

# Audio Head Unit Software Update (Panasonic)

**Service Category** Audio/Visual/Telematics

**Section** Navigation/Multi Info Display

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020 - 2021	4Runner, Camry, Camry HV, Highlander, Highlander HV, Sequoia, Tundra	
2021	Sienna HV, Venza HV	

### REVISION NOTICE

**December 17, 2020 Rev2:**

- **Applicability has been updated to include 2021 model year Camry, Camry Hybrid, Sienna Hybrid, 4Runner, Highlander, Highlander Hybrid, Sequoia, and Tundra vehicles.**
- **The entire bulletin has been updated.**

**October 06, 2020 Rev1:**

- **Applicability has been updated to include 2021 model year Venza Hybrid vehicles.**
- **The entire bulletin has been updated.**

**Any previous printed versions of this bulletin should be discarded.**

### SUPERSESION NOTICE

**The information contained in this bulletin supersedes Service Bulletin No. T-SB-0161-19.**

- **The entire bulletin has been updated.**

**Service Bulletin No. T-SB-0161-19 is obsolete and any printed versions should be discarded.**

## Introduction

Some 2020 model year vehicles equipped with Audio Plus (version 1060) or Premium Audio (version 1060) or earlier may exhibit the following concern:

- Distorted screen when using Apple CarPlay® while making a hands-free phone call.

## Audio Head Unit Software Update (Panasonic)

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### Introduction (continued)

Some 2020 model year vehicles equipped with Audio Plus (version 1021) or Premium Audio (version 1021) or earlier may exhibit one or more of the following conditions:

- Barge in function defaulted to OFF.
- Limited phone book grammar.
- Difficult Hand Free operation.
- Abnormal Electronic Owner's Manual operation
- Music does not automatically resume when using Android Auto™.
- Cover art is not displayed.
- Vehicle position is not sent to Destination Assist server.
- System inoperative after using the return button when using voice recognition.

Some 2020 model year vehicles equipped with Audio Plus (version 1035) or Premium Audio (version 1035) or earlier may exhibit one or both of the following conditions:

- Abnormal screen play while using Apple CarPlay® (primarily during phone calls).
- Poor sound quality during phone calls while using Apple CarPlay®.

Some 2020 model year vehicles equipped with Audio Plus (version 1047) or Premium Audio (version 1047) or earlier may exhibit one or more of the following conditions:

- USB audio does not resume after ignition cycle.
- Intermittent rebooting.
- Bluetooth disconnecting during a phone call when using Apple CarPlay®.
- Intermittent screen freezing.
- Navigation intermittently will not boot up.
- Home Screen Audio widget is blank after a Destination Assist call.
- Song, artist, or album data missing.
- Abnormal clock operation.
- Apple CarPlay® intermittently inoperative.
- Radio takes a long time to boot up.

Some 2020 – 2021 model year vehicles equipped with Audio Plus (version 1065) or Premium Audio (version 1065) or earlier may exhibit one or more of the following concerns:

- Bluetooth Audio not displayed on the MID.
- Unable to connect iPhone device via USB.
- iOS device inoperative until IG OFF/ON.

## Audio Head Unit Software Update (Panasonic)

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### Introduction (continued)

Some 2020 – 2021 model year vehicles equipped with Audio Plus (version 1101) or Premium Audio (version 1101) or earlier may exhibit one or more of the following concerns:

- Audio does not resume after playing voicemail in Apple CarPlay®.
- Repeat icon does not match what is display on the handset in Apple CarPlay®.
- No sound from Siri®.
- Abnormal Voice Recognition Operation when connecting a phone for Projection Mode.
- Apple CarPlay® music will stop intermittently after IG ON.
- Incorrect cover art is intermittently displayed during Apple CarPlay®.
- Unable to change volume while listening to voicemail.
- Apple CarPlay® audio intermittently resumes.
- MAP switch intermittently does not work with Android Auto™.
- Intermittent pop noise when listening to USB audio.
- Intermittent blank screen.
- Blower speed incorrectly displayed.

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	OFP	T1	T2
EL1920	Software Update	0.3	4Runner	86140-35320 86140-35330 86140-35370 86140-35360 86140-35380 86140-35430 86840-35010	87	74

## Audio Head Unit Software Update (Panasonic)

### Warranty Information (continued)

OP CODE	DESCRIPTION	TIME	MODEL	OFF	T1	T2
EL1920	Software Update	0.3	Camry, Camry HV	86140-06C30	87	74
				86140-06C40		
				86140-06C70		
				86140-06C90		
				86140-06D00		
				86140-06790		
Highlander, Highlander HV	86140-06C20					
	86840-0E080					
Sequoia	86140-06A70					
	86140-06E00					
	86140-06E10					
Tundra	86140-06E20					
	86140-06E30					
	86140-06E40					
Venza HV	86140-06E40					
	86840-0E082					
Sienna HV	86120-0E420					
	86840-0E071					
	86140-0C170					
	86140-0C270					
	86140-0C300					
Tundra	86840-0E080					
	86140-0C390					
	86140-0C420					
Venza HV	86840-0E080					
	86800-48110					
Sienna HV	86120-4D190					
	86140-08290					
	86140-08400					
	86140-08420					
	86140-08490					
				86840-0E082		

#### 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.

## Audio Head Unit Software Update (Panasonic)

### Software Update Information

MODEL	HEAD UNIT		SOFTWARE UPDATE FILE
4Runner	Audio Plus	DCU	<a href="#">17TDT1NA-DA30_0041.kwi</a>
	Premium Audio		<a href="#">17TDT2NA-DA30_0041.kwi</a>
		MEU	<a href="#">17TMT2NA-DA50_0041.kwi</a>
Camry, Camry HV	Audio Plus	DCU	<a href="#">17TDT1NA-DA30_0041.kwi</a> <a href="#">17TDT1NA-DA35_0041.kwi</a>
	Premium Audio		<a href="#">17TDT2NA-DA30_0041.kwi</a> <a href="#">17TDT2NA-DA35_0041.kwi</a>
		MEU	<a href="#">17TMT2NA-DA50_0041.kwi</a>
Highlander, Highlander HV	12.3-in. Touch Screen Premium Audio	DCU	<a href="#">17TDTENA-DA30_0041.kwi</a>
		MEU	<a href="#">17TMTENA-DA50_0041.kwi</a>
Sequoia	Audio Plus	DCU	<a href="#">17TDT1NA-DA30_0041.kwi</a> <a href="#">17TDT2NA-DA30_0041.kwi</a>
	Premium Audio		MEU
Tundra			DCU
	MEU		<a href="#">17TMT2NA-DA50_0041.kwi</a>
Venza HV	12.3-in. Touch Screen Premium Audio	DCU	<a href="#">17TDTENA-DA50_0041.kwi</a>
		MEU	<a href="#">17TMTENA-DA53_0041.kwi</a>
Sienna HV	Premium Audio	DCU	<a href="#">17TDT2NA-DA55_0041.kwi</a>
		MEU	<a href="#">17TMT2NA-DA50_0041.kwi</a>

#### 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 directly to a blank USB flash drive.

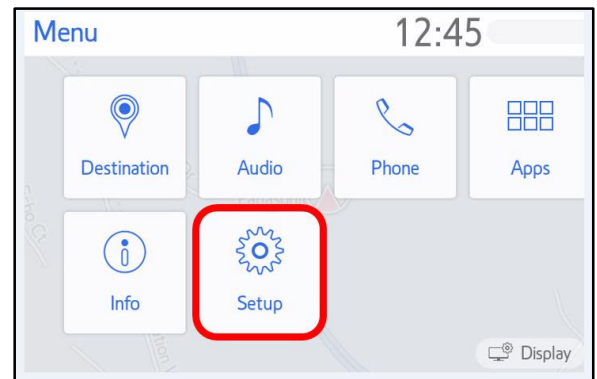
For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – [Multimedia Software Download Instructions](#)*.

## Audio Head Unit Software Update (Panasonic)

### Software Update Procedure

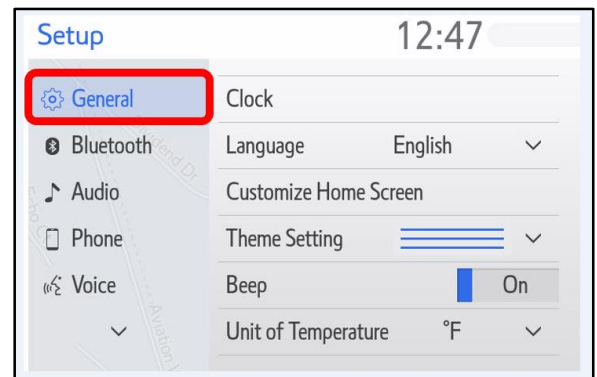
1. Turn ON the ignition.
2. Press the Menu button on the radio faceplate, then select Setup.

**Figure 1.**



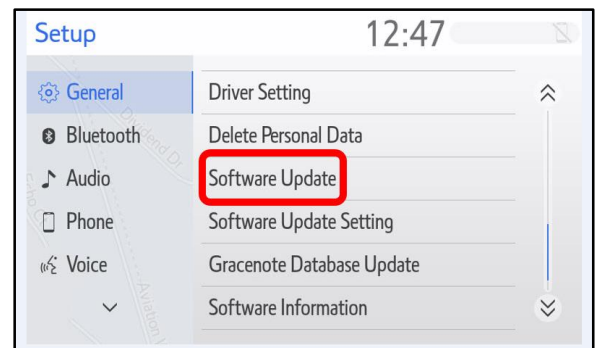
3. Select General on the Setup screen.

**Figure 2.**



4. Scroll down and select Software Update.

**Figure 3.**

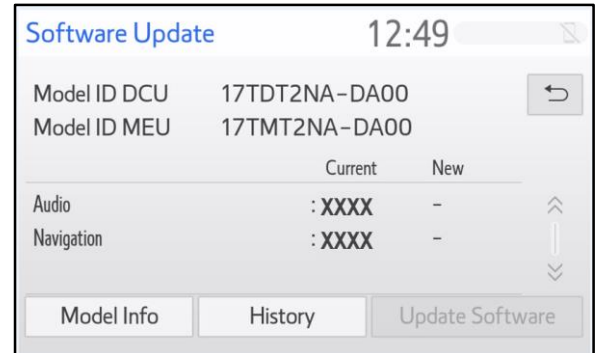


## Audio Head Unit Software Update (Panasonic)

### Software Update Procedure (continued)

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

Figure 4.



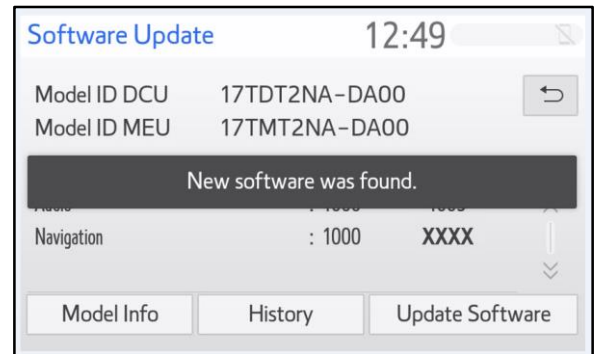
- If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

**NOTE**

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

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

Figure 5.



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

Table 1. Software Version Information

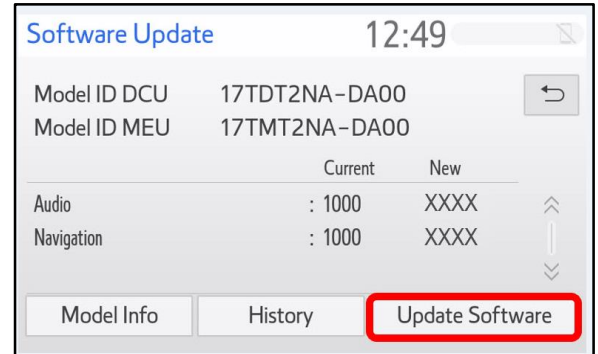
TYPE	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1021	1122	1021	1122 1124
	1007			
	1035			
	1047			
	1060			
	1065			
	1101			
Navigation	-	-	1006 1030 1060	1110 1035

## Audio Head Unit Software Update (Panasonic)

### Software Update Procedure (continued)

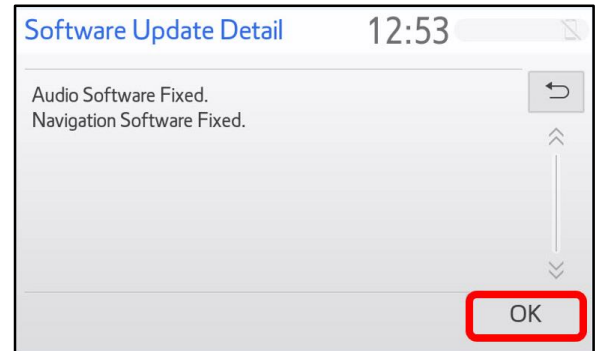
9. Press the Update Software button in the lower right-hand corner.

**Figure 6.**



10. Select OK on the Software Update Detail screen.

**Figure 7.**



11. Select Agree on the Terms of Service screen.

**Figure 8.**



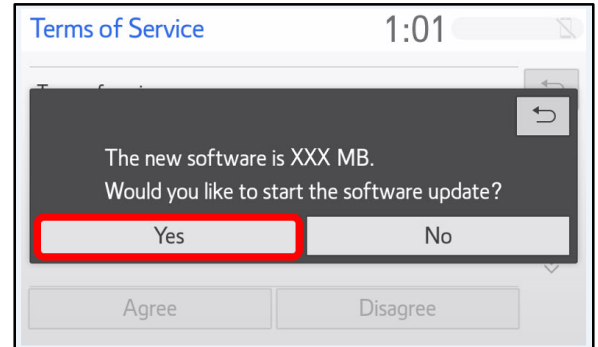


## Audio Head Unit Software Update (Panasonic)

### Software Update Procedure (continued)

12. Select Yes on the “Would you like to start the software update?” pop-up.

**Figure 9.**

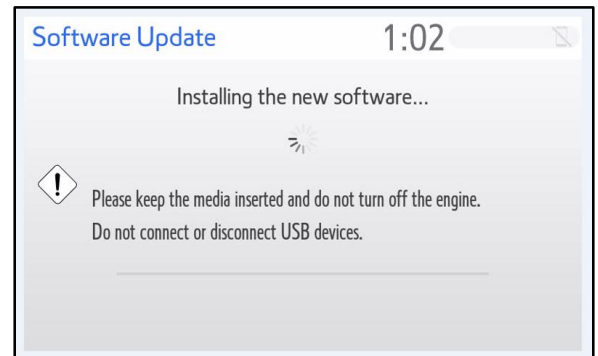


13. Once the head unit begins installation, the update will take about 10 minutes.

**NOTE**

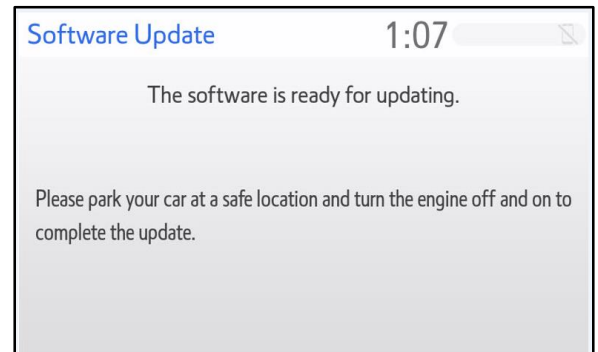
- Do NOT turn OFF the engine or ACC BEFORE the software is ready for updating.
- Do NOT remove the USB flash drive out of the vehicle USB port before the software is ready for updating.

**Figure 10.**



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

**Figure 11.**

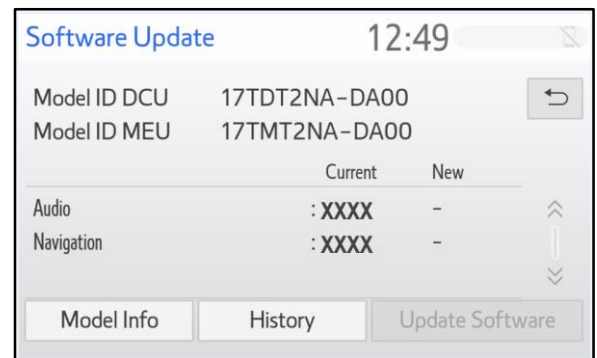


## Audio Head Unit Software Update (Panasonic)

### Software Update Procedure (continued)

15. Turn the ignition ON to complete the software update.
  
16. Once the software update is complete, remove the USB flash drive.
  
17. Perform steps 1 – 4 to verify that the software version matches the current Software Version Information table below.

**Figure 12.**



**Table 2. Software Version Information**

TYPE	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1122	-	1122 1124	-
Navigation	-		1110 1035	