

# Entune 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
2019 - 2020	Avalon, Avalon HV	
2019	C-HR, Corolla Hatchback, RAV4, RAV4 HV	
2018 - 2019	Camry, Camry HV	
2020	Corolla, Corolla HV, Prius	
2018 - 2020	Sienna	

### REVISION NOTICE

May 19, 2021 Rev1:

- Applicability has been updated to include 2018 model year Camry, Camry Hybrid, and Sienna vehicles and 2020 model year Prius vehicles.
- This bulleting applies to 2018 model year Camry, Camry Hybrid, and Sienna vehicles **ONLY** if [T-SB-0044-20](#) has been performed and completed **BEFORE** performing the Software Update Procedure in this bulletin.
- The Introduction, Warranty Information, Software Update Information, and Software Update Procedure sections have been updated.

Any previous printed versions of this bulletin should be discarded.

### SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0160-19.

Service Bulletin No. T-SB-0160-19 is obsolete and any printed versions should be discarded.

## Entune Audio Head Unit Software Update (Pioneer)

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### Introduction

Some 2019 model year Avalon and Avalon Hybrid vehicles equipped with Entune™ Audio Plus (version 1002) or Entune™ Premium Audio (version 1002) or earlier may exhibit one or more of the following conditions:

- Incorrect GPS date and time.
- Abnormal Bluetooth® operation.
- Abnormal Wi-Fi operation.
- Microphone remains on the screen after voice recognition failure.
- Unable to see text with headlights on (text is the same color as the background).

Some 2019 – 2020 model year Toyota vehicles equipped with Entune™ Audio (version 1007), Entune™ Audio Plus (version 1011), or Entune™ Premium Audio (version 1011) or earlier may exhibit one or more of the following conditions:

- Phone does not auto-connect on startup.
- Intermittent black screen.
- Apple CarPlay® home screen widget turns white when USB flash drive is disconnected.
- Abnormal phone book sorting.
- Unable to see DCM Status when in dark red or dark blue modes.
- XM no signal banner appears at all times.
- “Check antenna,” “ID Displaying,” or “Seeking” always displays on XM mode.
- Unable to switch Bluetooth® devices.
- Apps button is inactive in the voice recognition hint screen when using Apple CarPlay®.
- Incorrect Spanish translations.
- Voice recognition is not canceled during a phone call.
- Low Easy Speak volume.
- Voice recognition “Web Search” is inoperative.
- Entune™ apps are inoperative and “When it is safe and legal to do so, please ensure your Entune™ App Suite application is running and logged in on your phone” pop-up appears.
- Download screen appears even though nothing is being downloaded.
- Intermittent partially white screen.
- Screen intermittently locked.
- Text goes off the edge of the screen.
- Screen is black for 10 seconds after shifting out of Reverse when using Apple CarPlay®.
- Unable to download the Entune™ app.
- Various software enhancements.
- Amazon Alexa is inoperative on iOS devices.

## Entune Audio Head Unit Software Update (Pioneer)

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### Introduction (continued)

Some 2019 – 2020 model year Toyota vehicles equipped with Entune™ Premium Audio (Navigation version 1012) or earlier may exhibit one or more of the following conditions:

- Unable to play audio source after an incoming call.
- Software Enhancements.
- Intermittent Rebooting.
- Unable to register Bluetooth® devices from Bluetooth® Audio Mode.
- Unable to pair Android devices after Google apps update.
- Unable to access camera diagnosis system.
- USB audio does not resume.
- Intermittent Bluetooth® disconnection.
- Abnormal voice recognition operation.
- Phone call history does not update.
- Bluetooth® loses connection after USB connection is made.
- Navigation Inoperative.
- Microphone disconnected pop-up message.
- Clock not displayed on the map screen.

Some 2019 – 2020 model year Toyota vehicles equipped with Entune™ Premium Audio (Navigation version 1016 or 1031) or earlier may exhibit one or more of the following conditions:

- Navigation expiration pop-up that is more than a year in the future.
- Destination ETA calculation does not account for time zone change or daylight savings time.

Some 2019 – 2020 model year Toyota vehicles equipped with Entune™ Audio (version 1008), Entune™ Audio Plus (version 1013), or Entune™ Premium Audio (version 1013) or earlier may exhibit one or more of the following conditions:

- Voice Recognition is slow.
- Voice Recognition states, “No Search App” when asking to “Start Web Search.”
- Volume is not lowered during Voice Recognition.
- Audio/CarPlay® does not resume after shifting from reverse.
- “Apple CarPlay® connected” intermittently displayed.
- Apple CarPlay® takes a long time to start.
- Progress bar does not update on Remote Services screen.
- Intermittent blank screen.

## Entune Audio Head Unit Software Update (Pioneer)

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### Introduction (continued)

- Unable to answer phone calls using steering wheel switch.
- “Navigation App not installed” pop-up appears when pushing the MAP button on navigation equipped vehicles.
- During Voice Recognition the wrong genre is selected.
- “Unable to update the software, please try again later” pop-up occurs during software update.
- Half of the home screen is intermittently black.
- Radio intermittently reboots.
- Abnormal Apple CarPlay® operation.

Some 2018 – 2020 model year vehicles equipped with Audio (version 1009), Audio Plus (version 1100), or Premium Audio (version 1100) or earlier may exhibit one or more of the following conditions:

- Abnormal Scout Operation on ACC ON.
- Blank Pop-up screen during software update.
- Unable to set voice tags on voice tag screen.
- Unable to install Toyota Apps.
- Intermittent radio rebooting.
- Navigation update fails.
- Album artwork is missing.
- Screen partially black when using Apple CarPlay®.
- Pause intermittently inoperative in CD mode.
- Abnormal Destination Assistance or SOS call display when using Apple CarPlay®.

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

## Entune Audio Head Unit Software Update (Pioneer)

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1932	Software Update	0.3	86140-#####* 86840-#####*	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.

### Software Update Information

MODEL YEAR	MODEL	HEAD UNIT	SOFTWARE UPDATE FILE
2019 – 2020	Avalon, Avalon HV	Entune™ Audio Plus	<a href="#">17TDT1NA-EA04_1101.kwi (HV)</a>
			<a href="#">17TDT1NA-EA14_1101.kwi (GAS)</a>
		Entune™ Premium Audio	<a href="#">17TDT2NA-EA04_1101.kwi (HV)</a>
			<a href="#">17TDT2NA-EA14_1101.kwi (HV)</a>
			<a href="#">17TMT2NA-DA01_0030.kwi</a>
2018 – 2020	Sienna	Entune™ Audio	<a href="#">17TDT0NA-EA0C_1010.kwi (W/ DCM)</a>
	<a href="#">17TDT0NA-EA2C_1010.kwi (W/o DCM)</a>		
2018 – 2019	Camry, Camry HV		<a href="#">17TDT0NA-EA0D_1010.kwi (W/ DCM)</a>
			<a href="#">17TDT0NA-EA4D_1010.kwi (W/o DCM)</a>
2019	C-HR		<a href="#">17TDT0NA-EA07_1010.kwi</a>
		Entune™ Audio Plus	<a href="#">17TDT1NA-EA07_1101.kwi</a>
		Entune™ Premium Audio	<a href="#">17TDT2NA-EA07_1101.kwi</a>
			<a href="#">17TMT2NA-DA01_0030.kwi</a>
	Corolla Hatchback	Entune™ Audio	<a href="#">17TDT0NA-EA22_1010.kwi (Single Mic)</a>
			<a href="#">17TDT0NA-EA72_1010.kwi (Array Mic)</a>
		Entune™ Audio Plus	<a href="#">17TDT1NA-EA12_1101.kwi (USA Single Mic)</a>
<a href="#">17TDT1NA-EA72_1101.kwi (USA Array Mic)</a>			
Entune™ Premium Audio	<a href="#">17TDT2NA-EA22_1101.kwi (USA Single Mic)</a>		

## Entune Audio Head Unit Software Update (Pioneer)

### Software Update Information (continued)

MODEL YEAR	MODEL	HEAD UNIT	SOFTWARE UPDATE FILE	
2019	Corolla Hatchback	Entune™ Premium Audio	<a href="#">17TDT2NA-EA72_1101.kwi (USA Array Mic)</a>	
			<a href="#">17TMT2NA-DA02_0050.kwi</a>	
	RAV4, RAV4 HV	Entune™ Audio	<a href="#">17TDT0NA-EA06_1010.kwi (8-inch W/o DCM)</a>	
			<a href="#">17TDT0NA-EA16_1010.kwi (7-inch W/o DCM)</a>	
			<a href="#">17TDT0NA-EA26_1010.kwi (8-inch W/ DCM)</a>	
2020	Corolla, Corolla HV	Entune™ Audio	<a href="#">17TDT0NA-EA02_1010.kwi (7-inch W/ DCM)</a>	
			<a href="#">17TDT0NA-EA12_1010.kwi (8-inch W/ DCM)</a>	
			<a href="#">17TDT0NA-EA52_1010.kwi (7-inch W/o DCM)</a>	
			<a href="#">17TDT0NA-EA62_1010.kwi (8-inch W/o DCM)</a>	
			Entune™ Audio Plus	<a href="#">17TDT1NA-EA02_1101.kwi (USA)</a>
			Entune™ Premium Audio	<a href="#">17TDT2NA-EA02_1101.kwi</a>
		Prius	Entune™ Audio	<a href="#">17TDT0NA-EAA0_1010.kwi</a>

### MULTIMEDIA SOFTWARE FILE DOWNLOAD

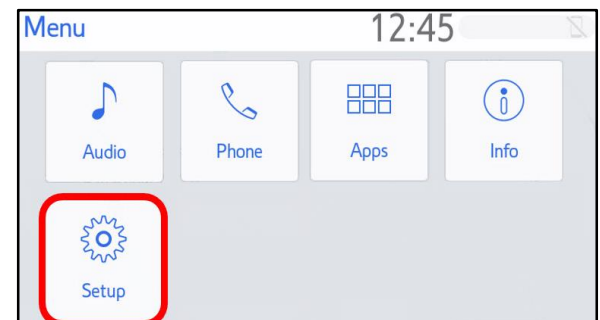
The multimedia software update file may be downloaded directly from this Service Bulletin by clicking on the file name in the table above. Once downloaded, the file may be extracted (unzipped) from the zip folder and saved directly to a blank USB flash drive.

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

### Software Update Procedure

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

**Figure 1.**

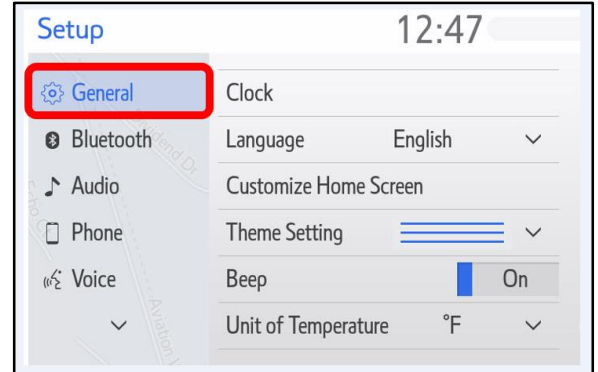


## Entune Audio Head Unit Software Update (Pioneer)

### Software Update Procedure (continued)

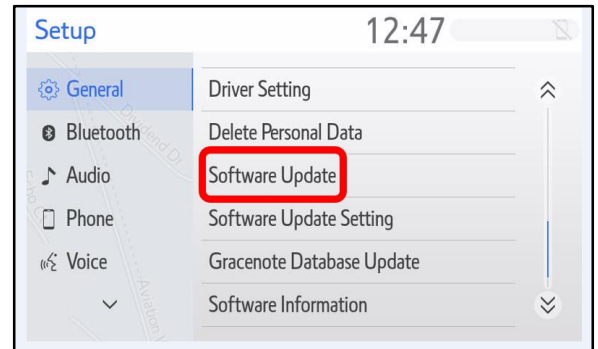
3. Select General on the Setup screen.

**Figure 2.**



4. Scroll down and select Software Update.

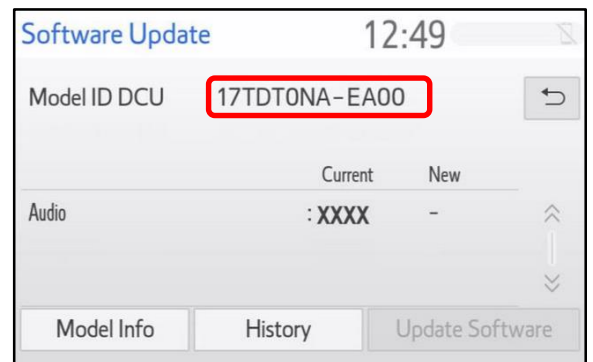
**Figure 3.**



5. Record the Model ID.

**Figure 4.**

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

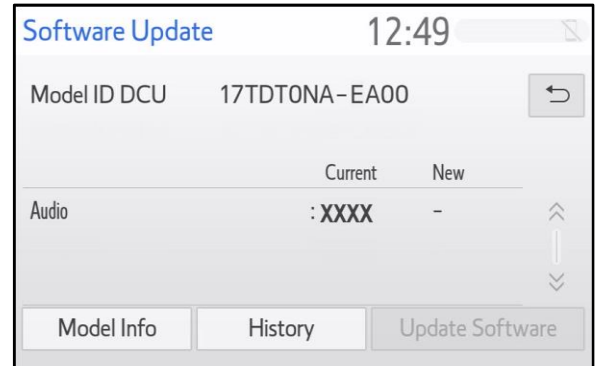


## Entune Audio Head Unit Software Update (Pioneer)

### Software Update Procedure (continued)

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

**Figure 5.**



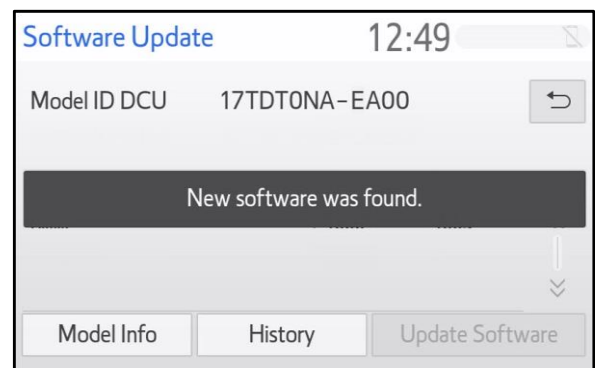
8. If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

**NOTE**

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

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

**Figure 6.**





## Entune Audio Head Unit Software Update (Pioneer)

### Software Update Procedure (continued)

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

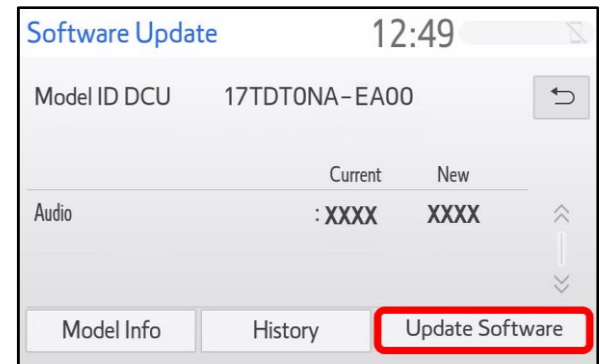
**Table 1. Software Version Information**

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW	CURRENT	NEW
Audio	<1009	1010	<1100	1101	<1100	1101
Navigation	-				<1045	1045 1050

\*Certain models may have 1045 as the current version and will need to be updated to 1050.

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

**Figure 7.**



- Select OK on the Software Update Detail screen.

**Figure 8.**

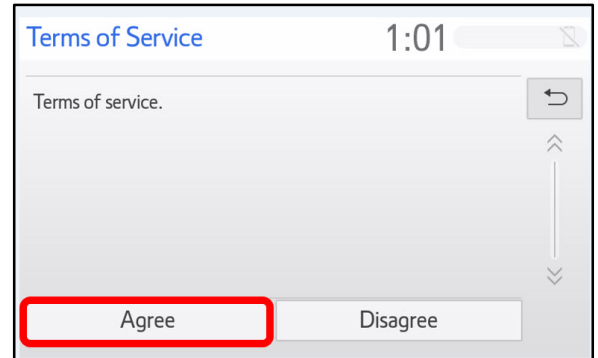


## Entune Audio Head Unit Software Update (Pioneer)

### Software Update Procedure (continued)

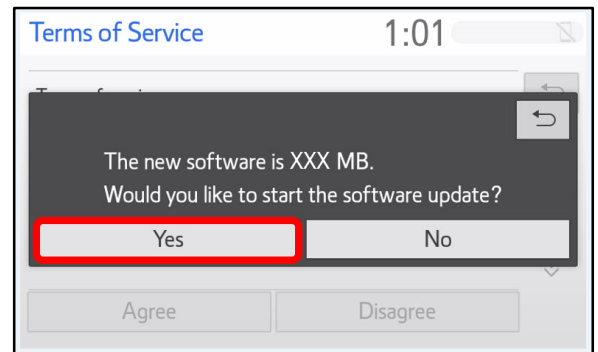
13. Select Agree on the Terms of Service screen.

**Figure 9.**



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

**Figure 10.**

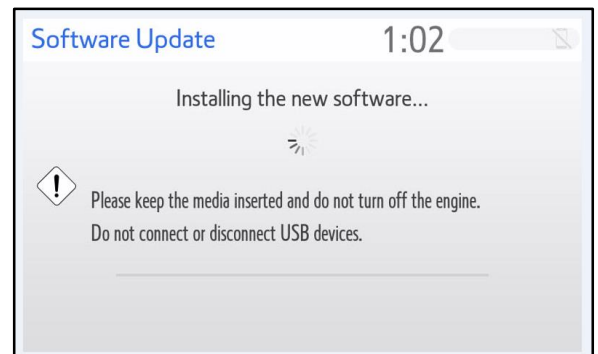


15. Once the head unit begins installation, the update will take approximately 10 minutes.

**NOTE**

- Do NOT turn off the engine or ACC before the software is ready for updating.
- Do NOT remove the USB flash drive until instructed in step 18.

**Figure 11.**

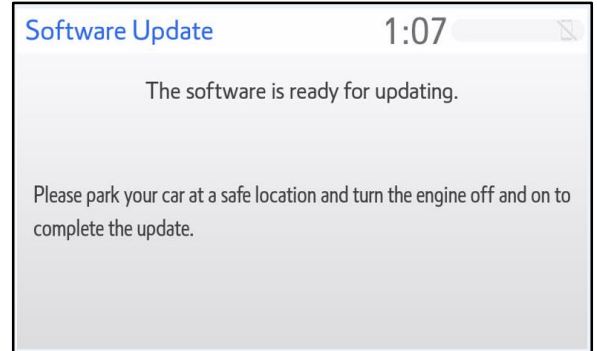


## Entune Audio Head Unit Software Update (Pioneer)

### Software Update Procedure (continued)

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

**Figure 12.**

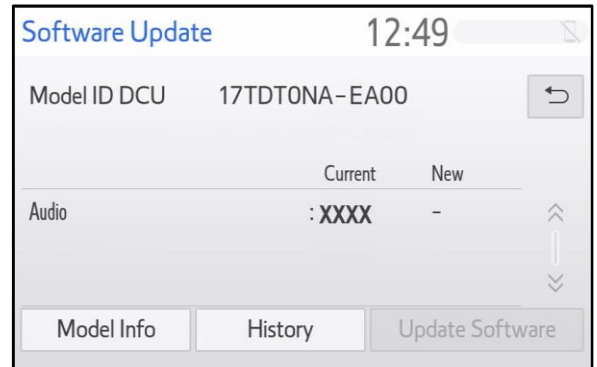


17. Turn the vehicle ON to complete the software update.

18. Once the software update is completed, remove the USB flash drive.

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	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW	CURRENT	NEW
Audio	1010	–	1101	–	1101	–
Navigation	–				1045 1050	