

Head Unit Software Update (Panasonic)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2022	LX600, NX250, NX350, NX350H, NX450H+	

Introduction

A head unit software update is now available for some 2022 model year Lexus vehicles equipped with Lexus Multimedia (version 1020 or earlier). This update provides improved performance and capability for the following:

- User profile configuration and display
- Cloud Navigation and Intelligent Voice Assistant
- Mobile device connectivity
- On-screen display and system settings/configuration
- Security enhancements

Vehicle operators can perform this update directly by accepting the on-screen notification (see Figure 1) advising Software update available or by locating Software update from the Settings menu and initiating the available update (see Figure 2). The release notes text below will be displayed to the customer (see Figure 2):

“This Software Update includes: *Improvements to Cloud Navigation and voice assistant support. *Enhanced mobile device connectivity. *Increased performance resulting in a better experience.”

Figure 1.

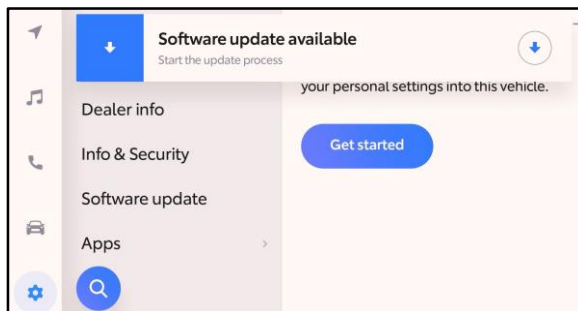
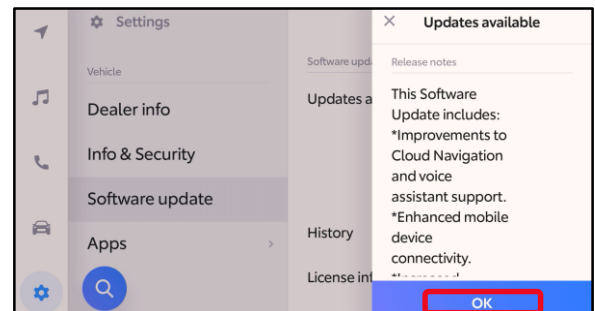


Figure 2.



If necessary to perform the software update for a customer, follow the Software Update Procedures in this bulletin.

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Software Update Information

The following conditions and performance improvements for Lexus Multimedia are addressed with this head unit software update:

- Abnormal Apple CarPlay® operation when multiple phones are connected via Bluetooth®.
- Unable to switch users when not in Park, the button is not grayed out.
- Abnormal color palette operation when using illumination customization.
- Contact phone number not displayed when using voice recognition.
- Error banner missing or abnormal operation.
- Audio mode will change when searching for genres in Sirius XM® with voice recognition.
- Unable to change volume using voice recognition.
- Inconsistent climate control adjustments when using voice recognition.
- Intermittent black or white screen after shifting out of reverse or while driving.
- When using voice recognition to send a text message, the message is sent to a different number.
- Date labels do not align with the bar graphs in the trip information screen.
- Multiple degree “°” symbols displayed in the voice recognition screen.
- Unable to perform a system reset while listening to USB audio.
- “Profile not loaded” popup is shown through the startup animation.
- Intermittent rebooting.
- Abnormal operation when switching audio modes.
- Vehicle screen appears when requesting seat heater screen via voice recognition.
- Intermittent startup animation flickering.
- Poor appearance of the keyboard settings screen.
- Wi-Fi connection history is intermittently not retained.
- Wake word setting intermittently changes from OFF to ON.
- MID (Multi-information Display) incorrectly displays volume or mute changes.
- Intermittent Spanish displayed when selected language is French, or vice versa.
- Abnormal USB audio playback when using voice recognition.
- Intermittent daytime display after IG-OFF.
- Two favorites added when one channel is selected.
- Some items are displayed in English instead of the system selected language (other than English).

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Software Update Information (continued)

- Projection icon displayed next to phone not actively connected to projection mode.
- Voice recognition in Amazon Music™ is not consistent with other audio modes.
- When switching modes to Bluetooth® with no media files present an abnormal screen is displayed.
- Daylight savings time intermittently turns OFF.
- When switching audio mode to USB audio, MID does NOT show USB text.
- Unable to start Remote Park while phone is connected to wireless CarPlay®.
- Common voice recognition commands screen not displayed when using voice recognition to ask for help in the Climate, Weather, and Settings screens.
- Poor music streaming quality when streaming from Samsung® devices.
- While listening to Apple Music®, when the next song starts the previous song information will still be displayed.
- Incorrect scaling of traffic colors in the navigation map.
- Intermittent DTC U131457 present.
- Abnormal navigation arrow operation.
- Repeated popups to use the HOV lane while using navigation.
- Abnormal traffic displayed when panning the map.
- Closed road notification missing.
- Zoom buttons intermittently inoperative.
- Arrival time does not match actual arrival time.
- Abnormal French voice recognition operation.

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Software Update Information (continued)

MODEL	HEAD UNIT	TYPE	CALIBRATION ID
NX 250, NX 350, NX 350h, NX 450h+	Entry	Head Unit	rb_update_2022_NX_NE_HU_D_01025.zip
		Virtual Assistant Database*	rb_update_2022_NX_NE_VD_D_01010.zip
	Premium	Head Unit	rb_update_2022_NX_NP_HU_D_01025.zip
		Virtual Assistant Database*	rb_update_2022_NX_NP_VD_D_01010.zip
LX 600	Premium	Head Unit	rb_update_2022_LX_NP_HU_D_01025.zip
		Virtual Assistant Database*	rb_update_2022_LX_NP_VD_D_01010.zip

*The virtual assistant database does NOT need to be updated on vehicles with Head Unit Software version 1020.

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, do NOT extract the files (unzip), the files need to be 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](#)*.

NOTE

- The USB method should ONLY be used when the head unit is five or more versions out-of-date or if the Wi-Fi/Cellular method of updating is unsuccessful.
- Multiple files can NOT be on the same USB flash drive, if there are two files on the drive beginning with "rb_update" the software installation will not begin.

Software Update Procedures

There are three different processes described in this Service Bulletin.

- [Wi-Fi Connection Procedure](#) 5
- [OTA Update Procedure \(Wi-Fi and Cellular\)](#) 6
- [USB Update Procedure](#) 11

HINT

Most OTA updates will use the Wi-Fi delivery method for the update data.

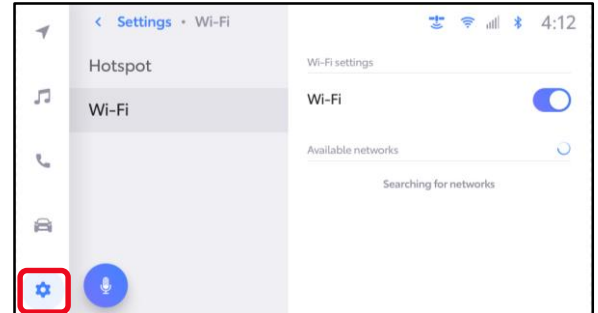
Head Unit Software Update (Panasonic)

Software Update Procedures

Wi-Fi Connection Procedure

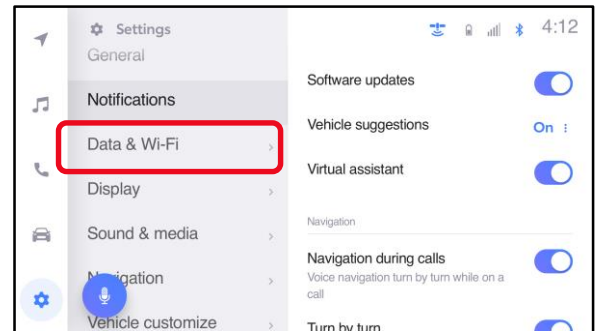
1. Turn ON the ignition.
2. Select the gear icon in the lower left corner of the radio screen.

Figure 3.



3. Select Data & Wi-Fi.

Figure 4.

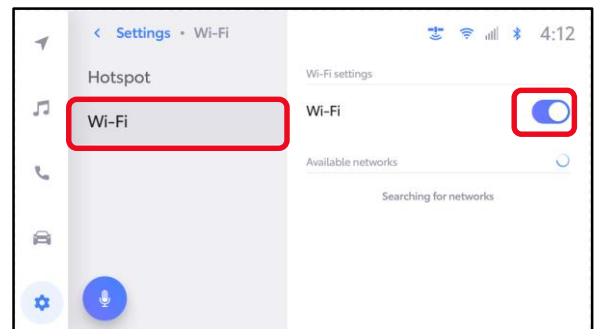


4. Select Wi-Fi and turn the Wi-Fi toggle to ON.

HINT

- This step is used to connect the vehicle to an EXTERNAL Wi-Fi source.
- Wi-Fi connection is NOT required for updates that are delivered through DCM data.

Figure 5.



Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

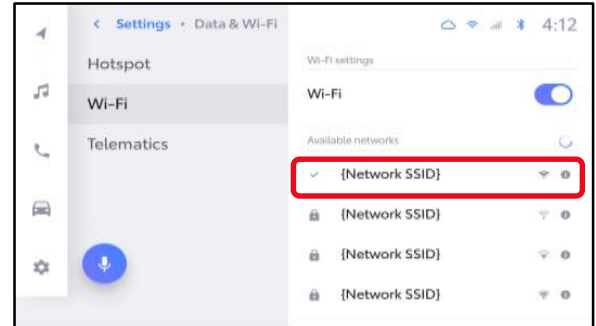
Wi-Fi Connection Procedure (continued)

5. Select the Wi-Fi network desired to connect.

NOTE

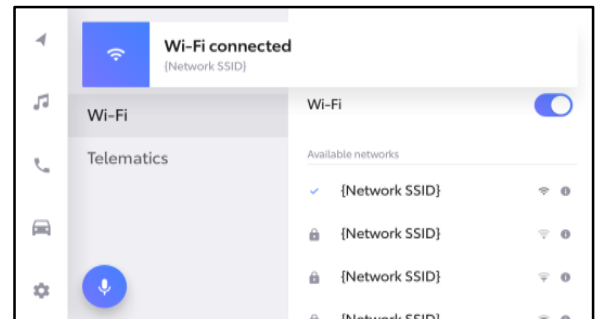
It is NOT possible to connect to a Wi-Fi source that requires a username and password to be entered in a browser.

Figure 6.



6. Follow the on-screen instructions. A message will appear confirming that the vehicle is successfully connected to the network.

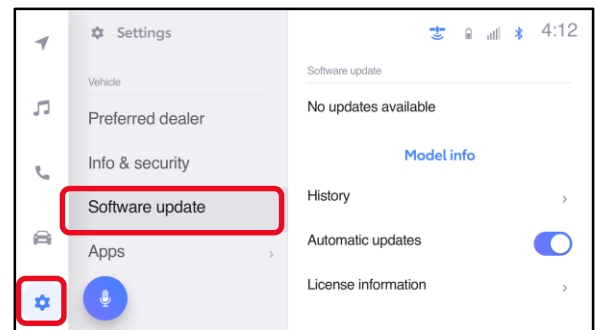
Figure 7.



OTA Update Procedure (Wi-Fi and Cellular)

1. Select the gear icon, scroll down, and select Software update.

Figure 8.



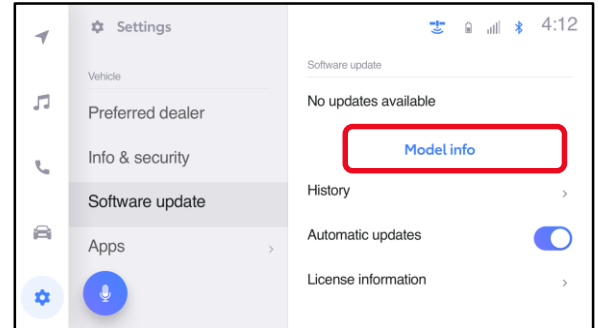
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

OTA Update Procedure (Wi-Fi and Cellular) (continued)

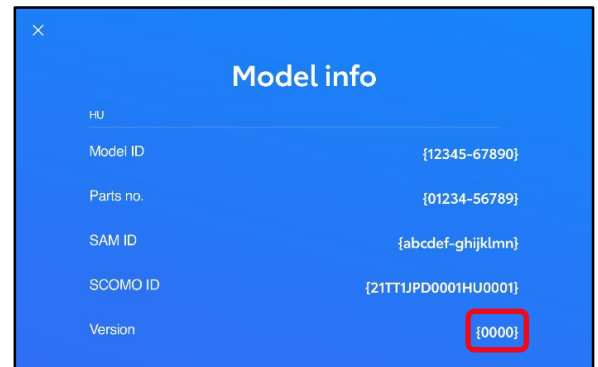
2. Are software updates available?
 - **YES** — Continue to step 3 to update the vehicle.
 - **NO** — This bulletin does NOT apply, continue diagnosis using the applicable Repair Manual.

Figure 9.



3. Is the software up to date? (Refer to Table 1 below.)
 - **YES** — This bulletin does NOT apply, continue diagnosis using the applicable Repair Manual.
 - **NO** — Continue to step 4.
4. Is the software version in the vehicle one of the previous versions listed in Table 1?
 - **YES** — Continue to step 5.
 - **NO** — The version is five or more versions old. Go to the [USB Update Procedure](#) subsection.

Figure 10.



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

Table 1. Software Version Information

TYPE	PREVIOUS VERSION	CURRENT VERSION
HU Version	1002, 1005, 1007, 1020	1025
VD Version	1001	1010

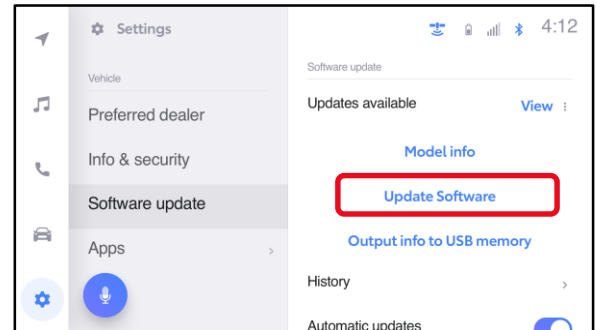
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

OTA Update Procedure (Wi-Fi and Cellular) (continued)

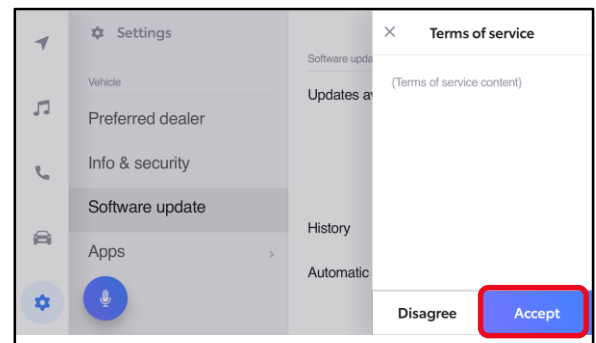
6. Select Update Software.

Figure 11.



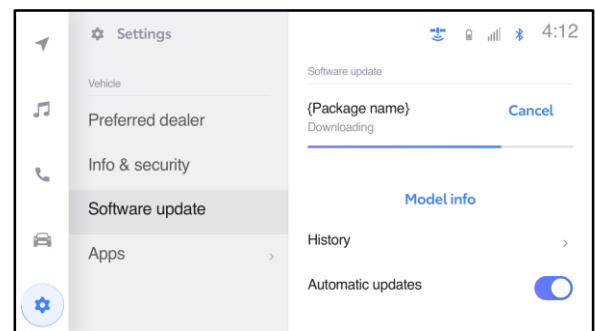
7. Select Accept on the Terms of service screen.

Figure 12.



8. Wait for the update to download.

Figure 13.



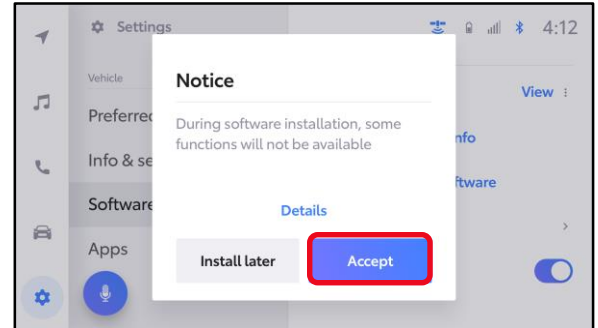
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

OTA Update Procedure (Wi-Fi and Cellular) (continued)

9. Select Accept on the Notice pop-up message.

Figure 14.

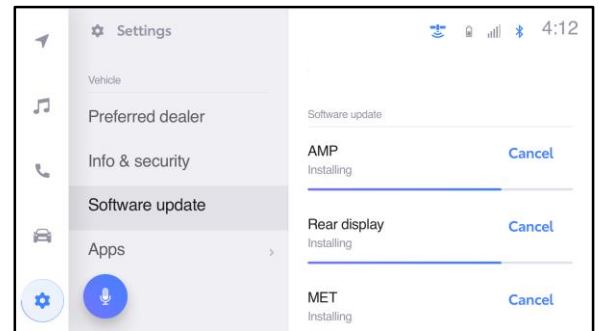


10. Wait for the update to download. Once the head unit begins installation, the update will take about 10 minutes.

NOTE

- Do NOT turn OFF the engine or ACC BEFORE the software is ready for updating.
- Selecting Cancel will cancel the installation of the specific component, but it can be installed manually later.

Figure 15.

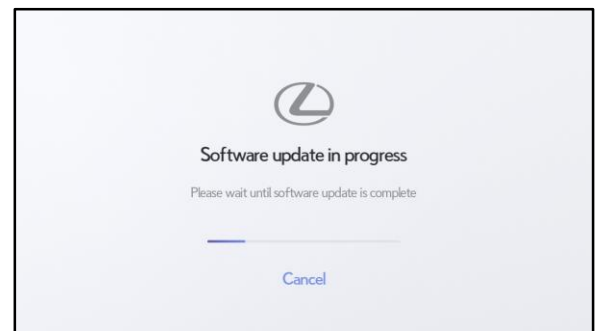


11. If a major update is being installed the message "{Software update in progress}" will be displayed.

NOTE

- Do NOT turn OFF the engine or ACC BEFORE the software is ready for updating.
- Selecting Cancel will cancel the installation of the specific component, but it can be installed manually later.

Figure 16.



Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

OTA Update Procedure (Wi-Fi and Cellular) (continued)

12. The software installation is complete when either a “Software installation complete” banner (Figure 17) or the “Software update complete” screen (Figure 18) is displayed.

NOTE

If the vehicle has installed a major update, and the “Software update complete” screen is displayed, then an IG-OFF/ON will need to be performed prior to attempting to operate any of the infotainment functions.

Figure 17.

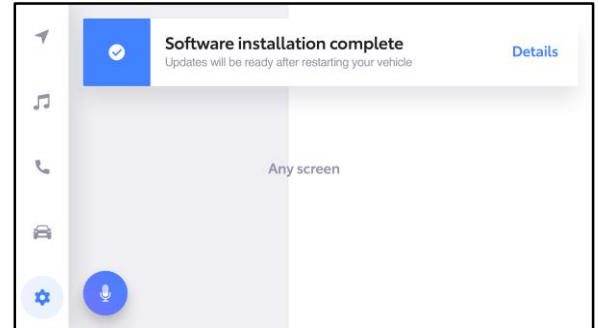
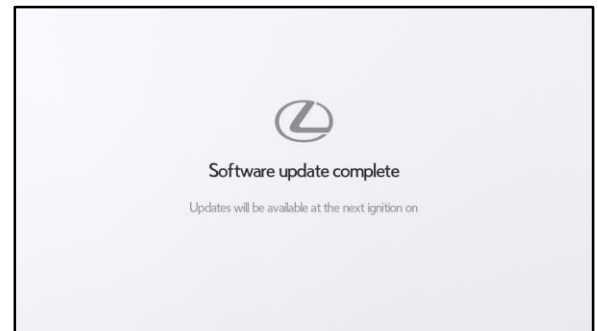


Figure 18.

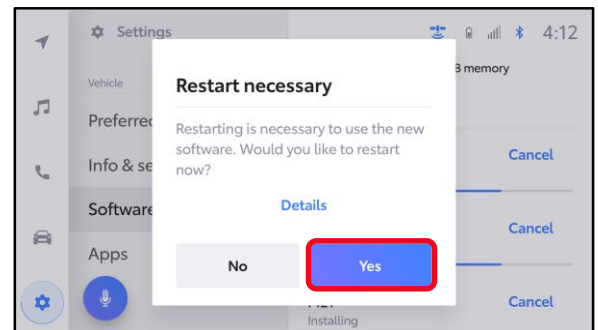


13. If a restart is necessary, select Yes to restart the head unit.

NOTE

If No is selected or the vehicle is switched to IG-OFF, the installation will occur at the next IG-ON.

Figure 19.



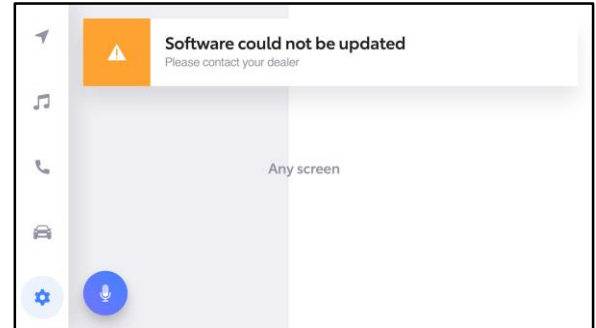
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

OTA Update Procedure (Wi-Fi and Cellular) (continued)

14. If after IG-OFF/ON a “Software could not be updated” banner appears, continue to the [USB Update Procedure](#) subsection.

Figure 20.



USB Update Procedure

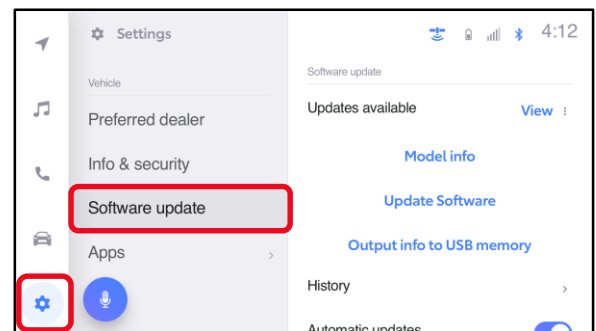
1. Download the software from the Software Update Information section onto an empty USB flash drive.

NOTE

- The USB method should ONLY be used when the head unit is five or more versions out of date or if the Wi-Fi/DCM method of updating is unsuccessful.
- Multiple files CANNOT be on the same USB flash drive. If there are two files on the drive beginning with "rb_update" the software installation will NOT begin.
- This process MUST be used for each applicable update file in this bulletin.

2. Select the gear icon and scroll down to Software Update.

Figure 21.



Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

USB Update Procedure (continued)

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

NOTE

If there are no media files on the USB flash drive, there may be a "Device no response" banner. This is normal.

4. Select Update Software.

5. Select Accept on the Terms of service screen.

Figure 22.

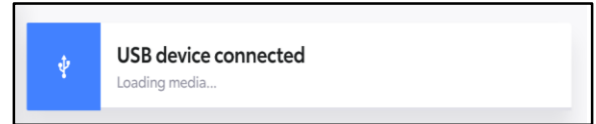


Figure 23.

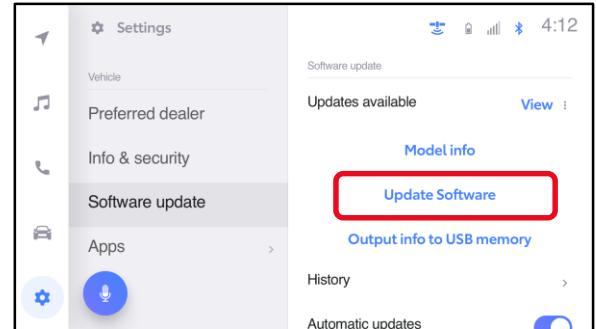
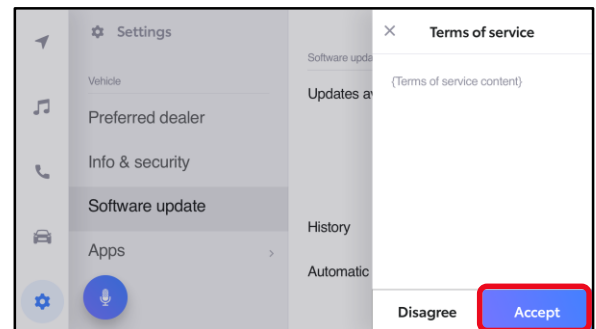


Figure 24.



Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

USB Update Procedure (continued)

6. Wait for the update to download. Once the head unit begins installation, the update will take about an hour per update file.

NOTE

- Do NOT turn OFF the engine or ACC BEFORE the software is ready for updating.
- Do NOT remove the USB flash drive until instructed in step 7.
- Selecting Cancel will cancel the installation of the specific component, but it can be installed manually later.

- A. When the update is complete, “Install Complete” will show on the head unit, as shown in Figure 26.
- B. The “Software update” pop-up message may also appear, as shown in Figure 27.

Figure 25.

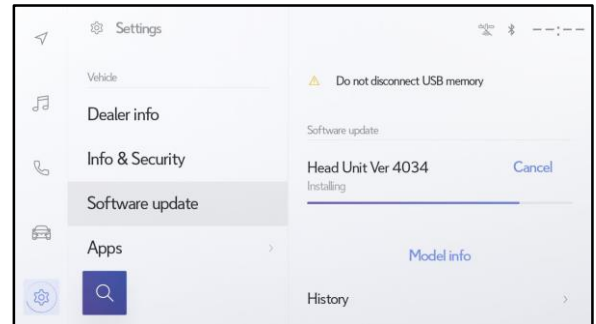


Figure 26.

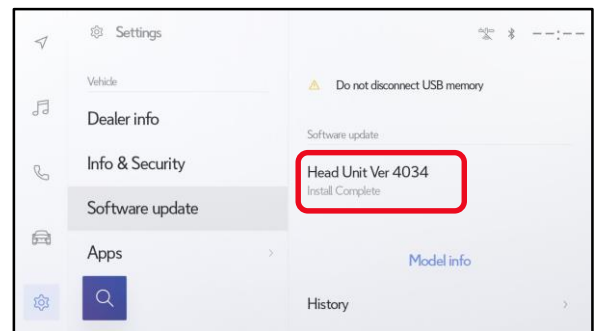
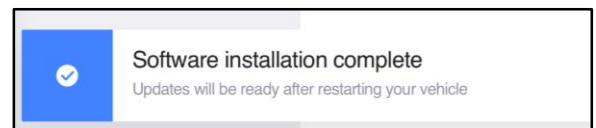


Figure 27.



7. Perform an ignition cycle. After the system has successfully booted up remove the USB flash drive.
8. Perform steps 1 – 7 again if performing an additional update.
9. Perform steps 1 – 3 of [OTA Update Procedure \(Wi-Fi and Cellular\)](#) to verify the software version matches the table below.

Table 2. Software Version Information

TYPE	CURRENT VERSION
HU Version	1025
VD Version	1010