

Entune Audio Head Unit Software Update (Panasonic)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display **Market** USA and Mexico



Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016 - 2019	4Runner, Highlander, Highlander HV, Sequoia, Tacoma, Tundra	
2016 - 2018	Avalon, Avalon HV	
2017 - 2020	Prius Prime	
2017 - 2018	Prius V	
2016 - 2020	Prius	
2016 - 2017	Sienna	
2018 - 2019	Yaris	

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0003-20.

- **Applicability** has been updated to include 2019 model year 4Runner, Highlander, Highlander Hybrid, Sequoia, Tacoma, Tundra, and Yaris vehicles; and 2020 Prius and Prius Prime vehicles
- The market indicator has been updated to include the USA and Mexico markets.
- The Introduction, Warranty Information, Multimedia Software Update Information, Software Update Procedure, and Software Version Confirmation sections have been updated.
- The Table of Contents section has been added.

Service Bulletin No. T-SB-0003-20 is obsolete and ANY printed versions should be discarded.

Entune Audio Head Unit Software Update (Panasonic)

Introduction

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio (version 01013E), Entune™ Audio Plus (version 010156 or 01015C), or Entune™ Premium Audio (versions 010171, 010170, or 01017D) may exhibit one or more of the following conditions:

- Head unit reboots at a specific location.
- Abnormal Destination Search app operation.
- Rebooting caused by no songs on the USB-connected iPhone.
- A one-time reboot after ignition is cycled to ACC-ON.
- Audio stays muted after the key is cycled.

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio (version 010144), Entune™ Audio Plus (version 01015E), Entune™ Premium Audio (version 010182), or earlier may exhibit one or more of the following conditions:

- Head unit reboots intermittently.
- Home screen intermittently half blank after shifting out of reverse, if the driver uses reverse after using the maintenance reminder screen.
- Screen freezes during an incoming phone call.
- Incorrect time displays on the diagnostic menu.
- Radio station information does not match the radio station that is playing.
- Abnormal playlist browsing operation.
- Mute stays enabled after key cycle.
- “Search along my route” is inoperative.
- Traffic data scales improperly.
- Unit of measure is missing from distance to destination (showing “11” instead of “11mi/km”).
- Multi-information display (MID) compass does not match navigation screen when switching to North up.
- Navigation does not match MID when switching from miles to kilometers.
- Speed limit is blank on navigation screen.
- Go button on VR screen is inoperative.

Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio (version 010145), Entune™ Audio Plus (version 010161), Entune™ Premium Audio (version 010189), or earlier may exhibit one of the following conditions:

- Map will not display after it has been reprogrammed from the map micro SD card.
- “Low Fuel” pop-up message does not display.
- Head unit continuously reboots.
- Abnormal POI operation.
- Head unit reboots while transferring phone book data.
- Volume cannot be changed on Bluetooth® (BT) audio when paused.
- Song information does not send when playing from BT audio.
- Diagnostic Trouble Code (DTC) B15F6 is set.
- The number of flashes for lane change signaling cannot be selected.

Some 2016 – 2018 model year Toyota vehicles equipped with the Entune™ Audio (version 010147), Entune™ Audio Plus (version 010166), Entune™ Premium Audio (version 01018C), or earlier may exhibit the following condition:

- Abnormal BT audio playback from iPhone when switching between devices after ignition is cycled to ACC-OFF.

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio (version 010148), Entune™ Audio Plus (version 010169), Entune™ Premium Audio (version 01018D), or earlier may exhibit one or more of the following conditions:

- “Contact and call history transfer complete” message pop-up does not display.
- “Would you like to set up messaging?” message pops up after BT connection.
- Intermittent rebooting.
- Audio sound settings reset intermittently.
- Surround sound setting turns back on after ACC-OFF/ON.
- Incorrect selection of navigation items while inputting an address.
- Low audio volume when switching to BT Audio.
- Unable to switch to BT device while driving.
- Dial pad is not available while driving.
- Phone contacts are not available while driving.
- Radio stations will play for a few seconds then cut out.
- Unable to read incoming messages.

Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2016 – 2019 model year Toyota vehicles equipped with Entune™ Audio (version 01014B, 013A4E), Entune™ Audio Plus (version 010176, 01016F), Entune™ Premium Audio (versions 010192 and 01019A), or earlier may exhibit one or more of the following conditions:

- Intermittent rebooting when making or receiving phone calls.
- Intermittent blank screen.

Some 2016 – 2019 model year Toyota vehicles equipped with Entune™ Premium Audio (versions 01019D, 01019E) or earlier may exhibit one or more of the following conditions:

- Radio Intermittently reboots.
- Auto-adjust inoperative when pressing the “Tire Change” button.
- Specific buildings cannot be searched via POI name search.
- Speed limit information is not displayed on the home screen.
- Navigation routes include unnecessary U-turns and detours.
- When entering an intersection, the 2nd digit is displayed abnormally.
- “New software is not compatible with the system” pop-up message.

Some 2016 – 2019 model year Toyota vehicles equipped with Entune™ Audio (version 010150, 013A50, 010151), Entune™ Audio Plus (versions 01017A, 01017B, 01017C), Entune™ Premium Audio (versions 0101A4, 0101A5), or earlier may exhibit the following condition:

- Radio Intermittently reboots when an iPhone is connected via BT.

Updated system software is now available to address these conditions.

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

Entune Audio Head Unit Software Update (Panasonic)

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Entune Audio Head Unit Software Update (Panasonic)

Warranty Information

For USA Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1922	Software Update	0.3	86100-#####* 86140-#####* 86804-#####*	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 (USA)

- 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.

For Mexico Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1922	Software Update	0.3	86100-#####* 86140-#####* 86804-#####*	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 (MEXICO)

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 60,000 kilometers, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Entune Audio Head Unit Software Update (Panasonic)

Multimedia Software Update Information

MODEL	MODEL YEAR	HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE
Avalon, Avalon HV	2016 – 2018	Entune™ Audio Plus	13TDDANA-DA11_0127.kwi
		Entune™ Premium Audio	13TDANNA-DA12_0167.kwi
Prius, Prius V, Tacoma, Tundra	2016 – 2018	Entune™ Audio	13TBDANA-DA10_0084.kwi
Sequoia, Tacoma, Tundra	2016 – 2018	Entune™ Audio Plus	13TDDANA-DA10_0127.kwi
Sienna	2016 – 2017	Entune™ Premium Audio	13TDANNA-DA11_0167.kwi
4Runner, Highlander, Highlander HV, Sequoia, Prius, Prius Prime, Tacoma, Tundra	2016 – 2018		
Prius V	2017 – 2018		
Yaris	2018 – 2019	Entune™ Audio	13TBDANA-DA11_0081.kwi
		Entune™ Audio Plus	13TDDANA-DA13_0126.kwi
Sequoia, Tacoma, Tundra	2019	Entune™ Audio Plus	13TDDANA-DA20_0125.kwi
Prius, Prius Prime	2019 – 2020	Entune™ Audio	13TBDANA-DA20_0083.kwi
4Runner, Highlander, Highlander HV	2019	Entune™ Premium Audio	13TDANNA-DA21_0166.kwi
Prius, Prius Prime, Sequoia	2019 – 2020		

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](#)*.

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure

1. Confirm the audio system type by checking the faceplate ID printed on the bottom-right or bottom-center of the head unit. See Table 1 for the applicable model faceplate ID number.

Figure 1. Avalon, Avalon HV, Highlander, Highlander HV, Prius, Prius Prime, Prius V, Sienna, Sequoia, Tacoma, Tundra, Yaris



Figure 2. 4Runner

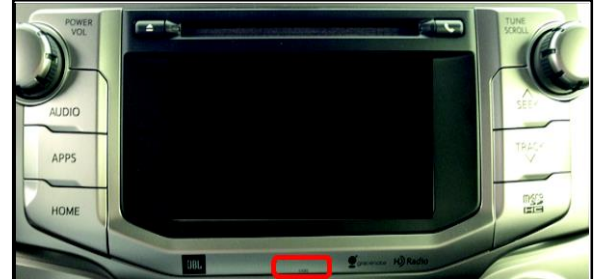


Table 1. Faceplate ID Information

MODEL	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM AUDIO
4Runner	–	–	510139 510140 510143 510144 510145 510147 510413 510414 510417 510418 510419 510421 510422 510424
Avalon, Avalon HV	–	510129	510130 510131
Highlander, Highlander HV	–	–	510159 510160 510179 510180 510390 510391
Prius	510028 510425	–	510053 510054 510426

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

Table 1. Faceplate ID Information (continued)

MODEL	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM AUDIO
Prius Prime	–	–	510053 510426
Prius V	510163	–	510164 510165 510166 510167
Sequoia	–	510151 510405 510205	510153 510155 510203 510211 510400 510404
Sienna	–	–	510157 510158
Tacoma	510100 510101 510403 510359	510102 510162 510361 510363	510103 510161 510104 510367 510365 510366
Tundra	510113 510207 510372	510114 510116 510117 510285 510286 510374 510376	510118 510119 510120 510121 510210 510288 510291 510395 510396 510401
Yaris	510281	510280	–

2. Start the engine.

3. Insert the USB flash drive with the downloaded multimedia update file into the vehicle's USB port.

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

4. Go to the Setup screen.
 - A. For Entune™ Audio: Press the Setup button on the panel.

Figure 3. Tacoma, Prius, Prius Prime, Prius V, Yaris



Figure 4. Tacoma, Prius, Prius V



- B. For Entune™ Audio Plus and Entune™ Premium Audio: Press the Apps button on the panel.

Figure 5. 4Runner, Avalon, Avalon HV, Highlander, Highlander HV, Prius, Prius Prime, Prius V, Sienna, Sequoia, Tacoma, Yaris

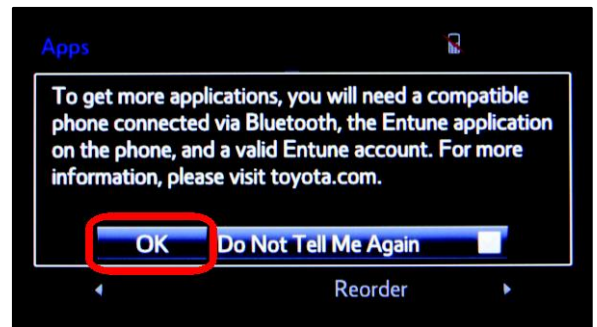


Figure 6. Tundra



NOTE
If the Entune™ pop-up displays, select OK.

Figure 7.

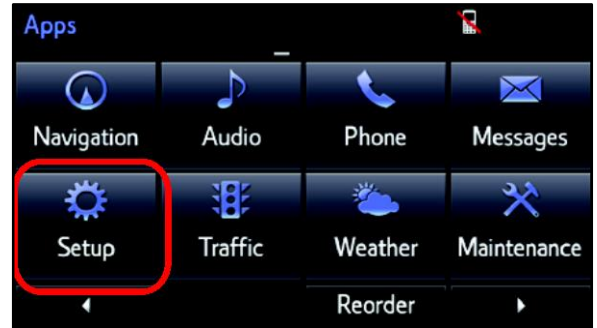


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

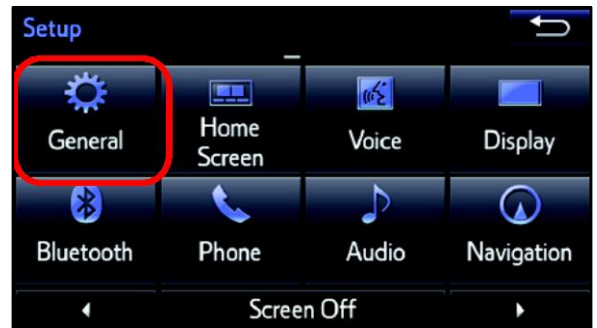
5. Select Setup on the Apps screen.

Figure 8.



6. Select General on the Setup screen.

Figure 9.

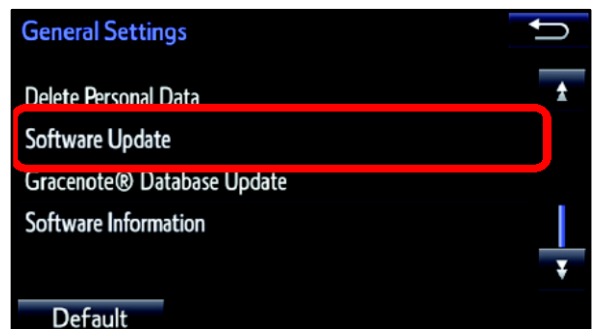


7. Select Software Update from the list on the General Settings screen.

HINT

Scroll down the list until Software Update displays.

Figure 10.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

8. Select Update on the Software Update screen.

Figure 11.

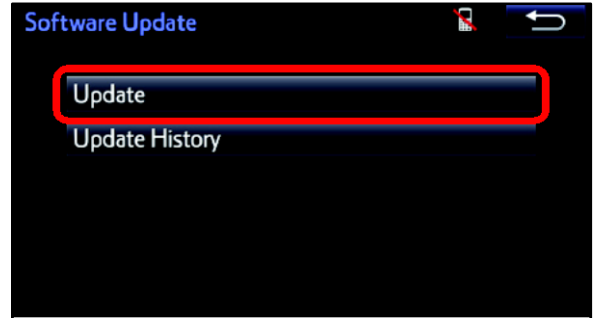
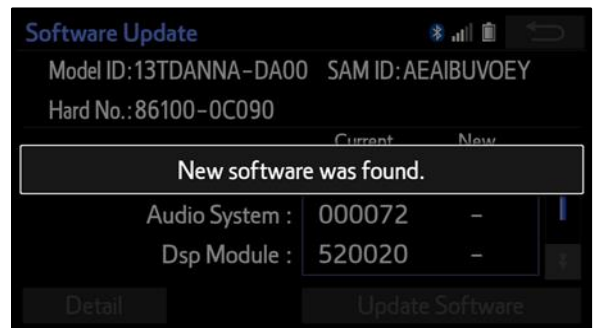


Figure 12.



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

Figure 13.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

Table 2. Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	01013E	010153 010154 013A51	010156	01017D 01017E 01017F	01017D	0101A6 0101A7
	01014B		01015C		01018C	
	01014E		01015E		01018D	
	010144		010161		01019A	
	010145		010165		010170	
	010147		010166		010171	
	010148		010169		010182	
	013A47		01016E		010187	
	013A4C		01016F		010189	
	010150		010176		010192	
	013A4F		010177		0101A0	
	01014F		010178		0101A1	
	010152		010179		0101A4	
	013A50		01017A		0101A5	
	010151		01017B			
	01017C					
Audio System	0008E	–	000093 000094	–	000095 000099	–
DSP Module	910010 920020	–	A10010 A20020 920010	–	A10010 A20020	–
Sub	010001	–	010001	–	010001	–
Can	130209	–	130209	–	130209	–

10. Select Update Software on the Software Update screen.

Figure 14.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

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

Figure 15.

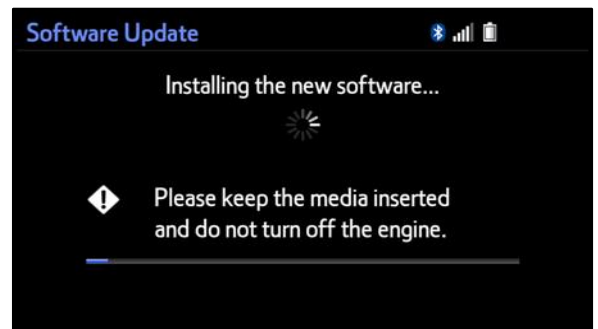


12. The unit will begin installation. The update will take about 10 minutes.

NOTE

- Do NOT turn off the engine or ACC BEFORE the software is ready for updating.
- Do NOT pull the USB flash drive out of the vehicle’s USB port.

Figure 16.



NOTE

For Entune™ Premium Audio:

- If the update fails and the error message “New software is not compatible with the system” displays, cycle the ignition OFF, remove the map micro SD card from the head unit, then repeat steps 3 – 12.
- A software update error is more likely to occur in areas with more traffic information.

Once the update is completed, reinsert the map micro SD card into the head unit, cycle the ignition OFF, then continue to step 13.

Figure 17.

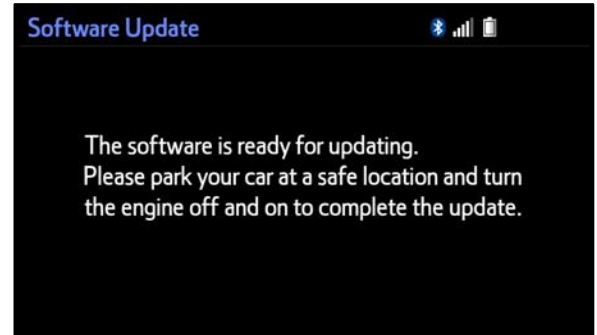


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

- When “The software is ready for updating” message displays, cycle the ignition OFF.

Figure 18.



- Remove the USB flash drive from the vehicle’s USB port.

Software Version Confirmation

- Perform steps 3 – 7 of the Software Update Procedure to re-enter the Software Update screen.
- Verify that the software information is updated on the Software Update screen. See Table 3 for the current software version.

Figure 19.



Table 3. Current Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	010153 010154 013A51	-	01017D 01017E 01017F	-	0101A6 0101A7	-
Audio System	0008E	-	000093 000094	-	000095 000099	-
DSP Module	910010 920020	-	A10010 A20020 920010	-	A10010 A20020	-
Sub	010001	-	010001	-	010001	-
Can	130209	-	130209	-	130209	-