

Navigation System Software Update (Panasonic)

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	ES300H, ES350, UX200, UX250H	
2018 - 2020	LC500, LC500H, LS500, LS500H, NX300, NX300H, RC F, RC300, RC350	

REVISION NOTICE

January 18, 2022 Rev2:

- The Introduction, Warranty Information, Calibration Information, and Software Update Procedure sections have been updated.

August 13, 2020 Rev1:

- The entire bulletin has been updated.

Any previous printed versions of this bulletin should be discarded.

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. L-SB-0022-19.

Service Bulletin No. L-SB-0022-19 is obsolete and any printed versions should be discarded.

NOTE

This bulletin applies to 2018 LC 500, LC 500h, LS 500, LS 500h, NX 300, NX 300h, RC F, RC 300, and RC 350 and 2019 NX 300, NX 300h, and RC F vehicles ONLY if L-SB-0028-19 has been completed before performing the Software Update Procedure in this bulletin.

Navigation System Software Update (Panasonic)

Introduction

Some 2018 – 2020 model year Lexus vehicles with audio (version 1065) or earlier, and navigation (version 1065) 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.
- CD source sub-screen is not displayed.

Some 2018 – 2020 model year Lexus vehicles with Panasonic navigation (version 1050) or earlier may exhibit one or more of the following conditions:

- The analog clock shows one hour ahead, then immediately adjusts back one hour after ACC ON.
- No sound and reset when playing Spotify® via Bluetooth® Audio.

Some 2018 – 2020 model year Lexus vehicles with Panasonic navigation (version 1030) or earlier may exhibit one or more of the following conditions:

- WiFi becomes inoperative or can not be enabled.
- Navigation reset while driving.
- Navigation shows vehicle in the wrong location.

Some 2019 model year Lexus vehicles with Panasonic navigation with audio (version 1027) or earlier, and navigation (version 1024) and earlier may exhibit one or more of the following conditions:

- Noise during Apple CarPlay® voice guidance.
- Siri®'s voice inoperative when pushing the Phone icon or Push to Talk button.
- Echo during Apple CarPlay® call.
- Apple CarPlay® music delay after Siri prompt.
- Apple CarPlay® music does not resume after ending Destination Assist.
- Display screen is frozen.
- Volume button stops responding.
- Bluetooth® connection lost after connecting USB.

Navigation System Software Update (Panasonic)

Introduction (continued)

Some 2019 model year ES 300h and ES 350 vehicles with Panasonic navigation (version 1000) may exhibit one or more of the following conditions:

- No sound after an incoming Bluetooth® phone call.
- Excessive severe weather alert messages.

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

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFP	T1	T2
EL1933	Software Update	ES	0.3	86120-####*#	87	74
		LC				
		LS				
		NX				
		RC				
		UX				

*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 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.

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Calibration Information

MULTIMEDIA TYPE	MODEL	COMPONENT	APPLICABLE USB DRIVE FILE
Panasonic Navigation	ES 300, ES 300h, LC 500, LC 500h, LS 500, LS 500h NX 300, NX 300h, RC 300, RC 350, RC F, UX 200, UX 250h	DCU	17LDL2NA-DB02_0055.kwi
		MEU	17LML2NA-DB02_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.

Be sure to copy both the DCU and 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](#)*.

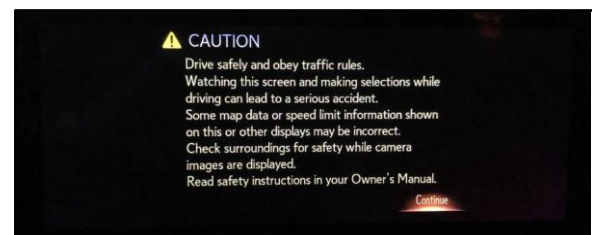
Software Update Procedure

1. Confirm the software version.
 - A. Start the engine. The Lexus emblem will display on the navigation screen.
 - B. Wait for the display to switch to the Caution screen, then select Continue.

Figure 1.



Figure 2.



Navigation System Software Update (Panasonic)

Software Update Procedure (continued)

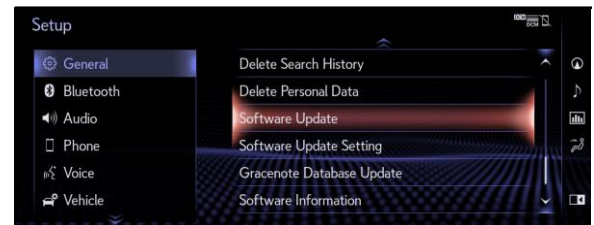
- C. Connect the USB flash drive to the USB port.
- D. From the navigation menu, select Setup.

Figure 3.



- E. In the General menu, scroll to and select Software Update.

Figure 4.



- F. Confirm the current Audio and Navigation versions.
Is the current Audio version OLDER than 1071 and the current Navigation version OLDER than 1070?
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 5.



Navigation System Software Update (Panasonic)

Software Update Procedure (continued)

2. Update the software version.
 - A. Select Update Software.

Figure 6.



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

Figure 7.



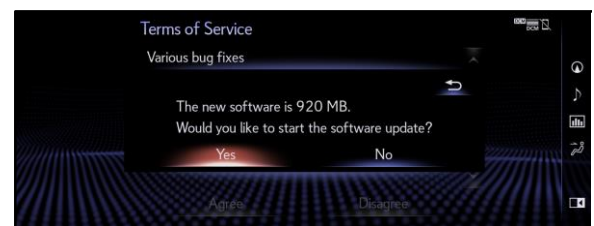
- C. Confirm the Terms of Service and select Agree.

Figure 8.



- D. Select Yes.

Figure 9.



Navigation System Software Update (Panasonic)

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 on the Software Update screen.

Figure 12.

