

Subject		Market
Panasonic Navigation DCU or MEU Replacement Precautions		USA
Service Category	Section	
Audio/Visual/Telematics	Audio/Video	
Applicability		
2018 Camry, Sienna		

APPLICABLE VEHICLES

2018	Sienna	2018	Camry
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CONDITION

Some vehicles may display an error message that displays “New software is not compatible with the system. Contact your dealer.” after the Display Control Unit (DCU) or navigation Multimedia Extension Unit (MEU) is replaced if the Phase 3 (CarPlay) retrofit is not applied prior to replacement.

Panasonic exchange MEU and DCU parts are now being shipped with Phase 3 software installed.

RECOMMENDATIONS

If replacing the MEU or DCU with Panasonic Exchange Parts:

1. Confirm the vehicle has the Phase 3 retrofit already installed.
 - a. Yes – Install the exchange unit
 - b. No – Perform T-SB-0057-19 - Multimedia System Enhancements - Phase 3 (Panasonic)
2. Confirm normal operation (without the error messages present) prior to releasing vehicle.

LINK REFERENCES

This Tech Tip does not contain any link references