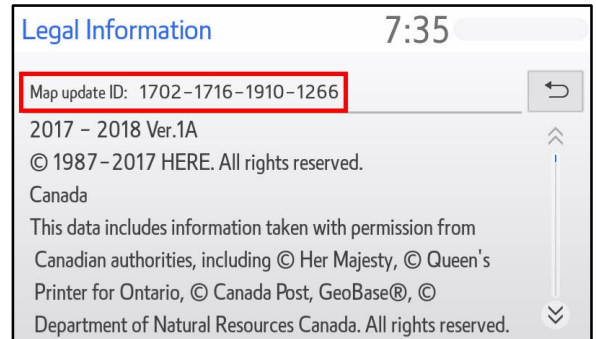
9. Login to TIS.

10. Log into the Navigation Update Wizard.
    A. Select the TIS tab.
    B. Select the Diagnostics tab.
    C. Select the Navigation tab.
    D. Re-enter your password.
    E. Select Login.

Figure 7.
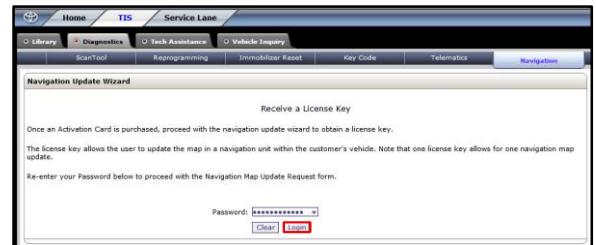
11. Select AWTEC from the Select Navigation Manufacturer dropdown menu.

12. Enter the vehicle's VIN and head unit expiration date.

   > **NOTE**
   >
   > It is recommended to perform a Dynamic Navigation Update under the following conditions:
   > - The expiration date is expired.
   > - The expiration date will expire in 90 days or less.
   > - The customer would like to continue the dynamic navigation system for a period of two years from the date of the update.

Figure 8.

Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

13. Enter the activation card number from the inside of the pamphlet (obtained from the parts department).

14. Select Submit.

Figure 9.

15. Enter the navigation data into the Navigation Update Wizard form.
    A. Select the correct USB part number (found on the SST packaging, starts with "TLAW").
    B. Input the map update ID into TIS (without hyphens).
    C. Input the map version into TIS (without hyphens).
    D. Enter the VIN.
    E. Enter the repair order number.
    F. Enter the expiration date.
    G. Select Submit.

Figure 10.

16. Check off each item AFTER confirming that it is correct. If ANY of the information is incorrect, select the back button.

17. Select Confirm.

Figure 11.

Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

18. Note the license key that is generated.
    (It is recommended to print this page.)

Figure 12.
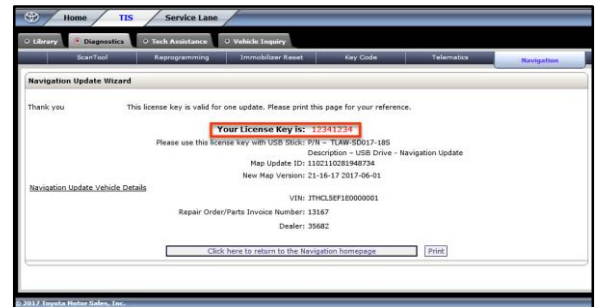
19. Insert the USB flash drive SST into the USB port of the vehicle (usually located under the navigation head unit, in the center console/armrest, or glove box).

20. Select Update Map on the
    Map Data screen.

Figure 13.
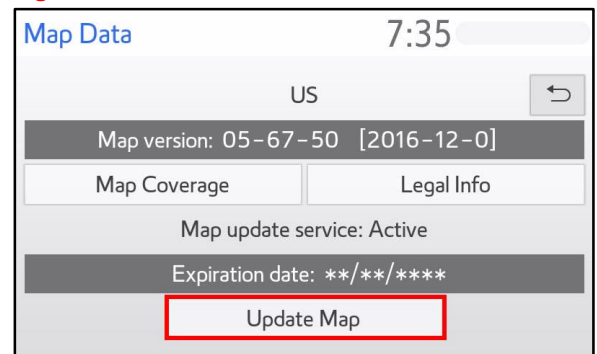
21. Select YES.

22. Enter the license key from step 18.

23. Select OK.

Figure 14.
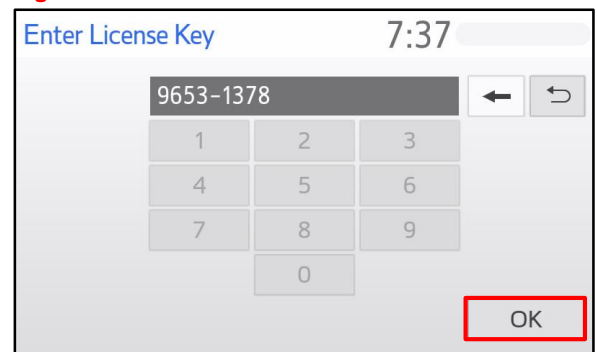
Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

24. Update the navigation head unit software. If the head unit displays Figure 17, skip to step 26 when prompted.

> **NOTE**
>
> Navigation map data will load when this process completes.

Figure 15.
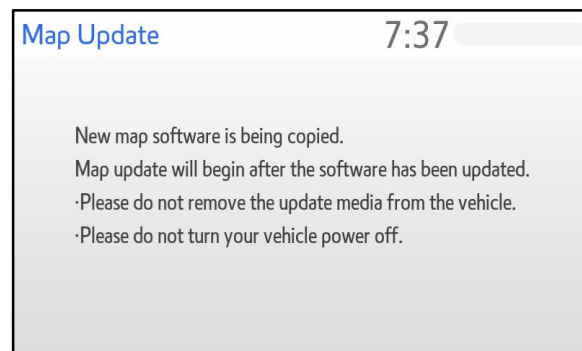
> Map Update   7:37
>
> New map software is being copied.
> Map update will begin after the software has been updated.
> ·Please do not remove the update media from the vehicle.
> ·Please do not turn your vehicle power off.

A. Allow the update to complete.

> **NOTE**
>
> This process will take about 10 minutes.

Figure 16.

> Map Update   7:37
>
> The map software has been copied.
> To complete the software update.
> ·Please ensure your vehicle is parked is in a safe place.
> ·Turn your vehicle power off.
> ·Restart your vehicle.
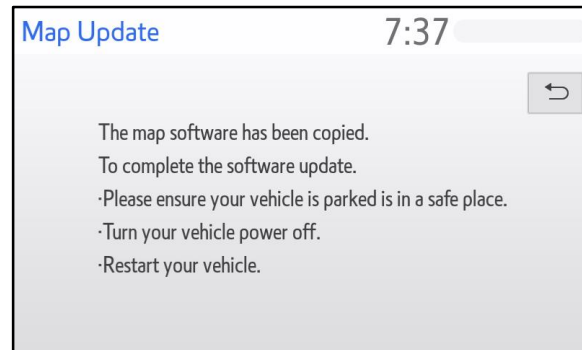
B. The head unit will prompt to cycle the ignition. Cycle the ignition OFF, then ON (Ready OFF/Engine OFF) when prompted.

> **NOTE**
>
> Do NOT remove the USB flash drive during this process.

25. The Map Update screen will display and the navigation map update will begin automatically.

> **NOTE**
>
> This process will take about 45 minutes.

Figure 17.

> Map Update   7:38
>
> Map data is being copied.
>
> Please do not remove the update media from the vehicle.
> Please do not turn off the vehicle.
>
> Estimated time remaining: 30 min
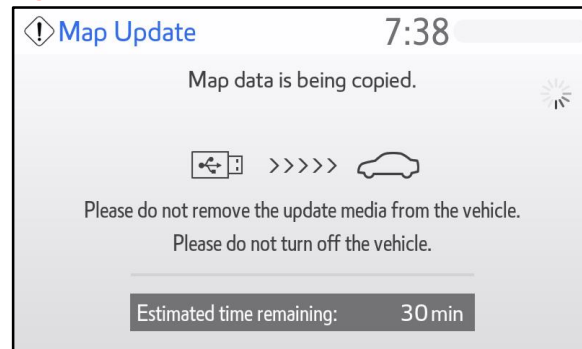
Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

26. When prompted, remove the USB flash drive from the vehicle's USB port.

27. The map update is complete.
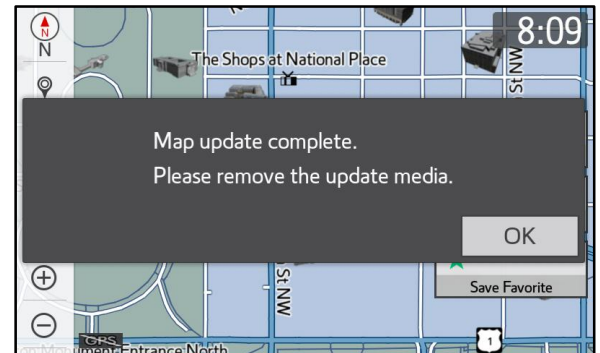
28. Verify navigation operation.

Embedded Navigation Update

1. Search TIS for ANY firmware updates that are available for the selected model and model year. Complete the firmware update(s) BEFORE installing the map data.

2. Cycle the ignition ON (Engine/Hybrid/EV system OFF).

   > **NOTE**
   > - Vehicles WITHOUT Smart Key system:
   >   Turn the ignition key to the ON position.
   > - Vehicles WITH Smart Key system:
   >   Press the Engine Start Stop switch two times with the brake pedal released.

3. Press the Map button on the navigation head unit.

Figure 19.

Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)

4. Press the Map Options icon on the navigation screen.

Figure 20.
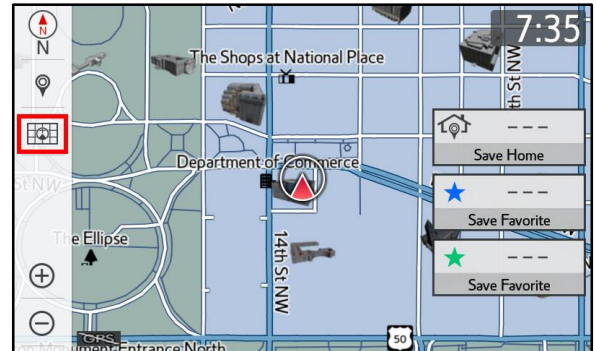
5. Select Map Data on the Map Options menu.

Figure 21.
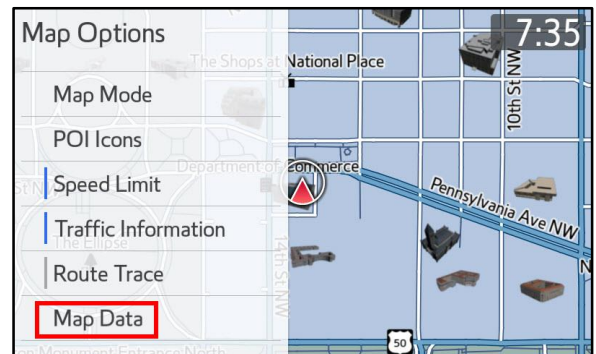
6. Record the map version and expiration date from the navigation screen.

Figure 22.
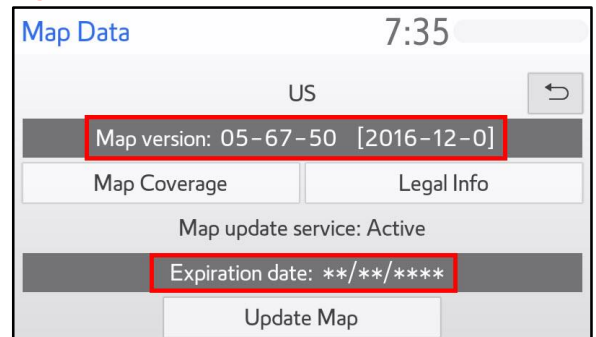
Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)
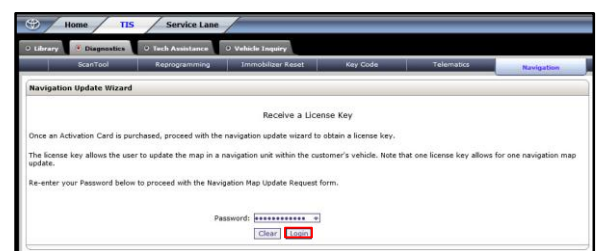
7. Select Legal Info.

Figure 23.
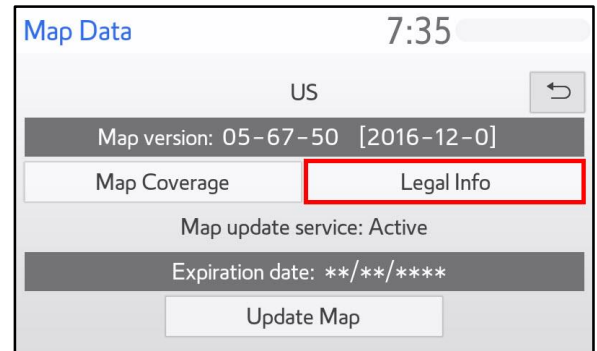
8. Record the map update ID.

Figure 24.
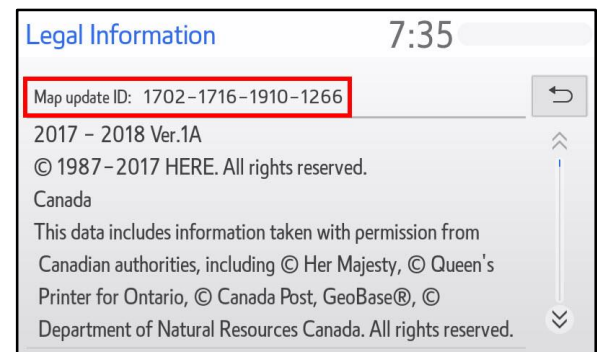
9. Log into TIS.

10. Log into the Navigation Update Wizard.
    A. Select the TIS tab.
    B. Select the Diagnostics tab.
    C. Select the Navigation tab.
    D. Re-enter your password.
    E. Select Login.

Figure 25.

Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)

11. Select AWTEC from the Select Navigation Manufacturer dropdown menu.

Figure 26.

12. Enter the vehicle's VIN and head unit expiration date.

> **NOTE**
>
> It is recommended to perform an Embedded Navigation Update under the following conditions:
>
> - The head unit's expiration date is valid and NOT expired.
> - The head unit's expiration date will NOT expire in the next 90 days.
> - The customer would like to perform an Embedded Navigation Update during the last 90 days. (This process will NOT extend the dynamic navigation system.)

Figure 27.

13. Select Submit.

14. Enter the navigation data into the Navigation Update Wizard form. (An activation card number is NOT required.)

    A. Select the correct USB part number (found on the SST packaging, starts with "TLAW").

    B. Input the map update ID into TIS (without hyphens).

    C. Input the map version into TIS (without hyphens).

    D. Enter the VIN.

    E. Enter the repair order number.

    F. Enter the expiration date.
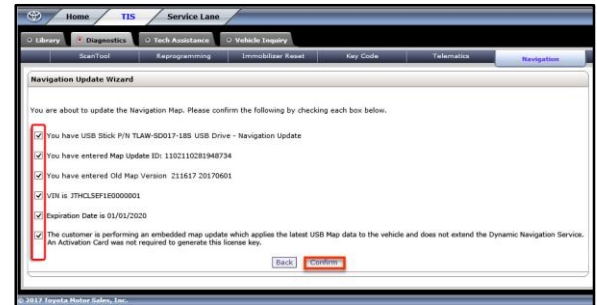
    G. Select Submit.

Figure 28.

Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)

15. Check off each item AFTER confirming that it is correct. If ANY of the information is incorrect, select the back button.

16. Select Confirm.

Figure 29.

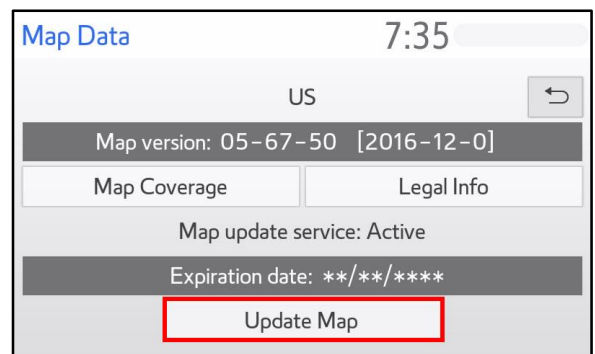17. Note the license key that is generated. (It is recommended to print this page.)

Figure 30.

18. Insert the USB flash drive SST into the USB port of the vehicle (usually located under the navigation head unit, in the center console/armrest, or glove box).

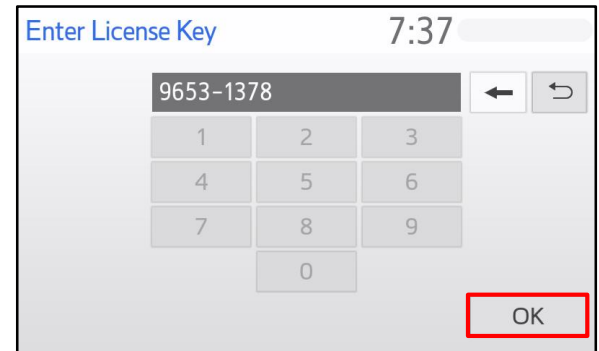19. Select Update Map on the Map Data screen.

Figure 31.

20. Select Yes.

Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)

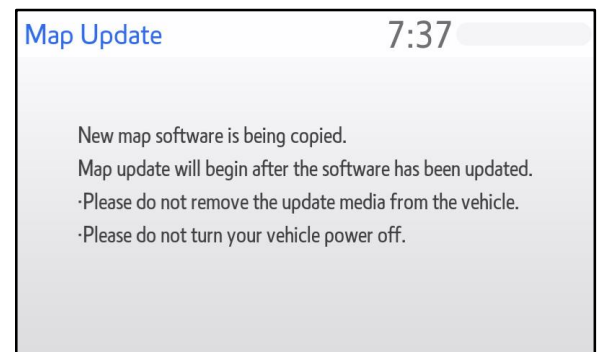21. Enter the license key from step 18.

22. Select OK.

Figure 32.

23. Update the navigation head unit software. If the head unit displays the Map Update screen, go to step 25.

   > **NOTE**
   >
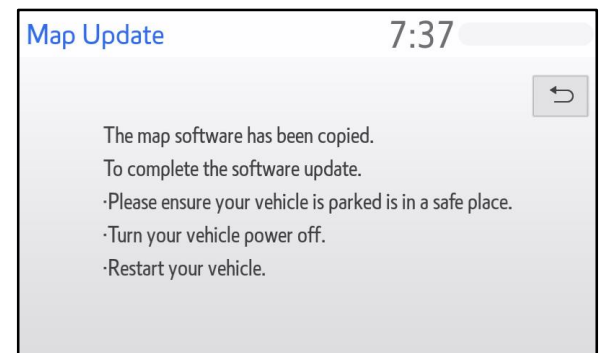   > Navigation map data will load when this process completes.

Figure 33.

A. Allow the update to complete.

   > **NOTE**
   >
   > This process will take about 10 minutes.

Figure 34.

B. The head unit will prompt to cycle the ignition. Cycle the ignition OFF, then ON (Ready OFF/Engine OFF) when prompted.

   > **NOTE**
   >
   > Do NOT remove the USB flash drive during this process.
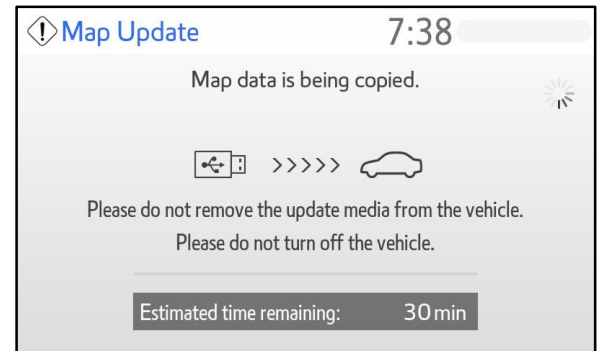
Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)

24. The Map Update screen will display and the navigation map update will begin automatically.
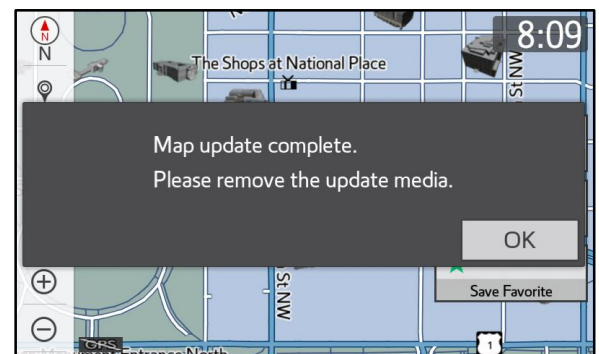
> **NOTE**
>
> This process will take about 45 minutes.

Figure 35.

25. When prompted, remove the USB flash drive from the vehicle's USB port.

26. The map update is complete.

Figure 36.

27. Verify navigation operation.