

Audio Head Unit Software Update (Panasonic)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018 - 2019	Camry, Camry HV	
2018 - 2020	Sienna	

SUPERSESION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0046-20. The aforementioned bulletin is obsolete, and any printed versions should be discarded. Be sure to review the entire content of this service bulletin before proceeding.

Introduction

Some 2018 – 2019 model year Camry and Camry Hybrid and 2018 – 2020 model year Sienna vehicles equipped with Audio Plus (version 1010) or Premium Audio (version 1010) or earlier may exhibit one or more of the following conditions:

- Abnormal navigation operation.
- Screen freezing.
- Intermittent rebooting.
- Abnormal clock operation.
- Abnormal Apple CarPlay® operation.
- Echoing during Apple CarPlay® phone call.
- Abnormal Pandora® operation after answering WhatsApp phone call.
- Alexa® app inoperative when using iOS devices.

Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2018 – 2019 model year Camry and Camry Hybrid and 2018 – 2020 model year Sienna vehicles equipped with Audio Plus (version 1010) or Premium Audio (version 1010) or earlier may exhibit one or more of the following conditions:

- Abnormal navigation operation.
- Screen freezing.
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- Abnormal clock operation.
- Abnormal Apple CarPlay® operation.
- Echoing during Apple CarPlay® phone call.
- Abnormal Pandora® operation after answering WhatsApp phone call.
- Alexa® app inoperative when using iOS devices.

Some 2018 – 2019 model year Camry and Camry Hybrid and 2018 – 2020 model year Sienna vehicles equipped with Audio Plus (version 1050) or Premium Audio (version 1050) or earlier may exhibit one or more of the following conditions:

- Intermittent rebooting.
- Pixelated screen during phone calls when using Apple CarPlay®.

Some 2018 – 2019 model year Camry and Camry Hybrid and 2018 – 2020 model year Sienna vehicles equipped with Premium Audio (navigation version 1030 or 1040) 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-saving time.

Some 2018 – 2019 model year Camry and Camry HV and 2018 – 2020 model year Sienna vehicles equipped with Audio Plus (version 1060) or Premium Audio (audio version 1060 and navigation version 1040 or 1045) or earlier may exhibit one or more of the following conditions:

- Rebooting when playing Spotify via Bluetooth® Audio.
- Screen distortion during Apple CarPlay® phone call.
- Security enhancements.

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Introduction (continued)

Some 2018 – 2020 model year vehicles equipped with Audio Plus (version 1066) or Premium Audio (audio version 1066 and navigation version 1045 or 1050) or earlier may exhibit one or more of the following conditions:

- Apple CarPlay® intermittently inoperative.
- Voice recognition does not start when “Waiting for the beep” is displayed.
- Audio does not resume after listening to a voicemail.
- Abnormal screen appearance during Apple CarPlay®.
- Voice Recognition inoperative when connecting a device for Projection Mode.
- After ACC OFF/ON the music will resume and pause when using Apple CarPlay®.
- Music information is incorrect when using Spotify® via Bluetooth® Audio Mode.
- Apple CarPlay® does not start after connecting phone and selecting Projection Mode.

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

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL2032	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.**

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Software Update Information

MODEL	HEAD UNIT		SOFTWARE UPDATE FILE
Camry, Camry HV	Entune™ 3.0 Audio Plus	DCU	17TDT1NA-DA01_0055.kwi
Camry, Camry HV, Sienna	Entune™ 3.0 Premium Audio		MEU
		17TMT2NA-DA01_0035.kwi	
			17TMT2NA-DA02_0055.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 file and saved to a blank USB flash drive.

For Entune™ Premium Audio, be sure to copy both the DCU and the MEU files to the 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

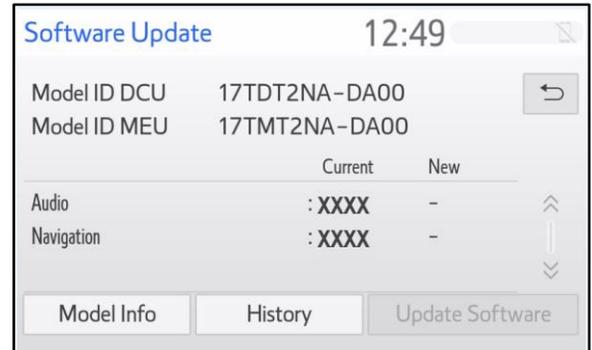
1. Download the software from the Multimedia Software Update section onto an empty USB flash drive with a capacity of 8 GB or larger.
2. Start the vehicle to maintain battery voltage.

Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

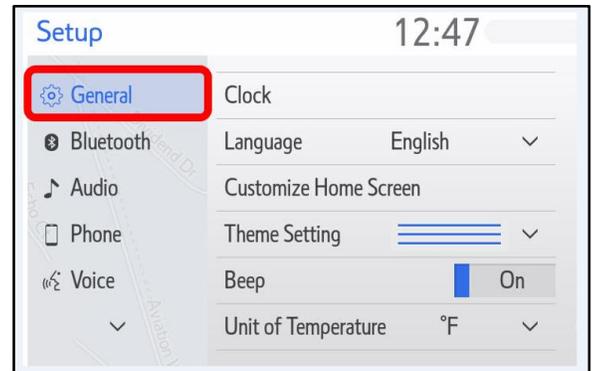
3. Press the Menu button on the radio faceplate, then select Setup.

Figure 1.



4. Select General on the Setup screen.

Figure 2.

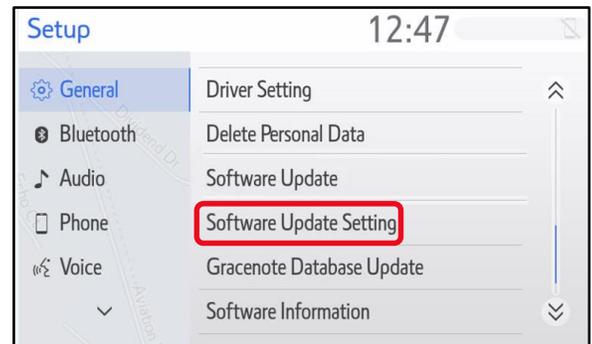


5. Scroll down to Software Update Setting, then turn Automatic Update Check OFF.

6. Turn the vehicle OFF, then restart the vehicle again.

7. Perform steps 3 and 4 again.

Figure 3.

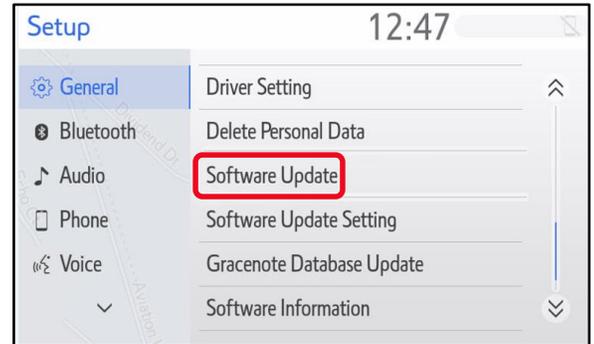


Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

8. Scroll down to and select Software Update.

Figure 4.



9. Confirm the model ID is applicable to this Service Bulletin.

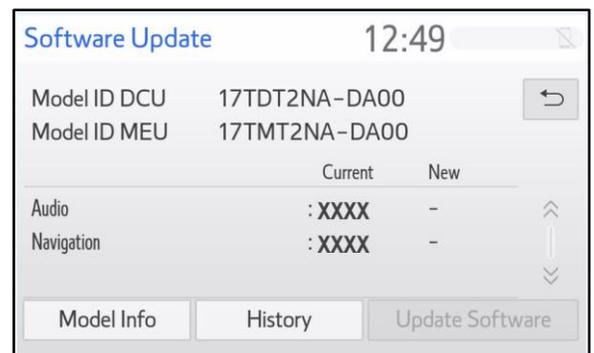
HEAD UNIT LEVEL	MODEL	MODEL ID	APPLICABLE TO THIS TSB
Entune™ Audio Plus	Camry, Camry HV	17TDT1NA-DA00	No
		17TDT1NA-DA01	Yes
		All Others	
Entune™ Premium Audio	Camry, Camry HV, Sienna	17TDT2NA-DA00	No
		17TMT2NA-DA00	
		17TDT2NA-DA01	Yes
		17TMT2NA-DA02 All Others	

Is the model ID applicable to this Service Bulletin?

- **YES** — Continue to step 10.
- **NO** — Please apply the appropriate Phase 3 retrofit bulletin.

10. Verify that the software version is the same or earlier as indicated in the Introduction.

Figure 5.



Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

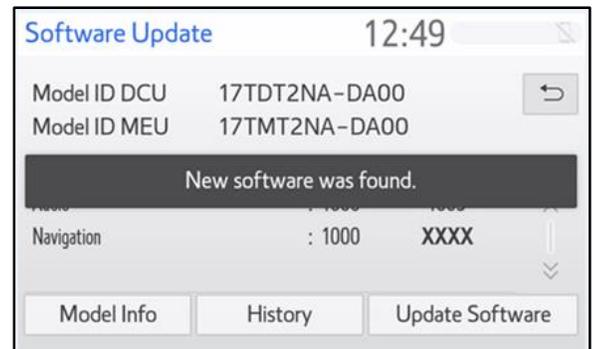
- If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

NOTE

If the vehicle is turned OFF, repeat steps 2 – 4 and step 8 to re-enter the Software Update screen.

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

Figure 6.



- Verify that the NEW software is up to date on the Software Update screen, using Table 1 as a guide.

Table 1. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	<1070	1071	<1070	1071
Navigation	–	–	<1050*	1050 1055

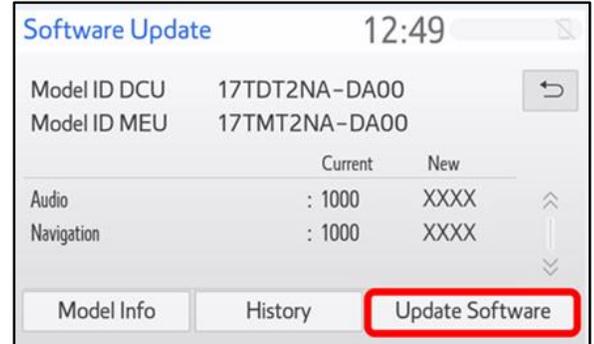
*Certain models may have 1050 as the current version and will need to be updated to 1055.

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Software Update Procedure (continued)

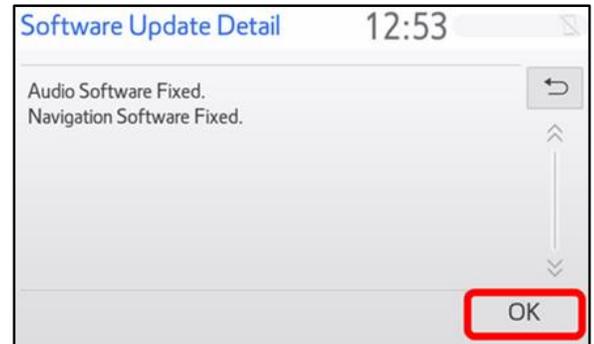
14. Press the Update Software button in the lower right-hand corner.

Figure 7.



15. Select OK on the Software Update Detail screen.

Figure 8.



16. Select Agree on the Terms of Service screen.

Figure 9.

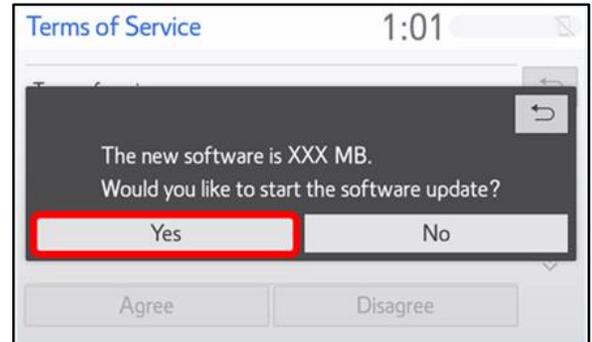


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Software Update Procedure (continued)

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

Figure 10.



18. The head unit begins installation. The update will take about 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 21.

Figure 11.



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

Figure 12.



Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

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

21. Once the software update has completed, remove the USB flash drive.

22. Perform steps 3, 4, and 8 of the Software Update Procedure to re-enter the Software Update screen.

23. Verify that the software version is the same or earlier as indicated in the Introduction.

Figure 13.

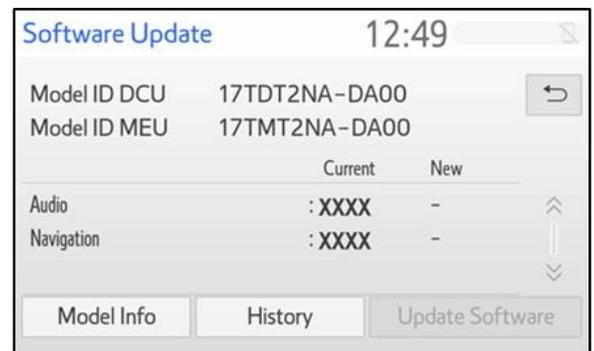


Table 2. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1071	-	1071	-
Navigation	-		1050 1055	