Technical Service Information Bulletin

Audio Head Unit Software Update (Pioneer)

Service Category Audio/Visual/Telematics

Section Audio/Video   **Market** USA

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021 - 2022	ES250	
2020 - 2022	ES300H, ES350, IS300, IS350, RC F, RC300, RC350, RX350, RX450H, UX200, UX250H	
2022	IS500	
2020 - 2021	NX300, NX300H	

REVISION NOTICE

February 09, 2022 Rev2:

- **Applicability has been modified to exclude 2022 model year NX 250, NX 350, and NX 350h vehicles.**

January 05, 2022 Rev1:

- **The Applicability, Introduction, Multimedia Software Update, and Software Update Procedure sections have been updated.**

Any previous printed versions of this bulletin should be discarded.

Audio Head Unit Software Update (Pioneer)

Introduction

Some 2020 – 2022 model year Lexus vehicles equipped with Pioneer Audio (version 1804) or earlier may exhibit one or more of the following conditions:

- Abnormal Bluetooth® Audio Mode transition.
- Difficult radio tune knob operation when selecting audio source.

Some 2020 – 2021 model year Lexus vehicles equipped with Pioneer Audio (version 1799) or earlier may exhibit one or more of the following conditions:

- Album art inoperative.
- Low Volume from CarPlay® FaceTime Audio Calls.
- Pause function intermittently inoperative in CD mode.
- Intermittent Diagnostic Trouble Code (DTC) B15FE present.
- Abnormal energy flow screen appearance on Hybrid models.
- Abnormal phone call operation during Apple CarPlay®.
- "No Information" displayed in Information Screen.
- No audio after voice guidance in Android Auto.
- Repeat Function Inoperative in Bluetooth® Audio Mode.
- Audio does not resume after CarPlay® Voicemail.
- Climate temperature control difficult to operate.
- Text message screen Reply button is inoperative using Apple iOS13® or later.

Follow the Multimedia Software Update Procedure in this bulletin to install the latest software version.

Audio Head Unit Software Update (Pioneer)

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1968	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.

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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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Multimedia Software Update

MODEL	MODEL YEAR	HEAD UNIT	COMPONENT	SOFTWARE UPDATE FILE
ES 250	2021 – 2022	Pioneer Audio (Non-navigation)	DCU	19LDL1NA-EBP2_1805.kwi
ES 300h, ES 350	2020 – 2022			
IS 300, IS 350				19LDL1NA-EBPA_1805.kwi
IS 500	2022			
NX 300, NX 300h	2020 – 2021			19LDL1NA-EBP3_1805.kwi
RC F, RC 300, RC 350	2020 – 2022			19LDL1NA-EBP1_1805.kwi
RX 350, RX 450h				19LDL1NA-EB0A_1805.kwi
UX 200, UX 250h				19LDL1NA-EBP0_1805.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 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](#)*.

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Audio Head Unit Software Update (Pioneer)

Software Update Procedure

1. Start the engine.

2. Select Setup from the menu.

Figure 1.

3. Scroll down and select Software Update.

Figure 2.

4. Record the Model ID.

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

6. Download the appropriate multimedia software update file from the Multimedia Software Update section.
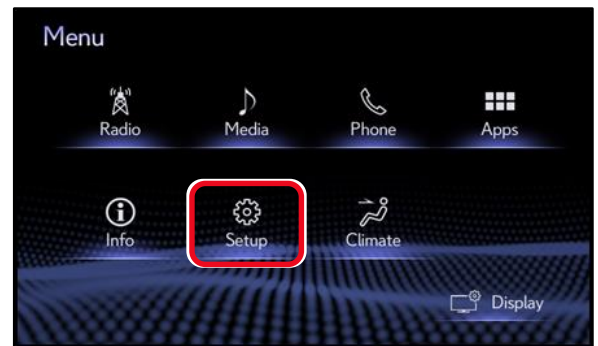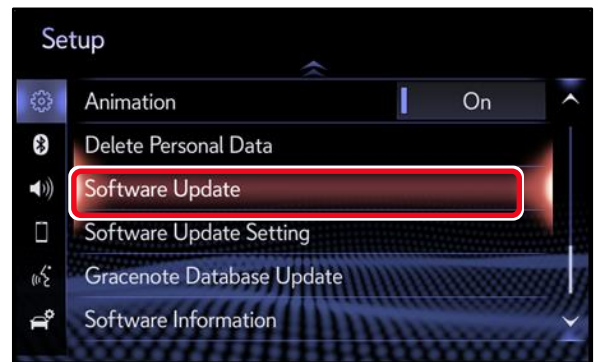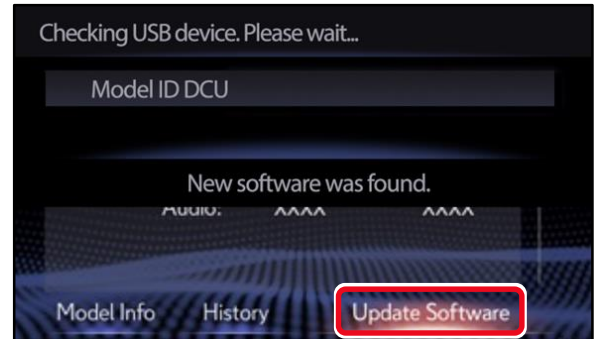
Figure 3.

Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

7. Insert the prepared USB flash drive into the vehicle's USB port.
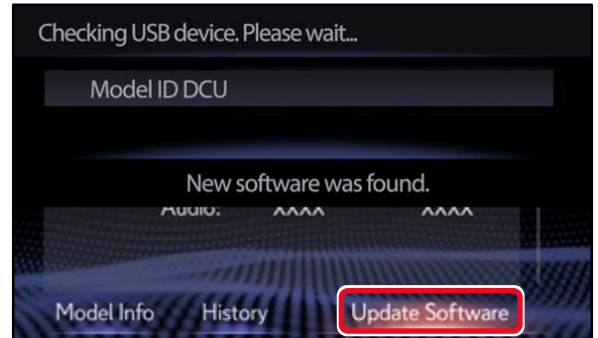
Figure 4.

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

Table 1. Software Version Information

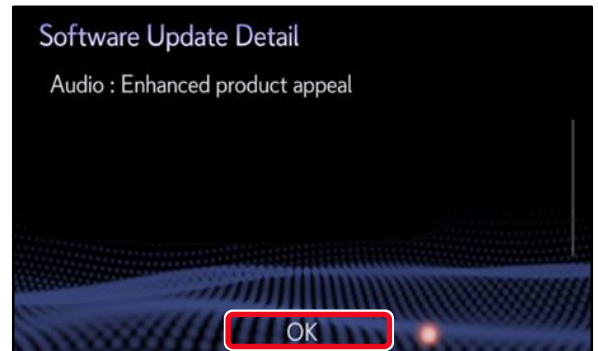| TYPE	CURRENT	NEW
Audio	<1805	1805

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

Figure 5.

10. Select OK on the Software Update Detail screen.

Figure 6.

Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

11. Select Agree on the Terms of Service screen.

Figure 7.

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

Figure 8.

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

    NOTE
    - Do NOT turn OFF the vehicle or ACC BEFORE the software is ready for updating.
    - Do NOT remove the USB flash drive until instructed in step 16.

Figure 9.

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Software Update Procedure (continued)

14. When the "The software is ready for updating." screen appears, turn OFF the vehicle.

Figure 10.

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

16. Once the software update is complete, remove the USB flash drive.

Figure 11.

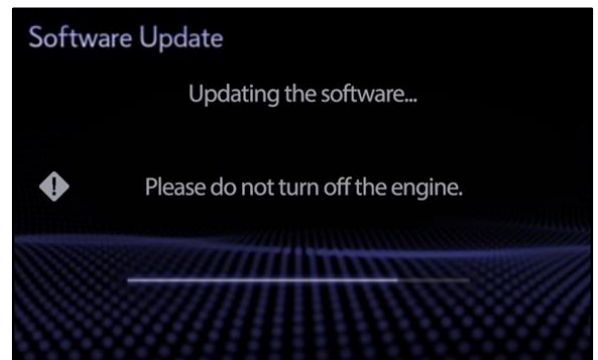17. Perform steps 1 – 5 to verify the current software version has been updated.

Figure 12.