TOYOTA
Technical Service Bulletin

Audio Head Unit Software Update (Denso-Ten)

Service Category	Audio/Visual/Telematics
Section	Audio/Video

Market USA and Mexico

Toyota Supports
ASE Certification **ASE**

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2023	bZ4X, Corolla, Corolla Hatchback, Corolla HV, Crown	

Introduction

Some 2023 model year bZ4X vehicles with multimedia version 1505 or older; Corolla, Corolla Hybrid, and Corolla Hatchback vehicles with multimedia version 1506 or older; and Crown vehicles with multimedia version 1511 or older may exhibit one or more of the following conditions:

- Head unit rebooting.
- User Profile enhancements.
- "Software Update Complete" pop-up message.
- Display screen frozen/non-responsive.
- Navigation items show on non-navigation multimedia system (Mexico market only).
- Newly added phone contact name will not show on display screen.
- Noise during hands-free calls.
- GPS location indicator stays on after map is off.
- Map does not display.
- Route guidance guides to incorrect side.
- App button(s) appear pressed.
- Sonar system display will not update on display screen.
- Back-up camera messages are in English instead of non-English.
- Incorrect HD radio icon color.
- Bluetooth profile version update.

A software update is now available to address these conditions. Follow the Software Update Procedure in this bulletin to update the software.

Audio Head Unit Software Update (Denso-Ten)

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Warranty Information

For USA Market

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL9084	Software Update	0.6	86140-#####* 86100-#####*	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.

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	OFP	T1	T2
EL9084	Software Update	0.6	86140-#####* 86100-#####*	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.

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.**

Audio Head Unit Software Update (Denso-Ten)

Multimedia Software Update Information

MODEL	HEAD UNIT	SOFTWARE UPDATE FILE
bZ4X	Entry	rb_update_2023_bZ4X_NE_HU_C_01556.zip
	Premium	rb_update_2023_bZ4X_NP_HU_C_01556.zip
Corolla, Corolla Hatchback, Corolla HV	Entry	rb_update_2023_Corolla_NE_HU_C_01559.zip
Crown	Premium	rb_update_2023_Crown_NP_HU_C_01560.zip

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***.**

Audio Head Unit Software Update (Denso-Ten)

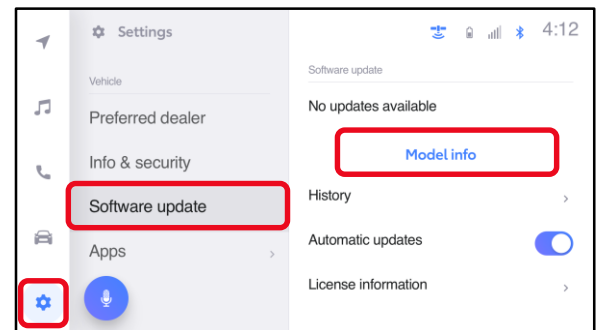**Software Update Procedure**

1. Turn the ignition to IG-ON.

2. Does the head unit exhibit a continuous rebooting condition?
   - **YES —** Continue to step 3.
   - **NO —** Go to step 6.

3. Turn the ignition to IG-OFF.

4. Disconnect the cable from the 12V battery negative terminal for 10 minutes, then reconnect it.
   Refer to TIS, applicable model and model year Repair Manual:
   - 2023 bZ4x:
     General – Maintenance – "Maintenance: Auxiliary Battery: Removal"
   - 2023 Corolla:
     Power Source/Network – Battery/Charging – "2ZR-FAE (Battery / Charging): Battery: Removal"
   - 2023 Corolla and Corolla Hatchback:
     Power Source/Network – Battery/Charging – "M20A-FKS (Battery / Charging): Battery: Removal"
   - 2023 Corolla and Corolla Hybrid:
     Power Source/Network – Battery/Charging – "2ZR-FXE (Battery / Charging): Auxiliary Battery: Removal"
   - 2023 Crown:
     General – Maintenance – "Maintenance: A25A-FXS Auxiliary Battery: Removal"

5. Turn the ignition to IG-ON, the head unit should boot up normally.

   > HINT
   >
   > If the head unit does NOT boot up normally, the battery may need to be disconnected for longer than 10 minutes.

6. Select the gear icon, scroll down, select Software update, and select Model info.

Figure 1.

Audio Head Unit Software Update (Denso-Ten)

Software Update Procedure (continued)

7. Is the software version the same or earlier than indicated in the Introduction? (Refer to Table 1 below.)

   - **YES —** Continue to step 4.
   - **NO —** This bulletin does NOT apply, continue diagnosis using the applicable Repair Manual.
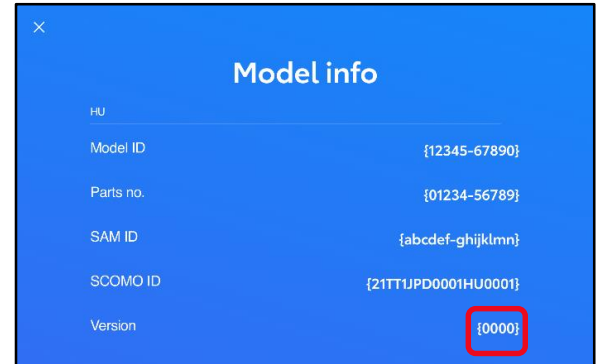
Figure 2.

Table 1. Software Version Information

MODEL	TYPE	PREVIOUS VERSION	CURRENT VERSION
bZ4X	HU Version	≤ 1505	1556
Corolla, Corolla Hatchback, Corolla HV		≤ 1506	1559
Crown		≤ 1511	1560

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

> **NOTE**
> - 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.

Audio Head Unit Software Update (Denso-Ten)

Software Update Procedure (continued)

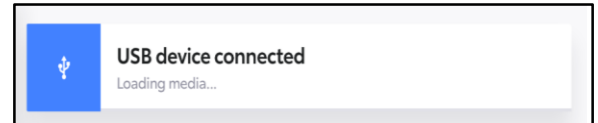9. Select the gear icon, scroll down, and select Software update.

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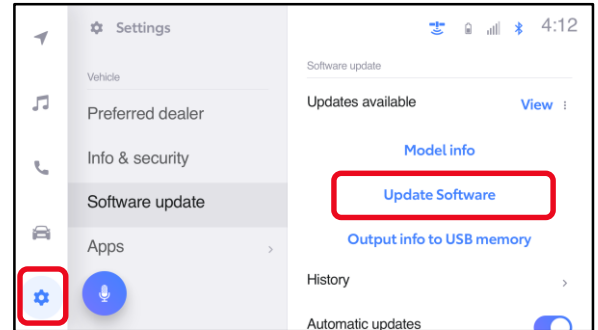
10. Insert the prepared USB flash drive into the vehicle's data USB port.

> **NOTE**
>
> If there are no media files on the USB flash drive, there may be a "Device no response" banner. This is normal.
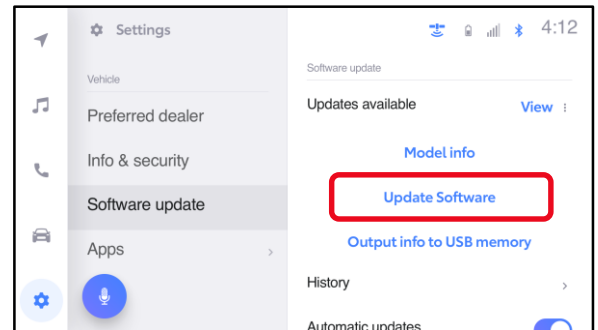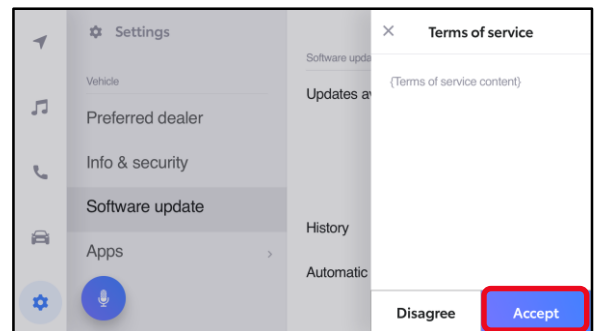
Figure 4.

11. Select Update Software.

> **NOTE**
>
> The "Update Software" button may NOT be available IMMEDIATELY after inserting the USB flash drive. The head unit is unzipping the software update file, and it may take up to 10 minutes for this button to become available.

Figure 5.

12. Select Accept on the Terms of service screen.

Figure 6.

Audio Head Unit Software Update (Denso-Ten)

Software Update Procedure (continued)

13. Wait for the update to download. Once the head unit begins installation, the update will take about 15 minutes 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 11.
> - 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 9.

B. The "Software update" pop-up message may also appear, as shown in Figure 10.

> **NOTE**
> If you are prompted to upload a report as shown in Figure 10, insert a blank USB to remove the .JSON files. These files are NOT needed at this stage of the process.
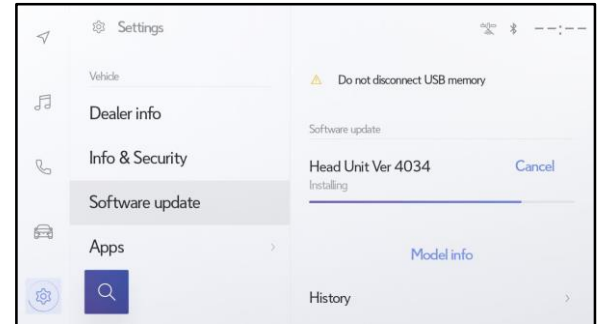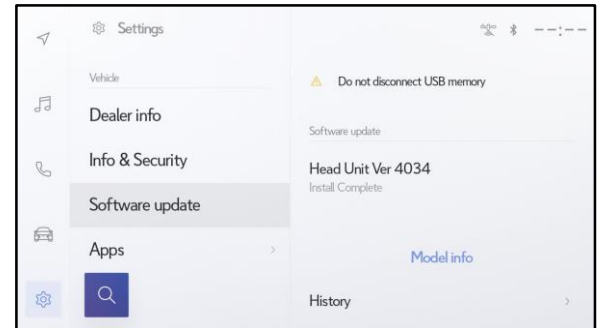
Figure 7.
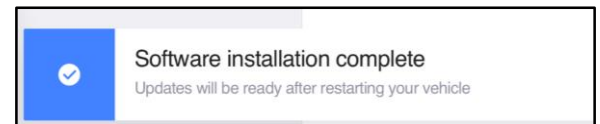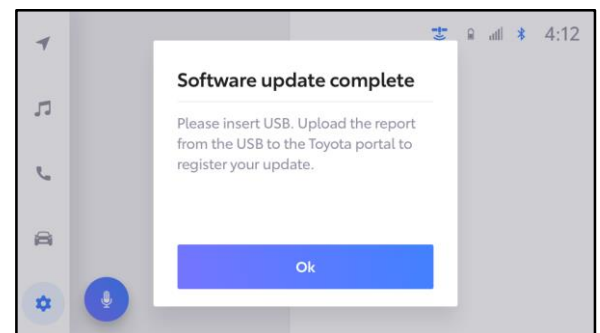

Figure 8.

Figure 9.

Figure 10.

Audio Head Unit Software Update (Denso-Ten)

Software Update Procedure (continued)

14. Perform an ignition cycle.

15. AFTER the system has successfully booted up, wait two minutes.

16. Remove the USB flash drive.

17. Perform steps 5 – 7 to verify the software version matches the table below.

Table 2. Software Version Information

MODEL	TYPE	PREVIOUS VERSION	CURRENT VERSION
bZ4X	HU Version	≤ 1505	1556
Corolla, Corolla HV, Corolla Hatchback		≤ 1506	1559
Crown		≤ 1511	1560