

Navigation System Software Update (Panasonic)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020 - 2021	ES300H, ES350, NX300, NX300H, RC F, RC300, RC350, RX350, RX450H, UX200, UX250H	
2021	IS300, IS350, LC500, LC500C, LC500H	

REVISION NOTICE

December 10, 2020 Rev1:

- The entire bulletin has been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2020 – 2021 model year Lexus vehicles equipped with Navigation (version 1060) or earlier and Audio (version 1060) or earlier may exhibit one or more of the following conditions:

- Display screen distortion/pixilation.
- iOS device would not connect until disconnecting and reconnecting USB cable.
- iOS device would not connect until ACC OFF > ON.

Navigation System Software Update (Panasonic)

Introduction (continued)

Some 2020 model year Lexus vehicles equipped with Navigation (version 1030) or earlier and Audio (version 1036) or earlier may exhibit one or more of the following conditions:

- Abnormal clock operation in Auto Daylight Savings Time mode.
- CarPlay® inoperative.
- USB audio does not resume after turning the engine OFF and ON.
- Reply button not displayed on the text message screen.
- Reset during phonebook transfer.
- Bluetooth® calls disconnected.
- Enform submenu inoperative from touch screen.
- Push to Talk button long press starts native voice recognition.
- Destination Assist frozen when pressing SOS button.
- Navigation screen slow booting or does not boot up.

Some 2020 model year Lexus vehicles equipped with Navigation (version 1006) or earlier and Audio (version 1007) or earlier, may exhibit one or more of the following conditions:

- Voice Command “Barge-in” defaults to OFF.
- Handset Mode label incorrect.
- Android™ Auto music does not resume after using Destination Assist.
- Abnormal return/back arrow illumination operation.
- Destination Assist will not cancel while playing Android™ Auto music.
- Gracenote cover art is not displayed.
- Incorrect Destination Assist vehicle position.

A software update is now available to address these conditions. Follow the Software Update Procedure in this bulletin to address these conditions.

Navigation System Software Update (Panasonic)

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1919	Software Update	0.3	86120-##### 86840-#####	87	74

*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired.

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.

Software Update Information

MULTIMEDIA TYPE	MODEL	COMPONENT	APPLICABLE USB DRIVE FILES
With Navigation	ES, IS, LC, NX, RC, RX, UX	DCU	17LDL2NA-DB30_0036.kwi
		MEU	17LML2NA-DB50_0011.kwi

Repair Procedure

1. Confirm the software version.
 - A. Start the engine. The Lexus emblem will display on the navigation screen.

Figure 1.

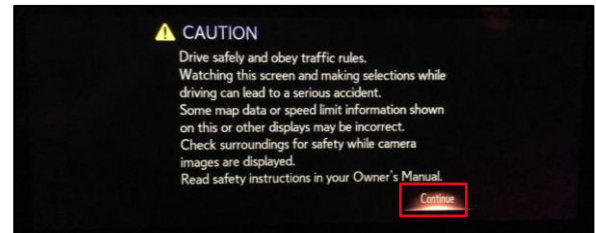


Navigation System Software Update (Panasonic)

Repair Procedure (continued)

- B. Wait for the display to switch to the Caution screen, then select Continue.

Figure 2.



- C. Connect the USB drive to the USB port.

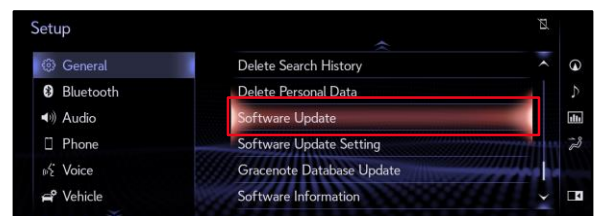
- D. From the navigation menu, select Setup.

Figure 3.



- E. In the General menu, scroll to and select Software Update.

Figure 4.



- F. Is the Current Audio version 1101 or above, and Navigation Version 1060 or above?
- **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
 - **NO** — Continue to step 2.

Figure 5.

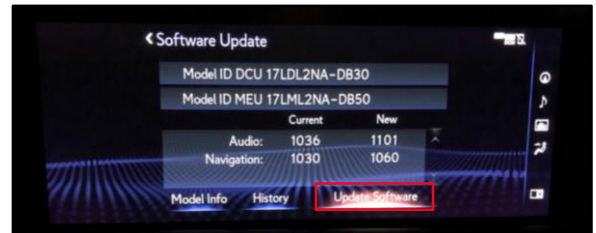


Navigation System Software Update (Panasonic)

Repair Procedure (continued)

2. Update the software version.
 - A. Select Update Software.

Figure 6.



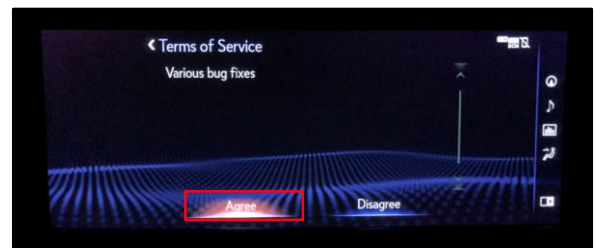
- B. Review the Software Update Detail and select OK.

Figure 7.



- C. Confirm the Terms of Service and select Agree.

Figure 8.



- D. Select Yes.

Figure 9.



Navigation System Software Update (Panasonic)

Repair Procedure (continued)

- E. While installing the NEW software, do NOT turn off the engine.
- F. When prompted, turn the engine OFF and ON to complete the update.
- G. Confirm the current software version has been updated on the Software Update screen.

Figure 10.



Figure 11.



Figure 12.

