

Subject 21MM - FAQ and Launch Information		Market USA
Service Category Audio/Visual/Telematics	Section Navigation/Multi Info Display	
Applicability 2022 Tundra, Tundra HV		

APPLICABLE VEHICLES

2022	Tundra	2022	Tundra HV
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CONDITION

Background:

The 2022MY Tundra and upcoming Tundra HV vehicles are equipped with a new generation of audio system, this system uses an entirely new UI (user Interface) and hardware.

Items to note (these are examples):

- Many services are cloud based. For example, the navigation is called Drive Connect and is entirely cloud based, meaning it requires a subscription after the trial ends. This also means that in areas of poor cellular service, reduced navigation functionality may be normal.
- When a customer takes delivery of a vehicle, one of the first things they will do is connect to the head unit by scanning a QR code to connect their account with the vehicle. This is equivalent to enrolling on a 17CY+ vehicle and will result in the activation of remote services and the navigation function. The customer's profile will load automatically when entering the vehicle with a linked key or BT paired phone.
- **Audio units must NOT be swapped between vehicles except in rare cases when advised by FTS or TAS. Swapping head units between vehicles can result in one or both head units becoming blacklisted (head unit connected services will be inoperable).**
- Since the faceplate buttons are no longer located at the side of the display, a new method is used to enter the service menu.

RECOMMENDATIONS

Description	Comment/Workaround	Status
Clock time may not be correct	Settings are recommended at PDS and at vehicle delivery to correct the time and enable automatic adjustment.	Adjustable Feature
Customer/Product advisor may not be able to enroll. Message is displayed indicating to set the time and date.	Do not attempt to manually set the time for the clock. Move the vehicle to an area with good GPS signal and wait 5-10 minutes until the time updates. It may be necessary to set the time zone correctly. Concern can occur if battery terminal has been disconnected, or radio reset has been performed in an area without GPS signal (roofed areas).	System limitation

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<p>Unable to enter diagnosis mode due to no hard buttons at left side of screen.</p>	<p>Quick reminder: 1. Turn OFF the audio (not just volume) 2. Turn off the display in settings. 3. Swipe 5x to the right. 4. Swipe 5x to the left. If the above does not work, please reconfirm that the audio is OFF, not just volume turned down.</p> <p>Please refer to the Repair Manual for additional details: AUDIO AND VISUAL SYSTEM → DIAGNOSIS SYSTEM → ENTER DIAGNOSTIC MODE (scroll down to "(b) Start method 2")</p>	<p>New method</p>	
<p>Customer profile fails to load when starting or entering vehicle (popup message displayed on head unit screen at startup).</p>	<p>Confirm that the customer smart key has been linked to the customer profile using the head unit. This should be done at vehicle delivery if possible. Please see T-TT-0675-21 for details. Notes: - Linking can only be done after the customer is enrolled, and their profile is loaded. - The customer should consistently use the same smart key to ensure loading of their profile.</p>	<p>New capability</p>	
<p>Delete personal data not present, or HU reset cannot be selected. Additional question: When should this be used for 21MM?</p>	<p>As mentioned, 21MM doesn't have the same UI or functions as previous generations. There is no "Delete Personal Data" menu item. There are two similar functions for 21MM, but <i>at this time</i> we recommend against using them unless advised by TAS. In addition – these may be greyed out unless the profile for the primary user (e.g., owner) is actively loaded to the head unit.</p>	<p>Expected operation</p>	
<p>Audio units were swapped between vehicles</p>	<p>Return the head units to the original vehicles and contact TAS. Do NOT swap head units between vehicles.</p>	<p>Expected operation</p>	

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Software updates for head units	Software updates for 21MM head units can be done via 3 methods. <ol style="list-style-type: none"> (Primary) Customers will see an Over-The-Air update notification on their audio unit. Customers would review and accept terms and conditions and, in some cases, would be required to connect the vehicle to an external wi-fi network to enable the update to download. (Secondary) Customers would download required update file from https://www.toyota.com/firmware-updates/download and install in head unit. In this case, to reduce the size of the data downloaded, only the specific files required for the customer's head unit are provided. Dealer backup method – dealers will have the ability to perform an update by downloading data to a USB via TIS. Data downloaded will be a “complete” update and will include all required files. While this type of update has less restrictions than the customer version, due to update method this installation can take 45 minutes to complete. 	Expected operation	
Head unit settings or presets change depending on which profile is loaded	This is expected operation that is enabled by user profiles. This allows a customer to operate multiple vehicles and have their preference follow them from vehicle to vehicle – if they load their profile in each 21MM vehicle they use.	Expected operation	
Unexpected profile loads	If a user profile has been associated with a key fob, then it may load in place of a guest profile. Profiles can be switched via on-screen menus if desired.	Expected operation	

NOTE:
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LINK REFERENCES

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