

Toyota Supports ASE Certification

Premium Audio Navigation Map Update Process

Service

Category Audio/Visual/Telematics

|--|

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION	
2020 - 2022	4Runner, Corolla, Corolla HV, Highlander, Highlander HV, Prius, Prius Prime, Sequoia, Tacoma		
2019 - 2022	Avalon, Avalon HV, C-HR, Corolla Hatchback, RAV4, RAV4 HV		
2018 - 2022	Camry, Camry HV, Mirai		
2021 - 2022	RAV4 Prime, Sienna HV, Venza HV		
2018 - 2020	Sienna		
2020 - 2021	Tundra		

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0119-20.

- Applicability has been updated to include 2021 2022 model year Toyota vehicles.
- The Introduction section has been updated.

Service Bulletin No. T-SB-0119-20 is obsolete and any printed versions should be discarded.

Introduction

Some 2018 – 2022 model year Toyota vehicles equipped with a Premium Audio with Dynamic Navigation System, require a Special Service Tool (SST) USB flash drive to update the map, points of interest, and system software. The SST is used with applicable vehicles to deliver the update, however, the process for generating license keys differs from previous generations.

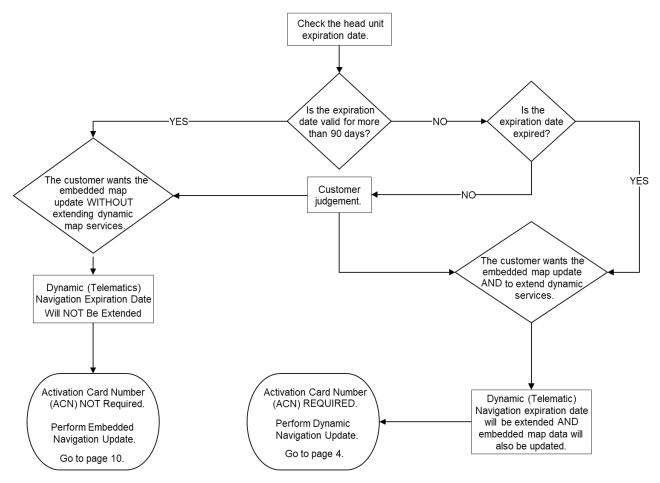
Before attempting to perform a map update, the expiration date of the dynamic subscription (stored in the head unit), must be checked. If the expiration date has not passed, a license key may be generated without the purchase of an activation card number (ACN). Updating the map without the use of an ACN is considered an Embedded Navigation Update (refer to pg. 10) and performing this update does not extend the subscription to dynamic map services. If the subscription period has expired, or is expiring within the next 90 days, it should be recommended to the customer to purchase an ACN. Utilizing an ACN, will initiate the Dynamic Navigation Update (refer to pg. 4). This Dynamic Navigation Update will perform the embedded navigation update and provide dynamic map services for a period of two years from the date that the Dynamic Navigation Update is performed.

ACNs are provided in a pamphlet available through the normal parts ordering system. Follow the process in this bulletin to perform the update.

NOTE

Map data is released once each year through the shipment of an SST USB flash drive to each dealer. The SST MUST be stored in the SST cabinet to ensure it can be easily found.

Introduction (continued)



Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	-	-	I	-

Parts Information

PART NUMBER	PART NAME	QTY
86271-HDD09-00	NAV ACN Card V.20.00	1

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
USB Drive Navigation Update – AWTEC*	TLAWSD017-22F	1

*Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

Dynamic Navigation Update

- 1. Search TIS for ANY available firmware updates for the selected model and model year. Complete the firmware update(s) BEFORE installing the map data.
- 2. Cycle the ignition ON (Engine/Hybrid/EV system OFF).

NOTE

- Vehicles WITHOUT Smart Key system: Turn the ignition key to the ON position.
- Vehicles WITH Smart Key system: Press the Engine Start/Stop switch two times with the brake pedal released.
- 3. Select the Map button on the navigation head unit.

Figure 1.



Page 5 of 16

Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

4. Select the Map Options icon on the navigation screen.

5. Select Map Data on the Map Options menu.

7. Select Legal Info.



Figure 3.



6. Record the old map date (YYYYMMD) and expiration date from the navigation screen.

Figure 4.



Figure 5.

€

Dynamic Navigation Update (continued)

8. Record the map update ID.

Figure 6.

Legal Information 7:35	
Map update ID: 1702-1716-1910-1266	
2017 - 2018 Ver.1A	~
© 1987–2017 HERE. All rights reserved.	-1-
Canada	
This data includes information taken with permission from	
Canadian authorities, including © Her Majesty, © Queen's	
Printer for Ontario, © Canada Post, GeoBase®, ©	
Department of Natural Resources Canada. All rights reserved.	\approx

- 9. Login to TIS.
- 10. Log into the Navigation Update Wizard.
 - A. Select the TIS tab.
 - B. Select the Diagnostics tab.
 - C. Select the Navigation tab.
 - D. Re-enter your password.
 - E. Select Login.
- 11. Select AWTEC from the Select Navigation Manufacturer dropdown menu.
- 12. Enter the vehicle's VIN and head unit expiration date, then select Submit.

NOTE

It is recommended to perform a Dynamic Navigation Update under the following conditions:

- The expiration date is expired.
- The expiration date will expire in 90 days or less.
- The customer would like to continue the dynamic navigation system for a period of two years from the date of the update.

Figure 7.

Figure 8.

Please comple	te the following fields to receive a license key.
Dealer Code:	35682
Dealer Name:	Toyota City
Technician Name:	John Smith
*Select Navigation Manufacturer:	AWTEC 🔽
VIN:	4T1BZ1HK9JU002801
*Expiration Date:	01/01/2020
	Back Clear Submit

Page 7 of 16

Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

 Enter the activation card number from the inside of the pamphlet (obtained from the parts department).

Figure 9.

Figure 10.

	ScanTool	Reprogramming	Immobilizer Reset	Key Code	Telematics	Navigation
lavigat	ion Update Wizard					
	*84	Dealer C Dealer N Technidan N Navigation Manufact "Activation Card Nun "USB Stick "Map Updat "Old Map Ver	ber: TOYA-1234-1234-1 P/N: TOYA-HDD-07-17 e ID: 1702 - 1716 - 1 sion: 2016120 VIN: JTH CLSEF 1	234	ry.	
		*Expiration	Date: 01/01/2020			

- 14. Enter the navigation data into the Navigation Update Wizard form.
 - A. Select the correct USB part number (found on the SST packaging, starts with "TLAW").
 - B. Input the map update ID into TIS (without hyphens).
 - C. Input the old map date into TIS using the following format: YYYYMMD (without hyphens).
 - D. Enter the VIN.
 - E. Enter the repair order number.
 - F. Enter the expiration date.
 - G. Select Submit.
- 15. Check off each item AFTER confirming that it is correct. If ANY of the information is incorrect, select the back button.
- 16. Select Confirm.

NOTE

If ANY of the navigation data is entered incorrectly, the update will NOT complete successfully, and it is possible a NEW ACN will be required.

• Library • Diagnostics	O Tech Assistance	Vehicle Inquiry			
ScanTool	Reprogramming	Immobilizer Reset	Key Code	Telematics	
Navigation Update Wizard					
	Navigation Manufa *Activation Card No *USB Sti *Map Upd	amber: TOYA-1234-1234-1 k P/N: TOYA-HDD-07-17 late ID: 1702 - 1716 - 1	~		
"Re	pair Order/Parts Invoice N	ersion: 2016120 *VIN: 77H CLSEF [1 umber: 13167	E0000001		

Figure 11.

					Navigation
lavigat	ion Update Wizard	1			
		No. (and an Man Manage and	free the fellowing he should be	a wante beau badano	
tou are a	bout to update the #	Navigation Map. Please con	firm the following by checkin	g each box below,	
V You	have USB Stick P/N	TOYA-HDD-0717 USB Driv	ve - Navigation Update		
- No.	have entroyed Man Ille	pdate ID: 11021102819487			
You You	have entered Old Ma	ap Version 21-16-17 2017-	06-01		
VIN V	is JTHCLSEF1E00000	101			
2 Darie	ation Date is 01/01/2	2020			
Carl Colpo			Back Con	See.	
			Date	0110.0	

Page 8 of 16

Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

17. Note the license key that is generated. (It is recommended to print this page.)

	Home TIS Service Lane							
Library Diagnostics O Tech Assistance O Vehicle Inquiry								
ScanTool	Reprogramming	Immobilizer Reset	Key Code	Telematics	Navigation			
Navigation Update Wi	zard							
Thank you	This license key is valid for	one update. Please print this	a page for your referen	ce.				
		our License Key is: 12	341234					
		nse key with USB Stick: P/N						
			cription - USB Drive - I	lavigation Update				
		Map Update ID: 110						
		New Map Version: 21-	16-17 2017-06-01					
Navigation Update Vehic	le Details	VIN: JTH	CL5EF1E0000001					
	Repair Order	/Parts Invoice Number: 131	67					
		Dealer: 356	82					
	Chel	chere to return to the Navig	ation homenage	Print				

- 18. Insert the USB flash drive SST into the USB port of the vehicle (usually located under the navigation head unit, in the center console/armrest, or glove box).
- 19. Select Update Map on the Map Data screen.

Figure 13.

Map Data	7:35
U	S 🕤
Map version: 05-67-	50 [2016-12-0]
Map Coverage	Legal Info
Map update s	ervice: Active
Expiration date	2: **/**/***
Updat	е Мар

- 20. Select YES.
- 21. Enter the license key from step 17.
- 22. Select OK.

Figure 14.

Enter Licen	ise Key		7:37	
	9653-137	78		+ b
	1	2	3	
	4	5	6	
	7	8	9	
		0		
				ОК

Dynamic Navigation Update (continued)

23. The head unit software MUST be updated first. Figure 15 will display during the update.

> If the head unit software is already updated, Figure 17 will display. If Figure 17 displays, continue to step 24.

NOTE

Navigation map data will load when this process completes.

A. Allow the update to complete.

N	\cap	ΓF	
1.1			

NOTE

This process will take about 10 minutes.

Figure 15.

Map Update	7:37	
New map software is being cop Map update will begin after the •Please do not remove the upda •Please do not turn your vehicle	software has been updated. te media from the vehicle.	

Figure 16.

Иар Ир	date	7:37	
			C
Т	The map software has been copied.		
Т	o complete the software update.		
۰F	Please ensure your vehicle is parked is	s in a safe place.	
.1	Turn your vehicle power off.		
۰ŀ	Restart your vehicle.		

B. The head unit will prompt to cycle the ignition. Cycle the ignition OFF, then ON (Ready OFF/Engine OFF) when prompted.

	Do NOT remove the USB flash drive durin	g this process.
24.	After completing the head unit software update, the Map Update screen will display and the navigation map update will begin automatically.	Figure 1
	NOTE	

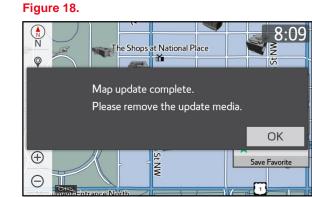
This process will take approximately 45 minutes.

7.

() Map Update		7:38	
Мар с	lata is being	copied.	
• •	>>>>>	$\langle \Box \rangle$	
Please do not remov	e the update i	media from the vehicle	e.
Please do	o not turn off	the vehicle.	
Estimated tim	e remaining:	30 min	

Dynamic Navigation Update (continued)

- 25. When prompted, remove the USB flash drive from the vehicle's USB port.
- 26. The map update is complete.



27. Verify navigation operation.

Embedded Navigation Update

- 1. Search TIS for ANY firmware updates that are available for the selected model and model year. Complete the firmware update(s) BEFORE installing the map data.
- 2. Cycle the ignition ON (Engine/Hybrid/EV system OFF).

NOTE

- Vehicles WITHOUT Smart Key system: Turn the ignition key to the ON position.
- Vehicles WITH Smart Key system:

Press the Engine Start/Stop switch two times with the brake pedal released.

3. Press the Map button on the navigation head unit.

Figure 19.



T-SB-0106-22

Embedded Navigation Update (continued)

4. Press the Map Options icon on the navigation screen.

5. Select Map Data on the Map Options menu.

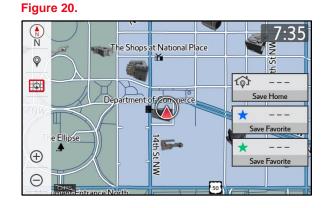
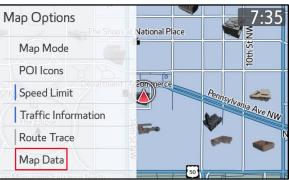


Figure 21.



6. Record the old map date (YYYYMMD) and expiration date from the navigation screen.

Figure 22.



Embedded Navigation Update (continued)

7. Select Legal Info.

Figure 23.

Map Data		7:35	
	U	S	
Мар ve	rsion: 05–67-	50 [2016-12-0]	
Мар Сс	overage	Legal Info	
	Map update s	ervice: Active	
	Expiration date	2: **/**/****	
	Updat	е Мар	

8. Record the map update ID.

Figure 24.

Legal Information	7:35	
Map update ID: 1702-1716-1910-1266		€
2017 - 2018 Ver.1A		~
© 1987-2017 HERE. All rights reserved.		1
Canada		
This data includes information taken with pe	ermission from	
Canadian authorities, including © Her Maj	esty, © Queen's	
Printer for Ontario, © Canada Post, GeoB	ase®, ©	
Department of Natural Resources Canada.	All rights reserved.	\approx

9. Log into TIS.

- 10. Log into the Navigation Update Wizard.
 - A. Select the TIS tab.
 - B. Select the Diagnostics tab.
 - C. Select the Navigation tab.
 - D. Re-enter your password.
 - E. Select Login.

Figure 25.

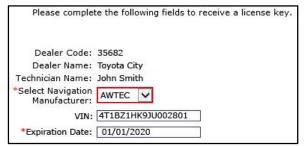
Library Diagnostics O Tech Assistance O Vehicle Inquiry							
	ScanTool	Reprogramming	Immobilizer Reset	Key Code	Telematics	Navigation	
Navigatio	n Update Wizard						
			Receive a Lice	CO YOU			
			Receive a Lice	(0)(0)(0)(0)			
Once an Ac	ctivation Card is pur	chased, proceed with the	Receive a Lice navigation update wizard to	(0)(0)(0)(0)			
The license				obtain a license key.	hat one license key allows	for one navigation ma	
The license update.	t key allows the use	r to update the map in a n	navigation update wizard to savigation unit within the cu	obtain a license key. tomer's vehicle. Note ti	nat one license key allows	for one navigation mi	
The license update.	t key allows the use	r to update the map in a n	navigation update wizard to	obtain a license key. tomer's vehicle. Note ti	nat one license key allows	for one navigation m	
The license update.	t key allows the use	r to update the map in a n to proceed with the Navig	navigation update wizard to savigation unit within the cu	obtain a license key. tomer's vehicle. Note ti	nat one license key allows	for one navigation mi	

Embedded Navigation Update (continued)

11. Select AWTEC from the Select Navigation Manufacturer dropdown menu.

Figure 26.

Figure 27.



12. Enter the vehicle's VIN and head unit expiration date.

NOTE

It is recommended to perform an Embedded Navigation Update under the following conditions:

- The head unit's expiration date is valid and NOT expired.
- The head unit's expiration date will NOT expire in the next 90 days.
- The customer would like to perform an Embedded Navigation Update during the last 90 days. (This process will NOT extend the dynamic navigation system.)
- 13. Select Submit.
- Enter the navigation data into the Navigation Update Wizard form. (An activation card number is NOT required.)
 - A. Select the correct USB part number (found on the SST packaging, starts with "TLAW").
 - B. Input the map update ID into TIS (without hyphens).
 - C. Input the old map date into TIS using the following format: YYYYMMD (without hyphens).
 - D. Enter the VIN.
 - E. Enter the repair order number.
 - F. Enter the expiration date.
 - G. Select Submit.

ScanTool	Reprogramming	Immobilizer Reset	Key Code	Telematics	Navigation
					Ravigation
avigation Update Wizard					
	Please	e complete the following field	is to receive a license ke	iy.	
	Deale	r Code: 35682			
		r Name: Toyota City			
		n Name: John Smith			
	"Select Na	acturer: AWTEC			
	Manuf	VIN: 4T18Z1HK9JU0028			
) - Indicates Required Field(s)		Concernance of the second seco	01		
") - Indicates Required Held(s)	Expirate	on Date: 01/01/2020			
		Back Clear	Submit		
		benerican benerican			

Figure 28.



Embedded Navigation Update (continued)

15. Check off each item AFTER confirming that it is correct. If ANY of the information is incorrect, select the back button.

17. Note the license key that is generated. (It is recommended to print this page.)

16. Select Confirm.

Figure 29.



Figure 30.

ScanTool	Reprogramming	Immobilizer Reset	Key Code	Telematics	Navigation
Navigation Update Wizar	d				
Thank you	This license key is valid for o	ne undate. Blease grint this	one for your reference		
nank you					
		our License Key is: 12			
	Please use this licen	se key with USB Stick: P/N	- TOYA-HDD-07-17 cription - US8 Drive - N		
		Map Update ID: 1102		avigation Update	
		New Map Version: 21-1			
Navigation Update Vehicle D	etails				
		VIN: JTH	L5EF1E0000001		
	Repair Order/	Parts Invoice Number: 1316	7		
		Dealer: 3568	12		
				- Control	
	Click	here to return to the Naviga	tion homepage	Print	

- 18. Insert the USB flash drive SST into the USB port of the vehicle (usually located under the navigation head unit, in the center console/armrest, or glove box).
- 19. Select Update Map on the Map Data screen.

Figure 31.

Map Data	7:35		
U	IS	•	
Map version: 05-67-	-50 [2016-12-0]		
Map Coverage	Legal Info		
Map update service: Active			
Expiration date: * */ * */****			
Update Map			

20. Select Yes.

Embedded Navigation Update (continued)

- 21. Enter the license key from step 17.
- 22. Select OK.

Figure 32.

Enter Licen	se Key		7:37	
	9653-137	78		-
	1	2	3	
	4	5	6	
	7	8	9	
		0		
				ОК

23. The head unit software MUST be updated first. Figure 33 will display during this process.

If the head unit software is already updated, Figure 35 will display. If Figure 35 displays, continue to step 24.

NOTE

Navigation map data will load when this process completes.

A. Allow the update to complete.

NOTE

This process will take about 10 minutes.

Figure 33.

Map Update	7:37
Neuros cofficiens is being a	
New map software is being c	opiea.
Map update will begin after t	he software has been updated.
 Please do not remove the up 	odate media from the vehicle.
 Please do not turn your vehi 	cle power off.

Figure 34.

Map Up	odate 7:37	
		Ð
Т	The map software has been copied.	
Т	To complete the software update.	
۰F	Please ensure your vehicle is parked is in a safe place.	
•1	Turn your vehicle power off.	
۰ŀ	Restart your vehicle.	

B. The head unit will prompt to cycle the ignition. Cycle the ignition OFF, then ON (Ready OFF/Engine OFF) when prompted.

NOTE

Do NOT remove the USB flash drive during this process.

Elaura 25

Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)

24. The Map Update screen will display and the navigation map update will begin automatically.

NOTE

This process will take about 45 minutes.

Figure 35.				
() Map Up	odate		7:38	
	Map da	ta is being	copied.	N. S.
	•	>>>>>	$\langle \rangle$	
Please		the update r ot turn off	media from the ve the vehicle.	ehicle.
	Estimated time	remaining:	30 min	

- 25. When prompted, remove the USB flash drive from the vehicle's USB port.
- 26. The map update is complete.

27. Verify navigation operation.

Figure 36.

