

Audio Update Phase 3 (Pioneer)

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	ES300H, ES350, RC F, RC300, RC350, UX200, UX250H	
2019 - 2020	NX300, NX300H	

REVISION NOTICE

July 27, 2021 Rev2:

- **Applicability has been updated to include 2020 NX 300 and NX 300h model year vehicles.**
- **The Warranty Information, Software Update Information, and Software Update Procedure sections have been updated.**

August 07, 2019 Rev1:

- **The Introduction section has been updated.**
- Any previous printed versions of this bulletin should be discarded.**

Audio Update Phase 3 (Pioneer)

Introduction

Some 2019 – 2020 model year Lexus vehicles equipped with Pioneer Audio (version earlier than 1102) may exhibit one or more of the following conditions:

- Black CarPlay® Display from Pioneer Audio.
- Low volume from CarPlay® FaceTime audio calls.

Some 2019 model year Lexus vehicles equipped with Pioneer Audio (version earlier than 1007) may exhibit one or more of the following conditions:

- Delayed mute operation during hands-free operation.
- XM “No Signal” message displayed.
- Spanish translation correction.
- Voice Recognition is not canceled when receiving a call during VR operation.
- Music information does not appear.
- Automatic navigation re-routing does not occur.
- Update message does not appear via DCM.
- Cursor missing after pushing the Map button.

Updated software is now available to address these conditions. Follow the Software Update Procedure in this bulletin to install the latest software version.

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1910	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 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 FILE ON THE USB DRIVE
Pioneer Without Navigation With 8-in. Screen	ES	DCU	17LDL1NA-EB13_1102.kwi
Pioneer Without Navigation With 7-in. Screen	UX		17LDL1NA-EB04_1102.kwi
	RC		17LDL1NA-EB07_1102.kwi
Pioneer Without Navigation With 10.3-in. Screen	NX		17LDL1NA-EB0B_1102.kwi
	RC F		17LDL1NA-EB0C_1102.kwi

MULTIMEDIA SOFTWARE FILE DOWNLOAD

The multimedia software update files may be downloaded directly from this Service Bulletin by clicking on the file names in the table above. Once downloaded, the files 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](#)*.

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Software Update Procedure

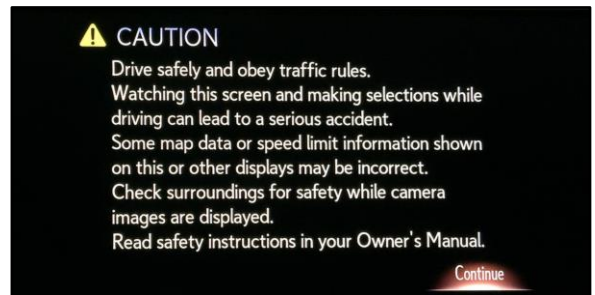
1. Confirm the software version.
 - A. Start the engine. The Lexus emblem will display on the radio screen.

Figure 1.



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

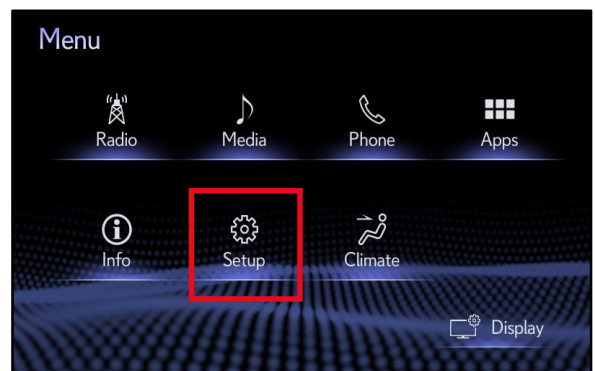
Figure 2.



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

- D. Press the Menu button, then select Setup.

Figure 3.

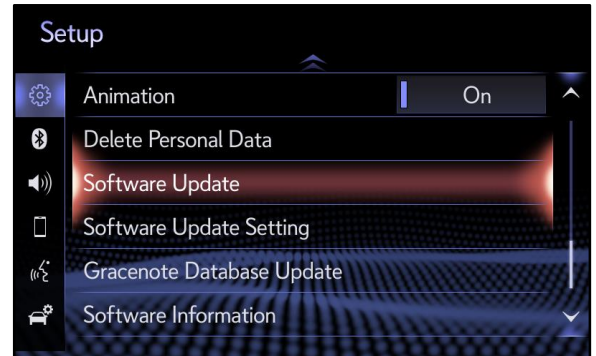


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Software Update Procedure (continued)

E. Scroll to and select Software Update.

Figure 4.

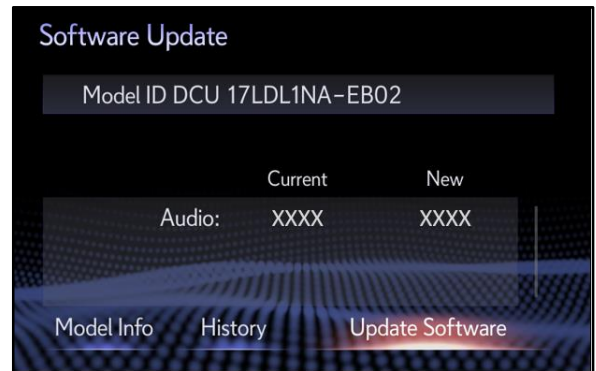


F. Confirm the current audio version.

Is the current audio version earlier than 1102?

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

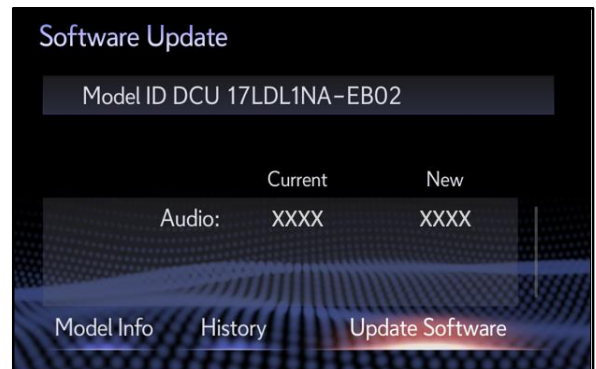
Figure 5.



2. Update the software version.

A. Select Update Software.

Figure 6.

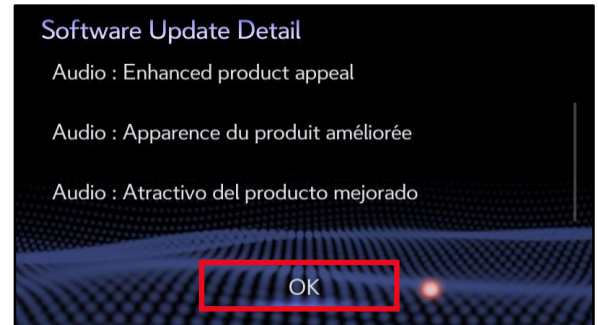


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Software Update Procedure (continued)

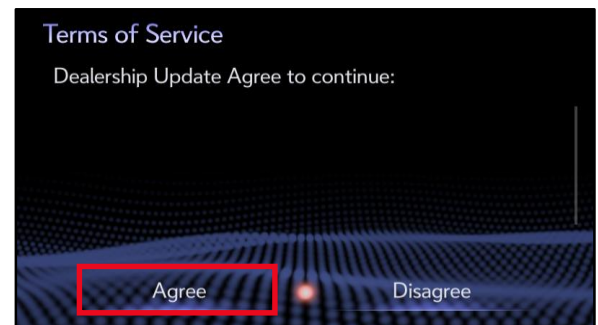
- B. Review the Software Update Detail and select OK.

Figure 7.



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

Figure 8.



- D. Select Yes.

Figure 9.



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Software Update Procedure (continued)

- E. While installing the NEW software, do NOT turn off the engine.

Figure 10.



- F. When prompted, turn the engine OFF and ON to complete the update.

Figure 11.



- G. Confirm the current software version has been updated to 1102 on the Software Update screen.

Figure 12.

