TOYOTA
Technical Service Bulletin

Audio Head Unit Software Update (Denso-Ten)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020 - 2022	Highlander, Highlander HV, RAV4, RAV4 HV	
2021 - 2022	Prius, Prius Prime, RAV4 Prime, Sienna HV, Venza HV	
2020 - 2021	Tundra	

REVISION NOTICE

November 12, 2021 Rev2:

- **Applicability has been updated to include 2022 model year vehicles except for the Tundra.**

Any previous printed versions of this bulletin should be discarded.

REVISION NOTICE

July 09, 2021 Rev1:

- **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-0146-19.

- **Applicability has been updated to include 2021 model year Prius, Prius Prime, RAV4 Prime, Siena HV, and Venza HV vehicles.**
- **The Introduction, Warranty, Software Update Information, and Software Update Procedure sections have been updated.**

Service Bulletin No. T-SB-0146-19 is obsolete and any printed versions should be discarded.

Audio Head Unit Software Update (Denso-Ten)

Introduction

Some 2020 model year vehicles equipped with Audio Plus (version 1186) or earlier may exhibit one or more of the following conditions:

- WiFi intermittently inoperative.
- DTC (Diagnostic Trouble Code) B15DB present.
- Changing the Auto Relock Timer setting also changes the Remote 2-Press unlock setting.

Some 2020 – 2021 model year vehicles equipped with Audio Plus (version 1210), or Premium Audio (version 1196) or earlier may exhibit one or more of the following conditions:

- Intermittent screen flashing.
- Intermittent "Destination Assist Unavailable" pop-up message.
- Intermittent blank screen.
- Bluetooth® intermittently disconnects.
- Abnormal radio playback after Destination Assist Call.
- "There is no playable data" pop-up message when using USB Audio.
- Unable to answer phone calls when using Apple CarPlay®.
- Clock displays the incorrect time.
- Intermittent rebooting.
- "The software version doesn't correspond" pop-up is intermittently displayed.
- Intermittent black screen when using projection navigation.
- Abnormal noise after ACC OFF/ON when using AM mode and high volume.
- "Please connect USB" pop-up message when USB is already connected.

Some 2020 – 2021 model year vehicles equipped with Audio Plus (version 1256), or Premium Audio (version 1256) or earlier may exhibit one or more of the following conditions:

- Navigation intermittently reverses its travel.
- Android Auto™ inoperative.
- Audio mode is set to "Off" after disconnecting USB while using Apple CarPlay®.
- Intermittent black screen flash when connecting Bluetooth®.
- When the MAP button is pressed, a "Navi app is not installed" pop-up is displayed.
- Intermittent black map screen on home screen.
- Bluetooth® intermittently disconnects.
- No outgoing voice when using Bluetooth® Handsfree for phone call.
- Bluetooth® Now Playing List song selection is slow.
- Unable to transfer phone contacts when using Bluetooth®.

Audio Head Unit Software Update (Denso-Ten)

Introduction (continued)

- Incorrect names for phone contacts when using Bluetooth®.
- RAV4 Prime has "Start" displayed incorrectly in the timer setting screen.
- Fuel consumption is incorrectly displayed when in EV mode.
- Intermittent rebooting.
- No sound after USB audio playback.
- Intermittent white or black screen.
- Intermittently inoperative Voice Prompts.
- Streaming audio intermittently inoperative.
- Intermittently delayed audio after Voice Prompts.
- Plug-in Hybrid features missing from Prime vehicles.
- Unable to make calls or download data via the Data Communication Module (DCM).
- Volume levels are not mode dependent.
- Temperature intermittently changes units.
- Handset not connecting when plugged in immediately after being unplugged via USB.
- Volume inoperative when using Apple CarPlay®.
- Intermittent RCTA failure displayed on meter (DTC: C1ABE).
- Intermittent B15DB DTC.
- Tune knob is disabled on specific audio sources.
- Unable to launch Projection Mode after the vehicle apps update.
- "Playing" is displayed when Apple CarPlay® audio is turned off.
- "Calling" is displayed on the meter instead of the other party's information.
- Abnormal noise when using Apple CarPlay® audio.
- Compass is displayed on the meter.
- Abnormal charging icon operation on the charging screen.
- Audio Information is not displayed on the meter's "Audio" tab.
- Delay when turning off "AUTO" for the HVAC from the multimedia screen.
- HVAC settings are displayed differently since last ACC-OFF.
- HVAC blower motor operation is not displayed when in "AUTO."
- Intermittent DTCs: U1110, U0100, U0129, U0198, U0265, U0164.
- Bluetooth® does not reconnect after Android Auto phone call.
- Bluetooth® audio plays after connecting and disconnecting Android Auto.

Audio Head Unit Software Update (Denso-Ten)

Introduction (continued)

Some 2020 – 2022 model year Highlander, Highlander Hybrid, RAV4, and RAV4 Hybrid, and 2021 – 2022 model year RAV4 Prime vehicles equipped with Premium Audio (version 1383) may experience the following condition:

- Continuous rebooting after a battery reset or software update.

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	OFP	T1	T2
EL1916	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.

<table>
<tr><td>

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	CALIBRATION ID
Highlander, Highlander HV, Prius, Prius Prime, RAV4, RAV4 HV, RAV4 Prime, Sienna HV, Tundra, Venza HV	Audio Plus	17TDT1NA-CA31_1383.kwi
Highlander, Highlander HV, RAV4, RAV4 HV, RAV4 Prime	Premium Audio	17TDT2NA-CA31_1391.kwi
		17TMT2NA-DA50_0041.kwi

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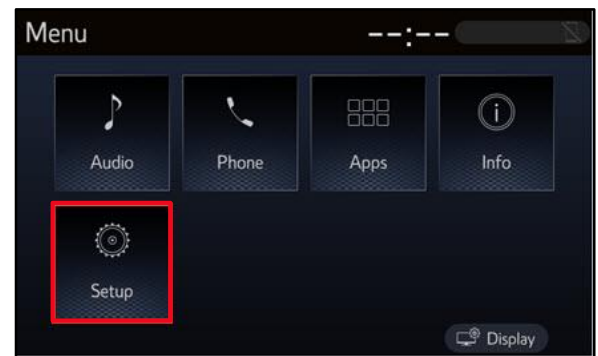
For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – Multimedia Software Download Instructions.*

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Audio Head Unit Software Update (Denso-Ten)

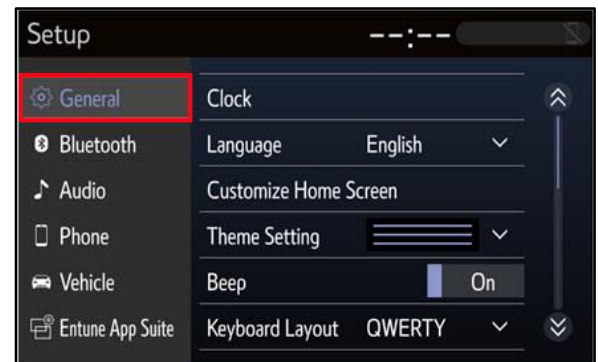**Software Update Procedure**

1. Turn the ignition to IG-ON/Ready-OFF.

2. Is the vehicle currently being updated a 2020 – 2022 model year Highlander, Highlander HV, RAV4 and RAV4 HV, or 2021– 2022 model year RAV4 Prime equipped with Premium Audio?
   - **YES —** Continue to step 3.
   - **NO —** Go to step 8.

3. Is the radio experiencing a continuously rebooting condition?
   - **YES —** Continue to step 4.
   - **NO —** Go to step 8.

4. Apply the parking brake.

5. Shift the gear selector to Reverse.

6. Leave the vehicle in Reverse for a minimum of five minutes.

7. After the five minutes have elapsed, shift the gear selector back to Park. The radio will now boot up normally.

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

Figure 1.

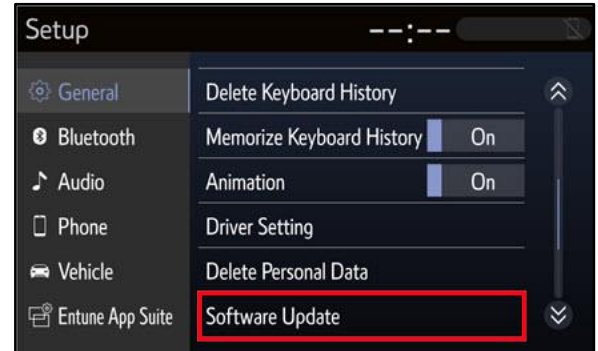9. Select General on the Setup screen.

Figure 2.

Audio Head Unit Software Update (Denso-Ten)
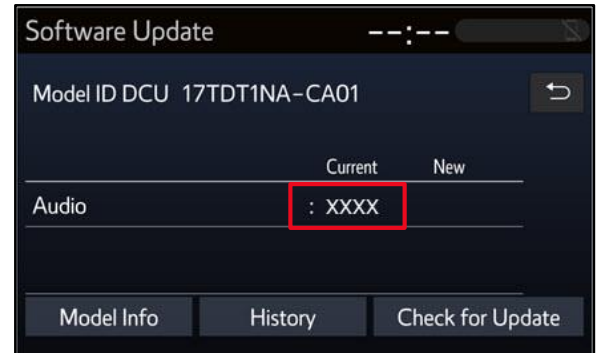
Software Update Procedure (continued)

10. Scroll down and select Software Update.

Figure 3.

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

Figure 4.

12. 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 – 11 to re-enter the Software Update screen.

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

14. Verify that the NEW software is up to date on the Software Update screen.
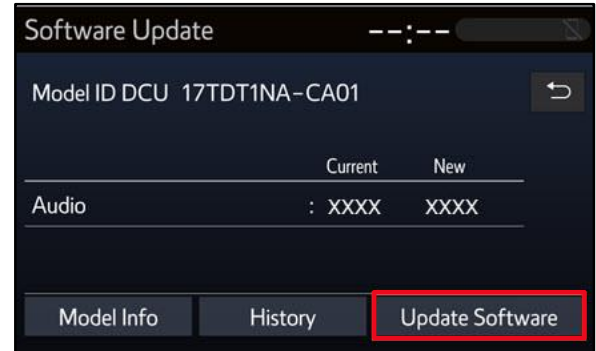
Table 1. Software Version Information

TYPE	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW
Audio	<1382	1383	<1390	1391
Navigation	–	–	<1009	1110

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Audio Head Unit Software Update (Denso-Ten)

Software Update Procedure (continued)

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

Figure 5.

16. Select OK on the Software Update Detail screen.

Figure 6.

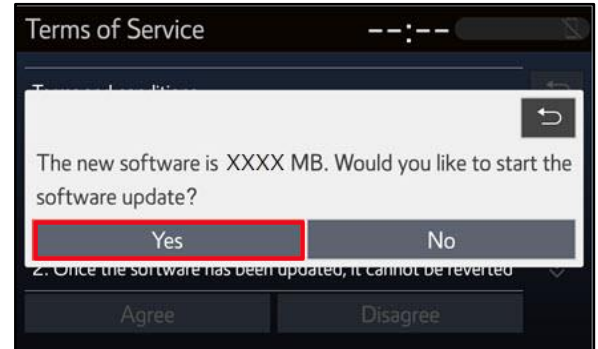17. Select Agree on the Terms of Service screen.

Figure 7.

Audio Head Unit Software Update (Denso-Ten)

Software Update Procedure (continued)

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

Figure 8.

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

   NOTE
   - Do NOT turn OFF the ignition or ACC BEFORE the software is ready for updating.
   - Do NOT remove the USB flash drive until instructed in step 23.

Figure 9.

20. When the "The software is ready for updating" screen appears, turn OFF the ignition.

Figure 10.

21. Turn the ignition ON to complete the software update.

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Software Update Procedure (continued)

22. AFTER turning the ignition ON, the Software Update screen will appear. Do NOT turn OFF the ignition or remove the USB flash drive. The head unit will reboot during this time.

Figure 11.

23. Once the software update is complete and the Home screen appears, remove the USB flash drive.

Figure 12.

24. Perform steps 9 – 12 to verify the software version matches the current software version information table below.
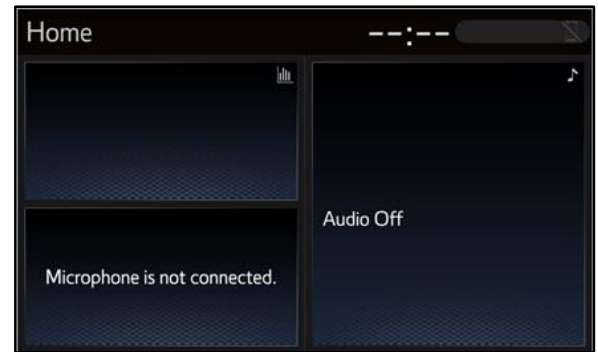
Figure 13.

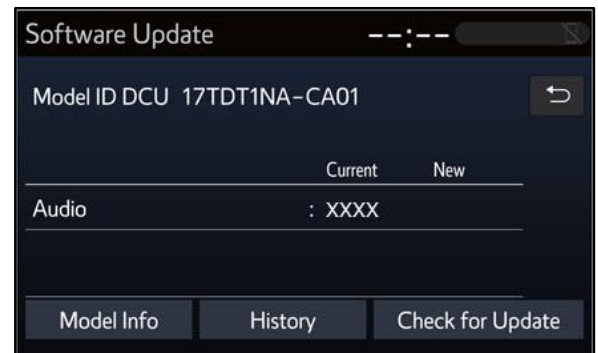**Table 2. Software Version Information**

TYPE	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW
Audio	1383	–	1391	–
Navigation	–	–	1110	–