

Subject		Market
Multimedia Recorder (MMR) Download Instructions		USA
Service Category	Section	
Audio/Visual/Telematics	Navigation/Multi Info Display	
Applicability		
All Applicable		

APPLICABLE VEHICLES

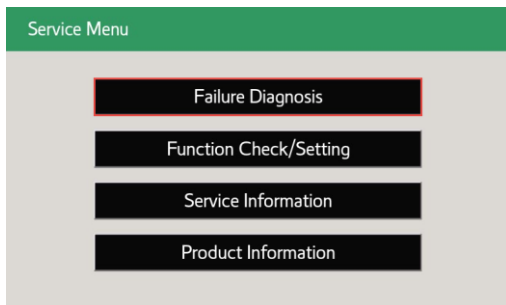
2019-2021	UX250H	2021	IS350
2018-2021	LS500	2020-2021	RX450H
2018-2021	NX300	2019-2021	UX200
2019-2021	ES300H	2018-2021	LC500
2021	IS300	2020-2021	RX350
2018-2021	LS500H	2019-2021	ES350
2018-2021	NX300H	2018-2021	RC300
2021	LC500C	2018-2021	RC350
2018-2021	LC500H	2018-2021	RC F

CONDITION

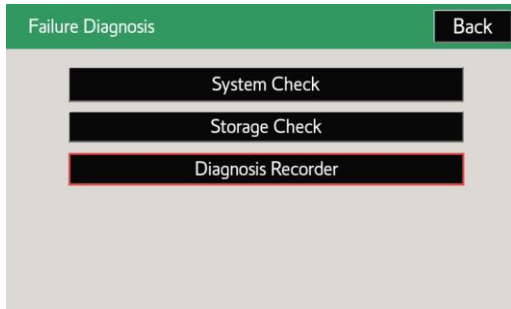
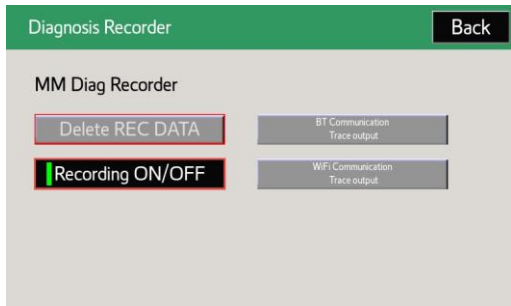
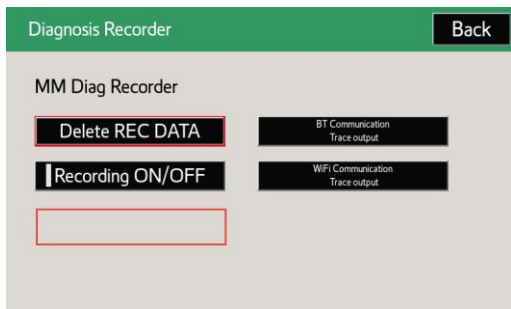
To assist with the early detection and early resolution of audio related concerns, it may be requested as part of the remanufactured head unit return to recover MMR data from the head unit. The following steps are instructions on how to retrieve the data from the system and are only to be used when requested by audio suppliers, FTS, and/or FPEs.

RECOMMENDATIONS

1. Press and hold the “MENU” button on the faceplate while cycling the headlight switch from off to on three times.
2. Select “Failure Diagnosis”.



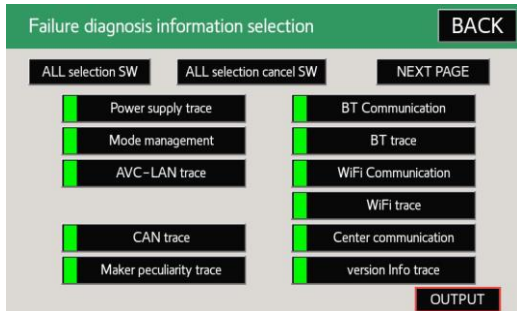
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RECOMMENDATIONS**3. Select "Diagnosis Recorder".****4. Deselect "Recording ON/OFF" (it should be green, and it needs to be white/grey to continue this process).****5. Press and hold the hidden button for 30 seconds.****6. Insert a blank USB drive into the vehicle's USB port (4GB capacity is needed).**

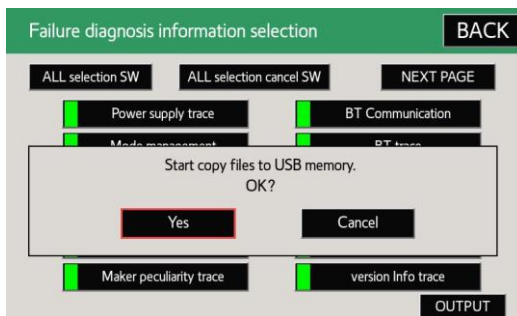
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RECOMMENDATIONS

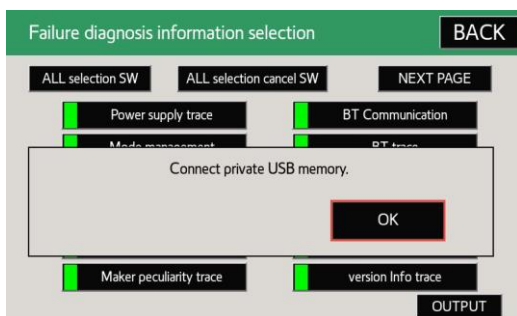
7. Press and hold the “output” button for five (5) seconds.



8. Select the “Yes” button on the pop-up screen.



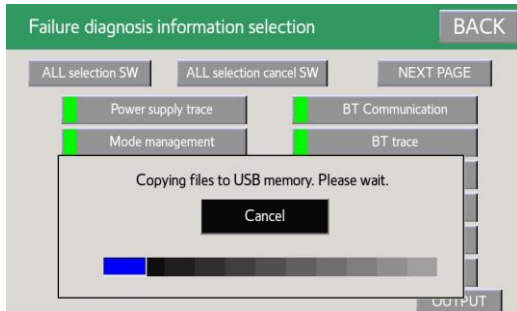
9. Select the “OK” button on the next pop-up screen.



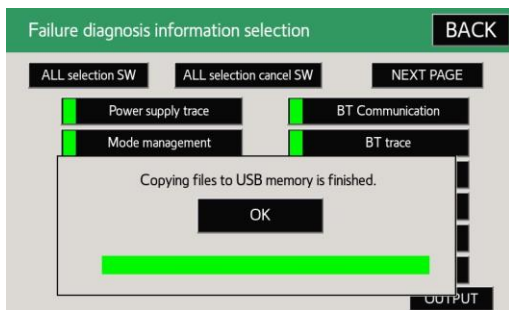
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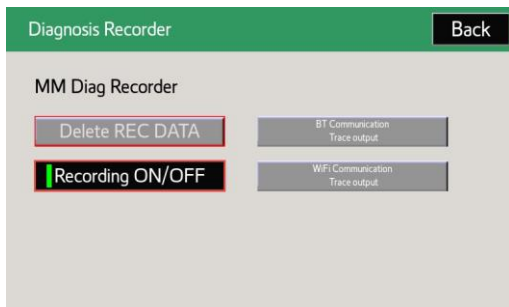
10. Wait for the files to copy to the USB drive.



11. Once the files have transferred, select the “OK” button.



12. Select the “BACK” button in the upper right-hand corner, then turn “Recording ON/OFF” back to the ON position (should be green to enable the MMR to record).



13. Turn the ignition off, then once the light on the USB turns off, the USB can be removed.

LINK REFERENCES

This Tech Tip does not contain any link references