

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
2023	LX600, NX250, NX350, NX350H, NX450H+	

Introduction

A head unit software update is now available for 2023 model year LX 600, NX 250, NX 350, NX 350h, and NX 450h+ vehicles equipped with Lexus Multimedia (version 1040 or earlier). This update provides improved performance and capability for the following:

- User profile.
- Over-the-air (OTA) notifications.
- Ability to search during a call.
- Bug fixes settings/configuration.
- Security enhancements.

Head Unit Software Update (Panasonic)

Introduction (continued)

Vehicle operators can perform this update directly by accepting the on-screen notification (see Figure 1), advising the software update is available, or by locating the 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:

“This software update includes improvements for User Profile, OTA notifications, ability to search during a call, and bug fixes.”

Figure 1.

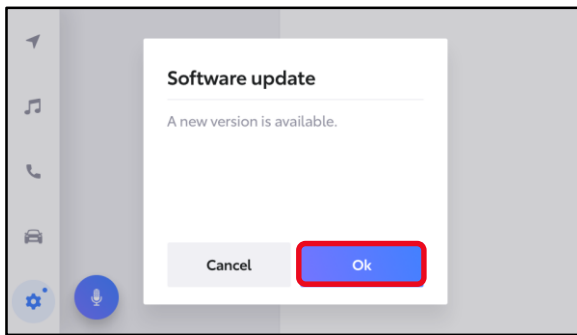
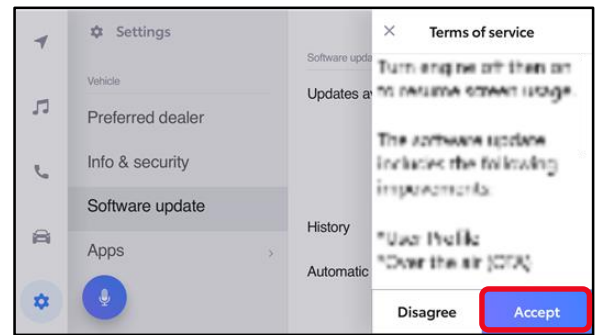


Figure 2.



If it is necessary to perform the software update for a customer, follow the software update procedures in this bulletin.

This is a phased rollout, which means that as time progresses, more vehicles will receive the update notification and ability to update the head unit. This timing will vary by location and may not display for every vehicle in one location at the same day/time.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFFP	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:

- User profile.
- OTA notifications.
- Ability to search during a call.
- Bug fixes settings/configuration.
- Security enhancements.

Head Unit Software Update (Panasonic)

Software Update Information

MODEL	HEAD UNIT	CALIBRATION ID
LX 600	Premium	rb_update_2023_LX_NP_HU_D_01050.zip
NX 250, NX 350, NX 350h, and NX 450h+	Entry	rb_update_2023_NX_NE_HU_D_01050.zip
	Premium	rb_update_2023_NX_NP_HU_D_01050.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](#)*.

NOTE

- The USB method should ONLY be used when 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

- [Wi-Fi Connection Procedure](#)..... 4
- [OTA Update Procedure \(Wi-Fi and Cellular\)](#)..... 5
- [USB Update Procedure](#) 10

HINT

Future OTA updates may use the Wi-Fi delivery method for the update data.

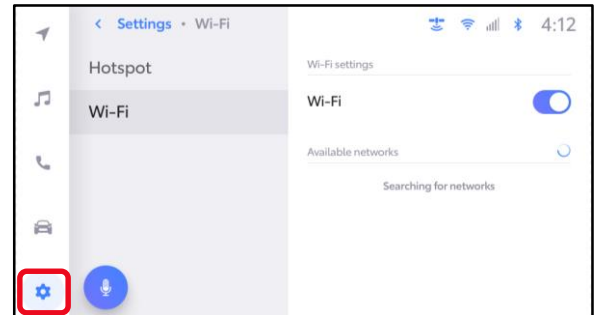
Head Unit Software Update (Panasonic)

Software Update Procedures

Wi-Fi Connection Procedure

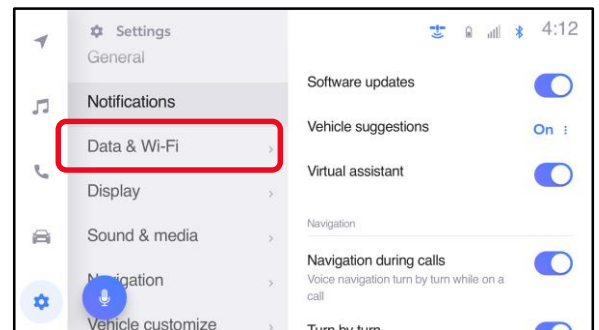
1. Turn ON the ignition.
2. Select the gear icon in the lower left corner of the radio screen.

Figure 3.



3. Select Data & Wi-Fi.

Figure 4.

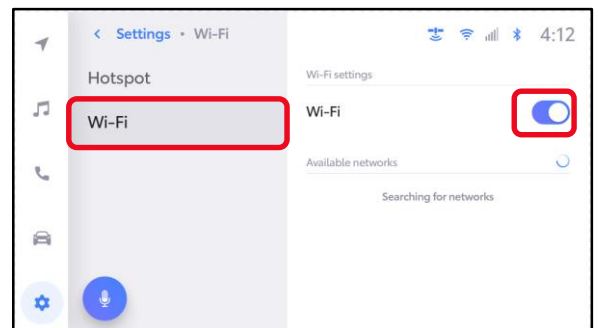


4. Select Wi-Fi and turn the Wi-Fi toggle to ON.

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)

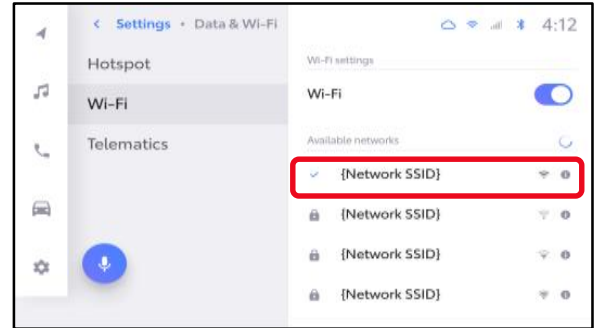
Software Update Procedures (continued)

Wi-Fi Connection Procedure (continued)

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

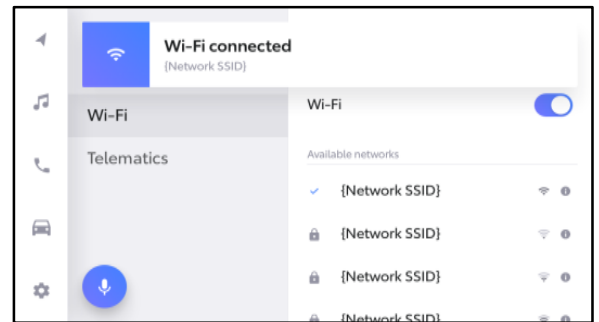
NOTE
It is NOT possible to connect to a Wi-Fi source that requires a username and password to be entered in a browser.

Figure 6.



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

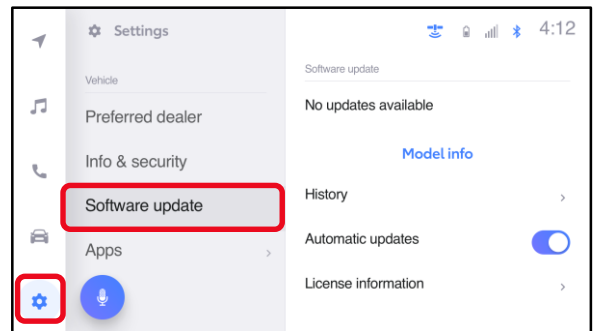
Figure 7.



OTA Update Procedure (Wi-Fi and Cellular)

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

Figure 8.



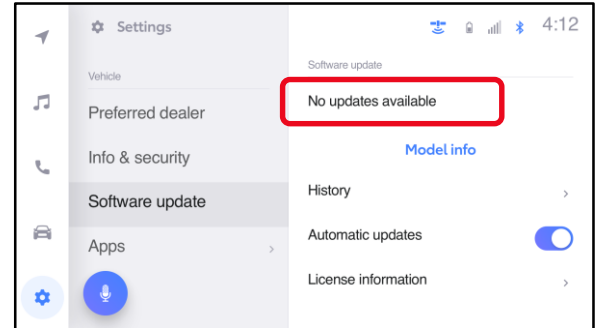
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

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

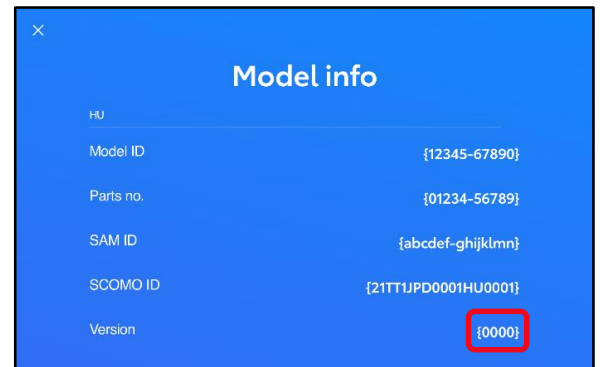
2. Are software updates available?
 - **YES** — Continue to step 3 to update the vehicle.
 - **NO** — This bulletin does NOT apply, continue diagnosis using the applicable Repair Manual.

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 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	1040	1050

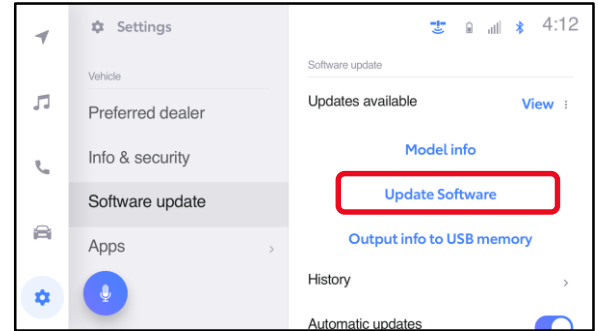
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

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

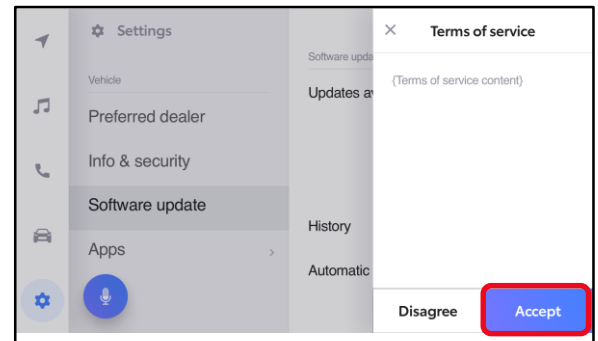
6. Select Update Software.

Figure 11.



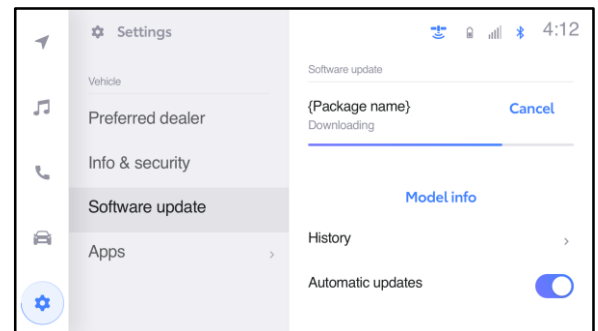
7. Select Accept on the Terms of service screen.

Figure 12.



8. Wait for the update to download.

Figure 13.



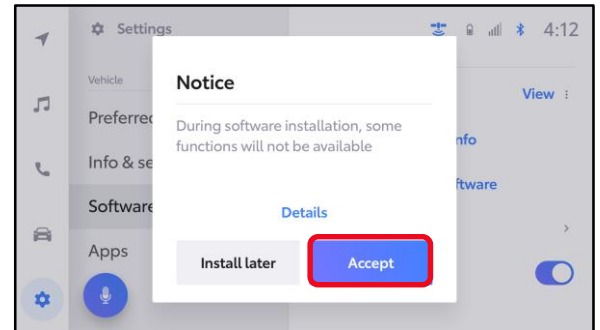
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

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

9. Select Accept on the Notice pop-up message if it appears.

Figure 14.

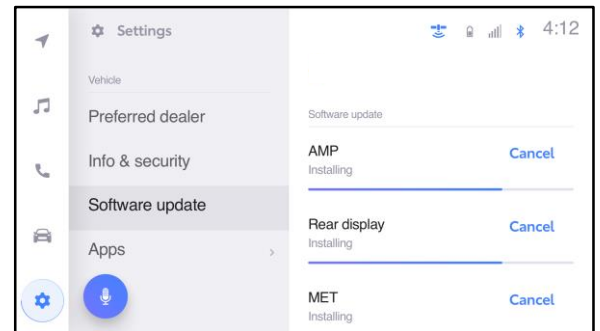


10. Wait for the update to download. Once the head unit begins installation, the update will take 10 minutes or less.

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.

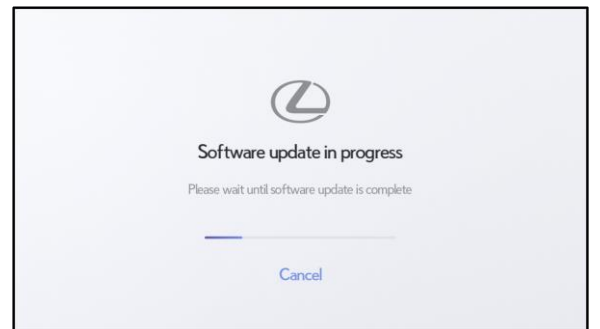


11. If a major update is being installed the message "{Software update in progress}" will be displayed.

NOTE

- Do NOT turn OFF the engine or ACC BEFORE the software has updated successfully.
- 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)

- 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.

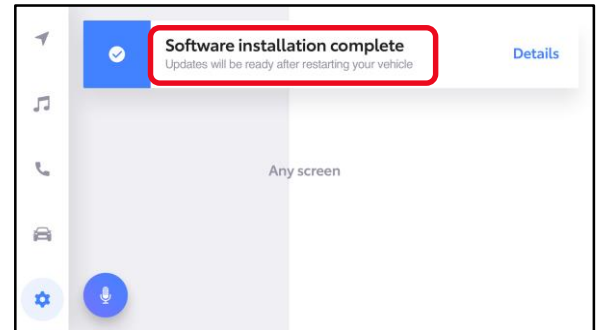
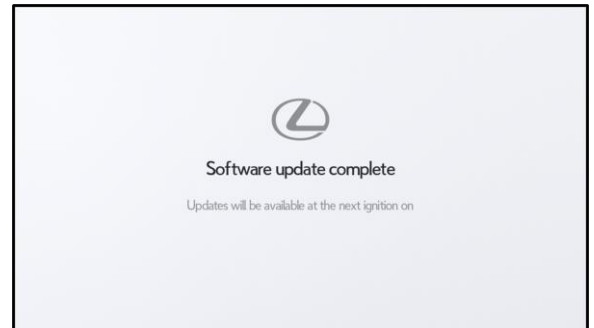


Figure 18.

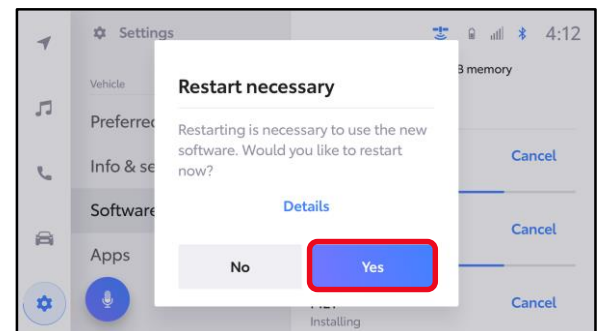


- If a restart is necessary, select Yes to restart the head unit.

NOTE

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

Figure 19.



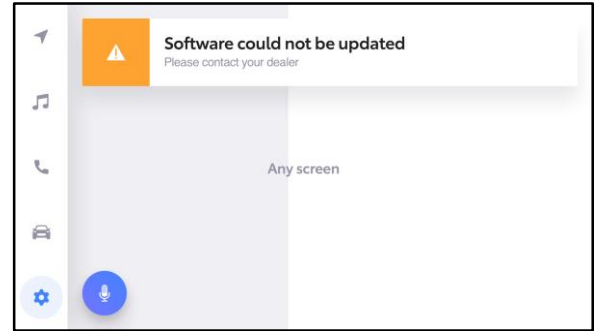
Head Unit Software Update (Panasonic)

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

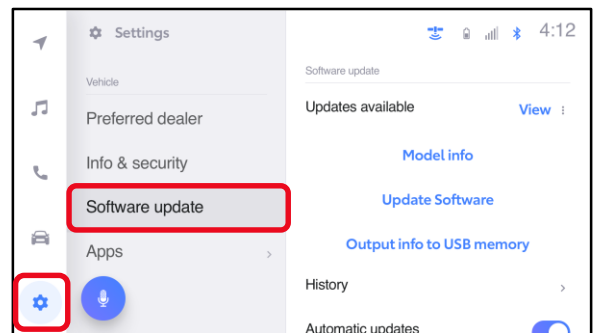
1. Download the software from the Software Update Information section onto an empty USB flash drive.

NOTE

- The USB method should ONLY be used when the Wi-Fi/DCM method of updating is unsuccessful. Even for USB update, confirm one of the following signals is present for the head unit:
 - Data Communications Module (DCM) (this function is NOT available in some countries or areas.)
 - Wi-Fi.
- 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.

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 to press.

5. Select Accept on the Terms of service screen.

Figure 22.

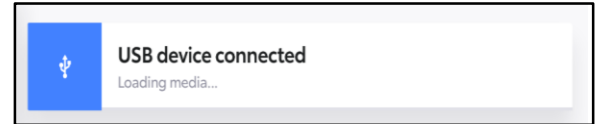


Figure 23.

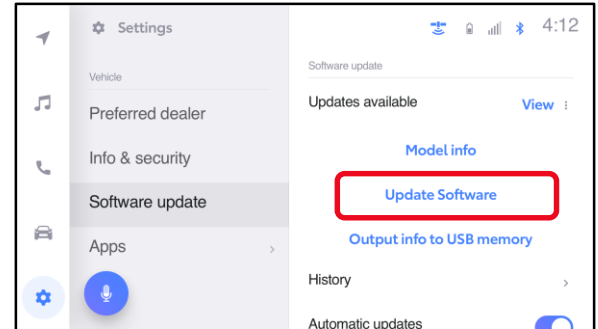
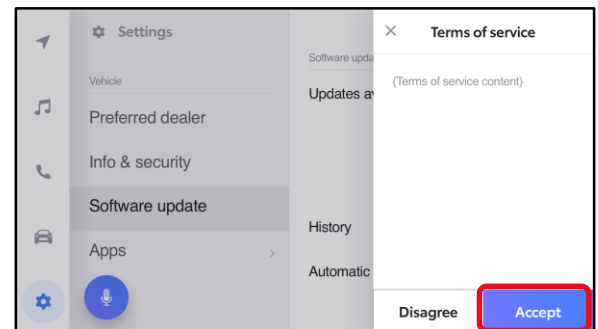


Figure 24.



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 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 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.

NOTE

If you are prompted to upload a report as shown in Figure 28, insert a blank USB to remove the .JSON files. These files are NOT needed at this stage of the process.

Figure 25.

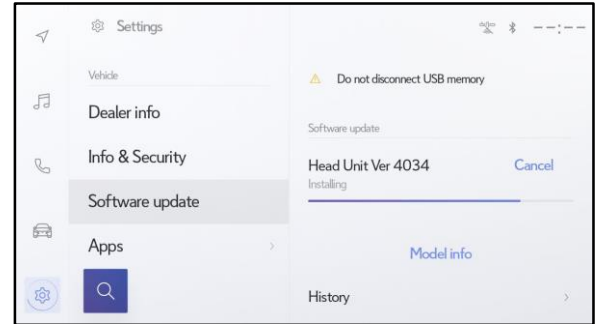


Figure 26.

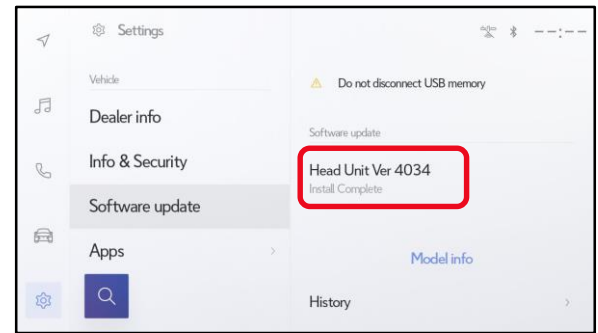


Figure 27.

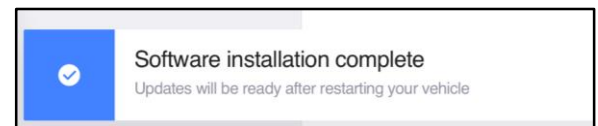
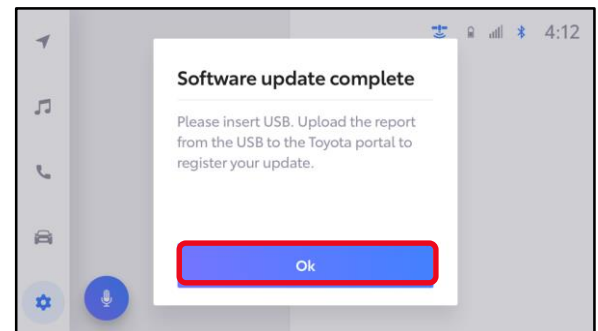


Figure 28.



Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

USB Update Procedure (continued)

7. Perform an ignition cycle. After the system has successfully booted up remove the USB flash drive.
8. Wait two minutes.
9. Perform steps 1 – 7 again if performing an additional update.
10. 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	1050