

Audio Head Unit Software Update (Pioneer)

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, C-HR, Camry, Camry HV, Corolla Hatchback, Highlander, Highlander HV, RAV4, RAV4 HV, Tacoma, Tundra	
2021	Avalon, Avalon HV, Corolla, Corolla HV, Prius, RAV4 Prime	

Introduction

Some 2020 – 2021 model year vehicles equipped with Audio, Audio Plus, or Premium Audio (versions 1784) or earlier may exhibit one or more of the following conditions:

- Intermittent blank screen.
- Navigation map update fails.
- Album art inoperative.
- Pause function intermittently inoperative in CD mode.
- Intermittent DTC B15FE present.
- Abnormal energy flow screen appearance on Hybrid models.
- Abnormal phone call operation during Apple CarPlay®.
- “No Information” displayed in Information Screen.
- No audio after voice guidance in Android Auto.
- Abnormal charging scheduling operation on RAV4 Prime models.
- Abnormal XM operation when using Apple CarPlay®.

Follow the Multimedia Software Update Procedure in this bulletin to install the latest software version.

Audio Head Unit Software Update (Pioneer)

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL9063	Software Update	0.3	86140-#####*	87	74

*Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

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.

Multimedia Software Update

MODEL	MODEL YEAR	HEAD UNIT	SOFTWARE UPDATE FILE
4Runner	2020 – 2021	Audio	19TDT0NA-EA0E_1785.kwi
		Audio w/XM	19TDT1NA-EA0E_1785.kwi
Avalon, Avalon HV	2021	Audio Plus	19TDT1NA-EAPC_1785.kwi
		Premium Audio	19TDT2NA-EAPA_1785.kwi
			17TMT2NA-DA50_0041.kwi
C-HR	2020 – 2021	Audio	19TDT0NA-EA0R_1785.kwi
		Audio w/XM	19TDT1NA-EA0S_1785.kwi
			19TDT1NA-EA0R_1785.kwi
Camry, Camry HV	2020	Audio	19TDT0NA-EA0P_1785.kwi
		Audio w/XM	19TDT1NA-EA0P_1785.kwi
	2021	Audio	19TDT0NA-EAPC_1785.kwi
		Audio w/XM	19TDT1NA-EAPG_1785.kwi
Corolla Hatchback	2020 – 2021	Audio	19TDT0NA-EAP4_1785.kwi
		Audio w/XM	19TDT1NA-EAP4_1785.kwi
		Audio Plus	19TDT1NA-EAP5_1785.kwi
		Premium Audio	19TDT2NA-EAP4_1785.kwi
			17TMT2NA-DA50_0041.kwi

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Multimedia Software Update (continued)

MODEL	MODEL YEAR	HEAD UNIT	SOFTWARE UPDATE FILE
Corolla, Corolla HV	2021	Audio	19TDT0NA-EAP7_1785.kwi
		Audio W/XM	19TDT1NA-EAP7_1785.kwi
		Audio Plus	19TDT1NA-EAP8_1785.kwi
		Premium Audio	19TDT2NA-EAP7_1785.kwi
17TMT2NA-DA50_0041.kwi			
Highlander, Highlander HV	2020 – 2021	Audio	19TDT0NA-EA09_1785.kwi
		Audio W/XM	19TDT1NA-EA09_1785.kwi
Prius	2021	Audio	19TDT0NA-EAPC_1785.kwi
		Audio W/XM	19TDT1NA-EAPG_1785.kwi
RAV4, RAV4 HV	2020 – 2021	Audio	19TDT0NA-EAP1_1785.kwi
		Audio W/XM	19TDT1NA-EAP1_1785.kwi
RAV4 Prime	2021	Audio	19TDT0NA-EAPA_1785.kwi
		Audio W/XM	19TDT1NA-EAPA_1785.kwi
Tacoma	2020 – 2021	Audio	19TDT0NA-EA0B_1785.kwi
			19TDT1NA-EAPE_1785.kwi
		Audio W/XM	19TDT1NA-EA1B_1785.kwi
			Premium Audio
17TMT2NA-DA50_0041.kwi			
Premium Audio W/JBL	19TDT2NA-EA1B_1785.kwi		
	17TMT2NA-DA50_0041.kwi		
Tundra	2020 – 2021	Audio	19TDT0NA-EA0F_1785.kwi
		Audio W/XM	19TDT1NA-EA0F_1785.kwi

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 folder and saved directly to a blank USB flash drive.

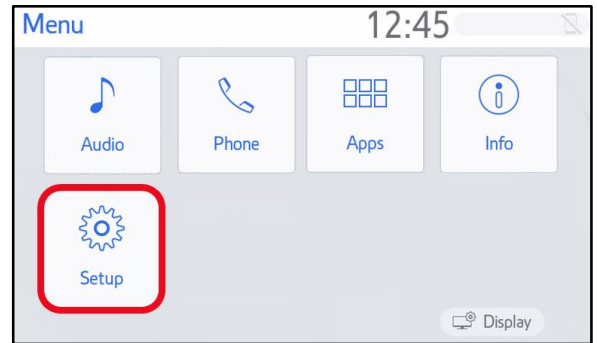
For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – [Multimedia Software Download Instructions](#)*.

Audio Head Unit Software Update (Pioneer)

Software Update Procedure

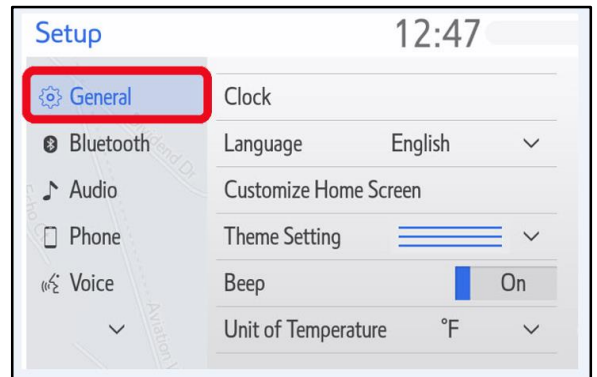
1. Start the engine.
2. Press the Menu button on the radio faceplate, then select Setup.

Figure 1.



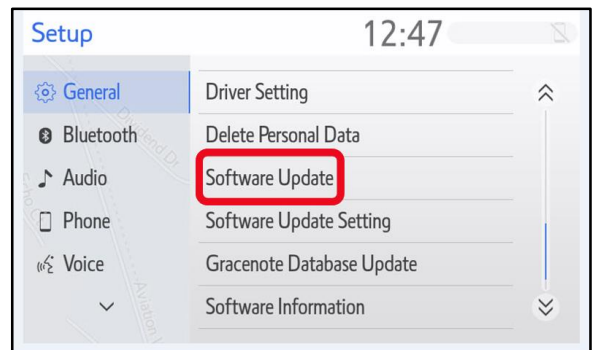
3. Select General on the Setup screen.

Figure 2.



4. Scroll down and select Software Update.

Figure 3.



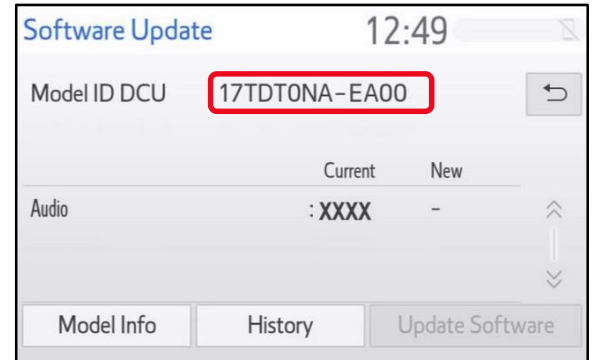
Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

5. Record the Model ID.

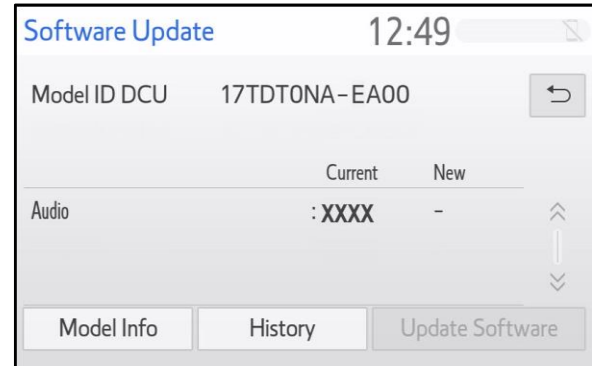
6. Match the Model ID to the software update file, then download the appropriate multimedia software update file from the Software Update Information section.

Figure 4.



7. Verify that the software version is the same or earlier than indicated in the Introduction.

Figure 5.



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

NOTE

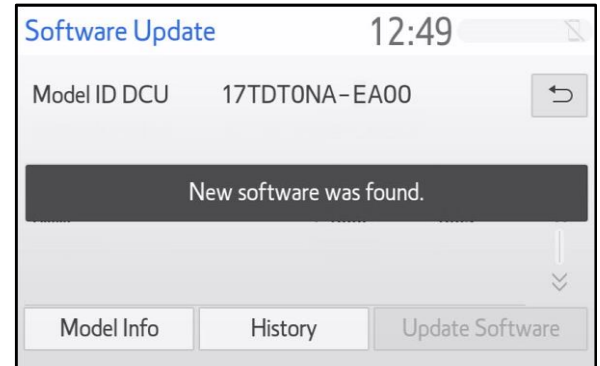
If the vehicle has been turned OFF, repeat steps 1 – 4 to re-enter the Software Update screen.

Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

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

Figure 6.



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

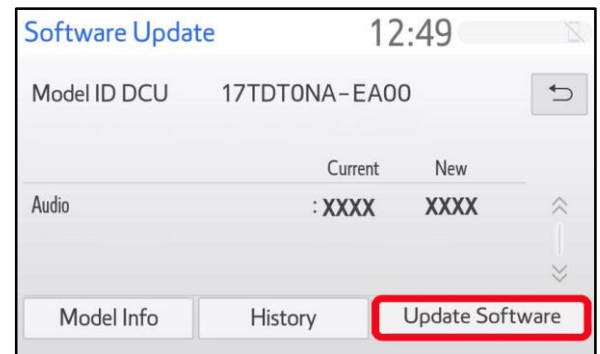
Table 1. Software Version Information

TYPE	AUDIO		AUDIO PLUS		PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW	CURRENT	NEW
Audio	<1784	1785	<1784	1785	<1784	1785
Navigation	-				<1109	1110

*Certain models may have 1040 as the current version and will need to be updated to 1045.

11. Select the Update Software button in the lower right corner.

Figure 7.

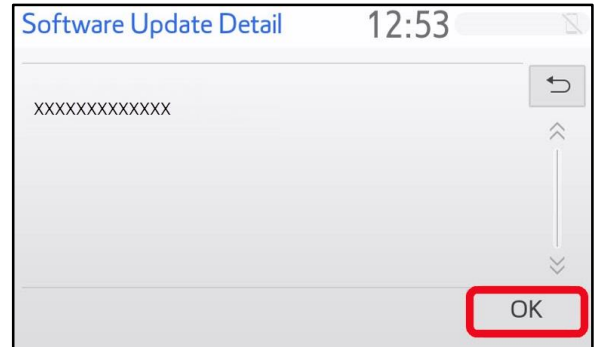


Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

12. Select OK on the Software Update Detail screen.

Figure 8.



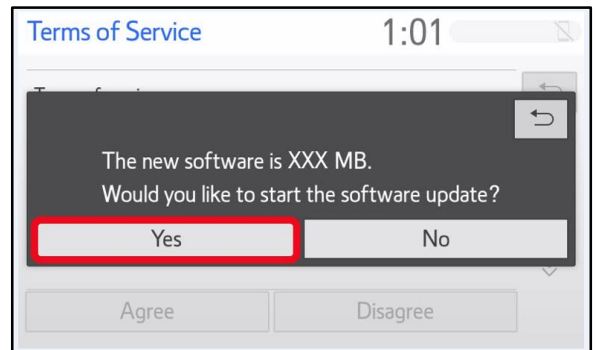
13. Select Agree on the Terms of Service screen.

Figure 9.



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

Figure 10.



Audio Head Unit Software Update (Pioneer)

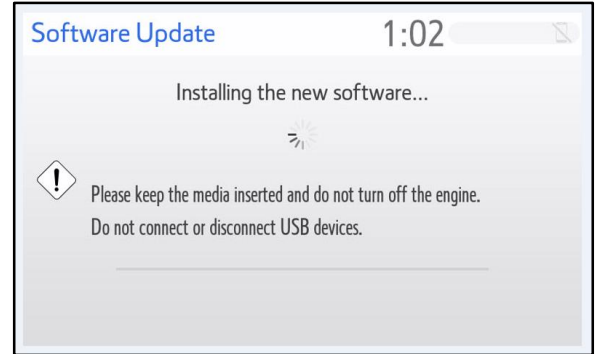
Software Update Procedure (continued)

15. Once the head unit begins installation, the update will take approximately 10 minutes.

NOTE

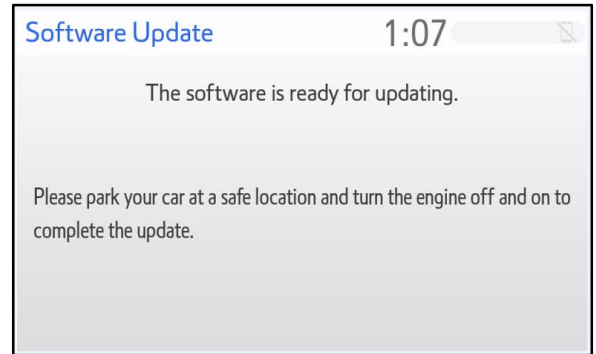
- Do NOT turn OFF the vehicle or ACC BEFORE the software is ready for updating.
- Do NOT remove the USB flash drive until instructed in step 18.

Figure 11.



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

Figure 12.



17. Turn the vehicle ON to complete the software update.
18. Once the software update is complete, remove the USB flash drive.

Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

19. Perform steps 1 – 4 to verify the software version matches the current software version information table below.

Figure 13.

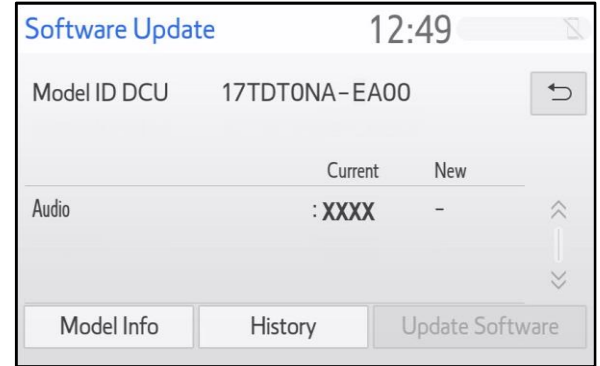


Table 2. Software Version Information

TYPE	AUDIO		AUDIO PLUS		PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW	CURRENT	NEW
Audio	1785	–	1785	–	1785	–
Navigation	–				1110	