LEXUS
Technical Service Information Bulletin

Navigation System 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
2021 - 2022	ES250, IS300, IS350, LC500, LC500C, LC500H, LS500, LS500H	
2019 - 2022	ES300H, ES350, RC F, RC300, RC350, RX350, RX450H, UX200, UX250H	
2022	GX460, IS500	
2020 - 2021	NX300, NX300H	

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. L-SB-0043-19.

- **Applicability has been updated to include 2022 ES 250, ES 300h, ES 350, GX 460, IS 300, IS 350, IS 500, LC 500, LC 500C, LC 500h, LS 500, LS 500h, RC F, RC 300, RC 350, RX 350, RX 450h, UX 200, and UX 250h model year vehicles.**
- **The Introduction, Software Update Information, and Software Update Procedure sections have been updated.**

Service Bulletin No. L-SB-0043-19 is obsolete and any printed versions should be discarded.

Navigation System Software Update (Panasonic)

Introduction

Some 2020 – 2022 model year vehicles equipped with 17CY+ Panasonic Audio (versions less than 1226) and Navigation (versions less than 1225 or 1245 with 20 Teammate) may exhibit one or more of the following conditions:

- Navigation reset while entering a destination.
- Voice command does not recognize Starbucks.
- "Unable to establish audio connection" message, and Alexa is unable to resume after Android Auto™ interruption.
- Soft buttons grayed Out during panoramic view monitor transition.
- HVAC fan speed displayed incorrectly.
- Volume cannot be adjusted with the rear seat remote control.
- Multimedia system reboots when iPhone® is connected via USB.
- Energy flow information is missing on energy monitor screen.
- Clearance sonar indication on backup camera screen is missing.
- Audio from USB devices intermittently works.
- iPhone® ringer continues after answering call.
- Audio titles not displayed.
- Toyota apps screen menu not displayed.

Some 2020 – 2021 model year vehicles equipped with 17CY+ Panasonic Navigation (version less than 1150) and Audio (version less than 1163) may exhibit one or more of the following conditions:

- Poor map screen touch operation.
- Navigation system reset.
- Climate temperature control difficult to operate.
- "Waiting for the Beep" message displayed, voice recognition does not start when pressing the push to talk button.
- Blower motor speed incorrectly displayed.
- White CarPlay® screen when connecting iPhone12®.
- Navigation sub-screen blank while playing a CD.
- Inoperative rear seat entertainment track controls.
- Abnormal energy flow screen appearance.
- Incorrect FM or SiriusXM® genre Information.

Navigation System Software Update (Panasonic)

Introduction (continued)

Some 2020 – 2021 model year vehicles equipped with 17CY+ Panasonic Navigation (version less than 1110) and Audio (version less than 1123) may exhibit one or more of the following conditions:

- Android Auto™ music does not resume after the vehicle is turned OFF and then ON.
- Incorrect cover art is displayed from a previous song.
- CarPlay® unexpectedly resumes after turning audio OFF and pushing Menu switch.
- MAP switch inoperative when in a Bluetooth® call and connected to Android Auto™.
- Pop noise when selecting track up/down of USB audio.
- Touch pad feedback continues when feedback setting is turned OFF.
- Blank navigation screen.
- Low Bluetooth® audio volume.
- Bluetooth® connection screen button is grayed out.
- Climate temperature control difficult to operate.
- Menu buttons do not light up when pushed.
- Blower level is not displayed correctly.

Some 2020 – 2021 model year Lexus vehicles equipped with Navigation (version less than 1060) and Audio (version less than 1060) may exhibit one or more of the following conditions:

- Display screen distortion/pixilation.
- iOS device does not connect until disconnecting and reconnecting USB cable.
- iOS device does not connect until the vehicle is turned OFF and then ON.

Some 2020 model year Lexus vehicles equipped with Navigation (version less than 1030) and Audio (version less than 1036) may exhibit one or more of the following conditions:

- Abnormal clock operation in Auto Daylight Savings Time mode.
- CarPlay® inoperative.
- USB audio does not resume after turning the engine OFF and ON.
- Reply button not displayed on the text message screen.
- Reset during phonebook transfer.
- Bluetooth® calls disconnected.
- Enform submenu inoperative from touch screen.
- Push to Talk button long press starts native voice recognition.
- Destination Assist frozen when pressing the SOS button.
- Navigation screen slow booting or does not boot up.

Navigation System Software Update (Panasonic)

Introduction (continued)

Some 2020 model year Lexus vehicles equipped with Navigation (version less than 1006) and Audio (version less than 1007) may exhibit one or more of the following conditions:

- Voice Command "Barge-in" defaults to OFF.
- Handset Mode label incorrect.
- Android Auto™ music does not resume after using Destination Assist.
- Abnormal return/back arrow illumination operation.
- Destination Assist will not cancel while playing Android Auto™ music.
- Gracenote cover art is not displayed.
- Incorrect Destination Assist vehicle position.

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

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1919	Software Update	0.3	86120-#####*	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**
> - **This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.**
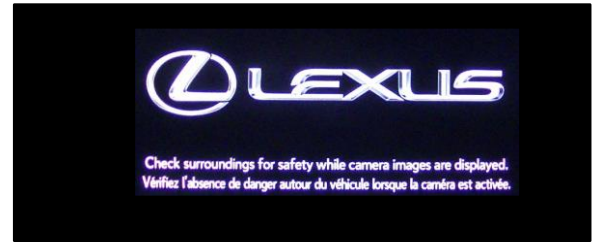
Software Update Information

MULTIMEDIA TYPE	MODEL	COMPONENT	APPLICABLE USB DRIVE FILES
With Navigation	ES, GX, IS, LC, LS, NX, RC, RX, UX	DCU	17LDL2NA-DB30_0111.kwi
		MEU	17LML2NA-DB50_0111.kwi
With Navigation and 20 Teammate (only)	LS (with 20 Teammate)	DCU	17LDL2NA-DB30_0111.kwi
		MEU	17LML2NA-DB52_0011.kwi

Navigation System Software Update (Panasonic)
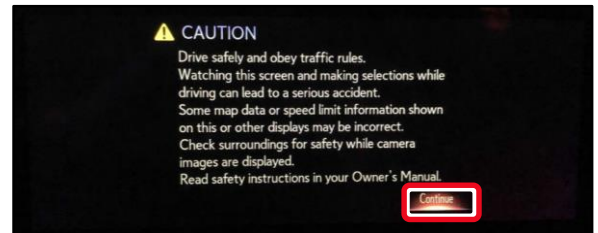
Software Update Procedure

1. Confirm the software version.

   A. Start the engine. The Lexus emblem will display on the navigation screen.

Figure 1.

   B. Wait for the display to switch to the Caution screen, then select Continue.

Figure 2.

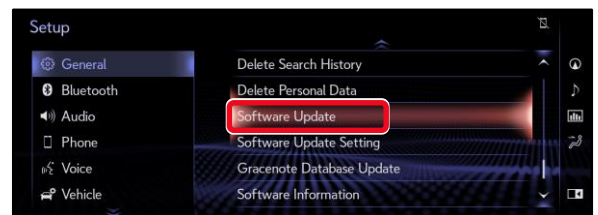   C. Connect the USB drive to the USB port.

   D. From the navigation menu, select Setup.

Figure 3.

   E. In the General menu, scroll to and select Software Update.

Figure 4.

Navigation System Software Update (Panasonic)

Software Update Procedure (continued)

F. Is the current audio version 1226 or above and navigation version 1225/1245 (with Teammate) or above?

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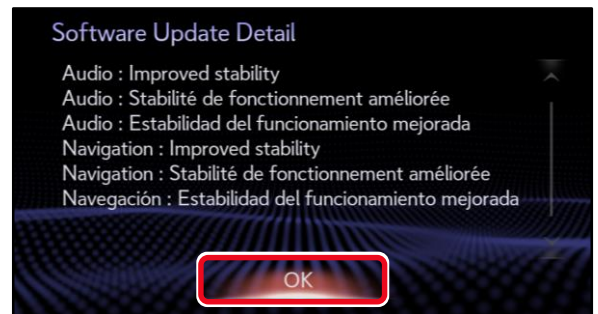
- **NO —** Continue to step 2.

Figure 5.

2. Update the software version.

A. Select Update Software.

Figure 6.

B. Review the Software Update Detail and select OK.

Figure 7.

Navigation System Software Update (Panasonic)

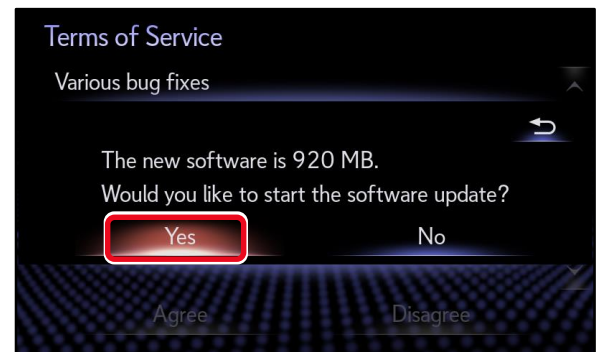**Software Update Procedure (continued)**

C. Confirm the Terms of Service and select Agree.

Figure 8.

D. Select Yes.

Figure 9.

E. While installing the NEW software, do NOT turn off the engine.

Figure 10.

Navigation System Software Update (Panasonic)

Software Update Procedure (continued)

F. When prompted, turn the engine OFF and ON to complete the update.

Figure 11.

Software Update

The software is ready for updating.

Please park your car at a safe location
and turn the engine off
and on to complete the update.

G. Confirm the current software version has been updated on the Software Update screen.

Figure 12.

Software Update

Model ID DCU 17LDL2NA-DB30
Model ID MEU 17LML2NA-DB50

	Current	New
Audio:	1226	–
Navigation:	1225	–

Model Info   History   Update Software