TOYOTA Technical Service Bulletin

Audio Head Unit Software Update (Pioneer)

Service

Category Audio/Visual/Telematics

Section N	avigation/Multi Info Display	Market USA	Toyota Supports
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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.

Warranty Information

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

*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP 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
4Dupper	2020 2021	Audio	<u>19TDT0NA-EA0E_1785.kwi</u>
4Runner	2020 – 2021	Audio w/XM	<u>19TDT1NA-EA0E 1785.kwi</u>
		Audio Plus	<u>19TDT1NA-EAPC_1785.kwi</u>
Avalon, Avalon HV	2021	Dromium Audio	<u>19TDT2NA-EAPA_1785.kwi</u>
		Fremium Audio	<u>17TMT2NA-DA50_0041.kwi</u>
		Audio	<u>19TDT0NA-EA0R_1785.kwi</u>
C-HR	2020 – 2021	Audio w/XM	<u>19TDT1NA-EA0S_1785.kwi</u>
			<u>19TDT1NA-EA0R_1785.kwi</u>
	2020	Audio	<u>19TDT0NA-EA0P_1785.kwi</u>
Camry, Camry HV	2020	Audio w/XM	<u>19TDT1NA-EA0P_1785.kwi</u>
	2021	Audio	<u>19TDT0NA-EAPC_1785.kwi</u>
	2021	Audio w/XM	<u>19TDT1NA-EAPG_1785.kwi</u>
		Audio	<u>19TDT0NA-EAP4_1785.kwi</u>
		Audio w/XM	<u>19TDT1NA-EAP4_1785.kwi</u>
Corolla Hatchback	2020 – 2021	Audio Plus	<u>19TDT1NA-EAP5_1785.kwi</u>
		Premium Audio	<u>19TDT2NA-EAP4_1785.kwi</u>
			17TMT2NA-DA50_0041.kwi

Multimedia Software Update (continued)

MODEL	MODEL YEAR	HEAD UNIT	SOFTWARE UPDATE FILE
		Audio	<u>19TDT0NA-EAP7_1785.kwi</u>
		Audio W/XM	<u>19TDT1NA-EAP7_1785.kwi</u>
Corolla, Corolla HV	2021	Audio Plus	<u>19TDT1NA-EAP8_1785.kwi</u>
		Promium Audio	<u>19TDT2NA-EAP7_1785.kwi</u>
		Premium Audio	<u>17TMT2NA-DA50_0041.kwi</u>
Highlander,	2020 2021	Audio	<u>19TDT0NA-EA09_1785.kwi</u>
Highlander HV	2020 – 2021	Audio W/XM	<u>19TDT1NA-EA09 1785.kwi</u>
Drive	2021	Audio	<u>19TDT0NA-EAPC_1785.kwi</u>
Filus	2021	Audio W/XM	<u>19TDT1NA-EAPG_1785.kwi</u>
	2020 2021	Audio	<u>19TDT0NA-EAP1_1785.kwi</u>
ΚΑν4, ΚΑν4 Πν	2020 – 2021	Audio W/XM	<u>19TDT1NA-EAP1 1785.kwi</u>
BAV/4 Drimo	2021	Audio	<u>19TDT0NA-EAPA_1785.kwi</u>
KAV4 FIIIIle	2021	Audio W/XM	<u>19TDT1NA-EAPA_1785.kwi</u>
		Audio	<u>19TDT0NA-EA0B_1785.kwi</u> <u>19TDT1NA-EAPE_1785.kwi</u>
		Audio W/XM	<u>19TDT1NA-EA1B 1785.kwi</u>
Tacoma		Dromium Audio	<u>19TDT2NA-EA0B_1785.kwi</u>
	2020 – 2021	Premium Audio	<u>17TMT2NA-DA50_0041.kwi</u>
		Dromium Audio M// IDI	<u>19TDT2NA-EA1B_1785.kwi</u>
		Premium Audio W/JBL	<u>17TMT2NA-DA50_0041.kwi</u>
Tundra		Audio	19TDT0NA-EA0F_1785.kwi
runura		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* – <u>*Multimedia Software Download Instructions.*</u>

Software Update Procedure

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



3. Select General on the Setup screen.

Figure 2.

Setup	12:4	7
General	Clock	
Bluetooth	Language English	~
🔉 Audio	Customize Home Screen	
D Phone	Theme Setting	- ×
ශ්ද Voice	Веер	On
~	Unit of Temperature °F	~

4. Scroll down and select Software Update.

Figure 3.

Setup	12:47	Z
Sa Conoral	Driver Settine	_
		_ ^
Bluetooth	Delete Personal Data	
♪ Audio	Software Update	
D Phone	Software Update Setting	
we Voice	Gracenote Database Update	
~	Software Information	*

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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.

Software Updat	e 1.	2:49	8
Model ID DCU	17TDTONA-EAG	00	¢
	Current	New	
Audio	: XXXX	-	~
			*
Model Info	History	Update Sof	tware

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

Figure 5.

Software Update		12:49	Z
Model ID DCU	17TDTONA-EA	\00	€
	Current	t New	
Audio	: XXXX	-	☆
			\approx
Model Info	History	Update Sof	ftware

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.

Software Update Procedure (continued)

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

Figure 6.			
Software Updat	te	12:49	72
Model ID DCU	17TDT0NA-I	EA00	C.
٩	lew software was	s found.	
			- *
Model Info	History	Update So	oftware

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	
ITPE	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.

Software Upda	te 12:	12:49	
Model ID DCU	17TDTONA-EA00		5
	Current	New	
Audio	: XXXX	XXXX	~
			*
Model Info	History	Jpdate Sof	tware

Software Update Procedure (continued)

12. Select OK on the Software Update Detail screen.

Figure 8.		
Software Update Detail	12:53	Z
****		5
		\$
		\approx
	(OK

13. Select Agree on the Terms of Service screen.

Figure 9.

Terms of Service	1:01	8
Terms of service.		U
Agree	Disagree	*

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

Figure 10.



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.

Software Update		1:02	
	Installing the n	ew software	
	3		
$\langle \mathbf{I} \rangle$	Please keep the media inserted and	d do not turn off the engine.	
	Do not connect or disconnect USE	3 devices.	

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

Figure 12.

Software Update	1:07	Z
The software is rea	dy for updating.	
Please park your car at a safe location complete the update.	and turn the engine off an	d on to

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

Software Update Procedure (continued)

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

Figure 13.

Software Update	e 12	:49	Z
Model ID DCU	17TDTONA-EA00	♪	
	Current	New	_
Audio	: XXXX	-	~
			\approx
Model Info	History	Update Soft	ware

Table 2. Software Version Information

ТҮРЕ	AUDIO		AUDIO PLUS		PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW	CURRENT	NEW
Audio	1785	-	1785	-	1785	
Navigation	_				1110	_