

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	ES250, ES300H, ES350, UX250H	
2022	LX600, NX250, NX350, NX350H, NX450H+	

REVISION NOTICE

April 05, 2023 Rev1:

- **Applicability has been updated to include 2023 model year ES 250, ES 350, ES 300h, and UX 250h vehicles.**
- **The Introduction, Software Update Information, and Software Update Procedures sections have been updated.**

Any previous printed versions of this bulletin should be discarded.

Introduction

A head unit software update is now available for 2022 model year LX 600, NX 250, NX 350, NX 350h, and NX 450h+ 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.

Head Unit Software Update (Panasonic)

Introduction (continued)

A head unit software update is now available for 2022 LX 600, NX 250, NX 350, NX 350h, and NX 450h+ vehicles; and 2023 ES 250, ES 300h, ES 350 and UX 250h vehicles equipped with Lexus Multimedia (earlier than version 1040). This software update includes the following improvements:

- Cloud navigation.
- Intelligent assistant voice recognition.
- Showing and controlling explicit audio content.
- User interface.
- Bluetooth.
- Bug fixes.

The software update removes the following feature:

- Hybrid radio.

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 the following improvements: Cloud navigation, Intelligent assistant voice recognition, Showing and controlling explicit audio content, User interface, Bluetooth, Bug fixes. It removes the following feature: Hybrid radio.”

Figure 1.

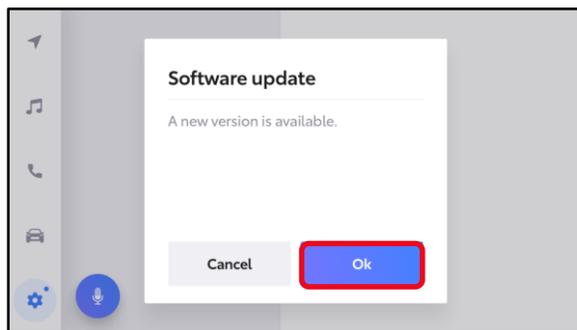
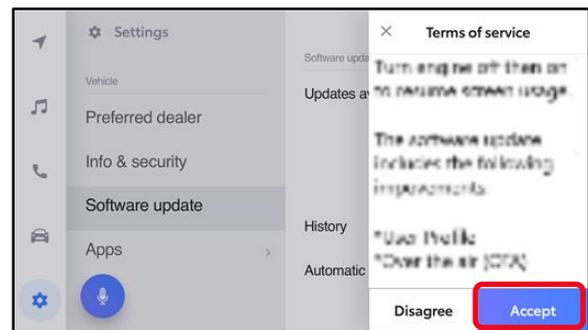


Figure 2.



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.

Head Unit Software Update (Panasonic)

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 for versions 1020 or earlier:

- 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 is 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 is displayed when the 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).

Head Unit Software Update (Panasonic)

Software Update Information (continued)

- Projection icon is displayed next to the 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, the MID does NOT show USB text.
- Unable to start Remote Park while phone is connected to wireless CarPlay®.
- Common voice recognition commands screen is not displayed when using voice recognition to ask for help in the Climate, Weather, and Settings screen.
- 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.

The following conditions and performance improvements for Lexus Multimedia are addressed with this head unit software update for versions earlier than 1040:

- Display screen black.
- Display screen flickers.
- Display screen freezes.
- Display screen white after selecting USB music from phone screen.
- Head unit reboots.
- PIN prompt will not appear.
- User Profile inoperative.
- “Use for CarPlay®” toggle freezes.
- Apple CarPlay® connectivity performance.
- Apple CarPlay® projection screen does not appear after selecting “continue” on the phone.
- Apple Music® Home/For You screen 4th tile is non-responsive.

Head Unit Software Update (Panasonic)

Software Update Information (continued)

- Unable to switch to audio screen after ending Apple CarPlay® phone call.
- Volume does not adjust during Siri functions.
- Android Auto® connectivity performance.
- Contact photo does not show.
- Contact sync error with 5000+ contact address book.
- Last message not read.
- No confirmation after selecting “yes” to send a text message.
- Phone number not displayed after text message is sent.
- Profile image not displayed.
- Automatic device connection fails.
- Bluetooth® connectivity performance.
- Display screen shows phone call ongoing after it has ended on the phone.
- Two Bluetooth® phone calls active at once.
- Combination meter does not show compass when Android Auto® navigation is on.
- Combination meter does not show compass when Apple CarPlay® navigation is on.
- Date is incorrect when there is no GPS signal available.
- Incorrect navigation guidance is displayed.
- Map orientation resets.
- Map 2D/3D view resets.
- Map zoom level resets.
- Navigation announces crossing state borders incorrectly while driving.
- Navigation recalculation is stuck.
- Navigation route guidance is inoperative after remote engine start.
- Traffic flow not updating while zoomed out.
- Unable to launch navigation by tapping on icon.
- Voice recognition command improvements.
- Voice recognition inoperative during Sirius XM® playback
- Voice recognition reply improvements.
- Remove hybrid radio messages.
- Saved radio stations will not display station names.
- Sirius XM® channel presets in non-Sirius XM® regions.
- Sirius XM® radio inoperative.
- Wi-Fi/DCM message appears in English instead of French.

Head Unit Software Update (Panasonic)

Software Update Information (continued)

MODEL	HEAD UNIT	TYPE	CALIBRATION ID
LX 600	Premium	Head Unit	rb_update_2022_LX_NP_HU_D_01040.zip
		Virtual Assistant Database	rb_update_2022_LX_NP_VD_D_01040.zip
NX 250, NX 350, NX 350h, and NX 450h+		Head Unit	rb_update_2022_NX_NP_HU_D_01040.zip
		Virtual Assistant Database	rb_update_2022_NX_NP_VD_D_01040.zip
	Entry	Head Unit	rb_update_2022_NX_NE_HU_D_01040.zip
		Virtual Assistant Database	rb_update_2022_NX_NE_VD_D_01040.zip
ES 250, ES 350, and ES 300h	Premium	Head Unit	rb_update_2023_ES_NP_HU_D_01040.zip
		Virtual Assistant Database	rb_update_2023_ES_NP_VD_D_01040.zip
	Entry	Head Unit	rb_update_2023_ES_NE_HU_D_01040.zip
		Virtual Assistant Database	rb_update_2023_ES_NE_VD_D_01040.zip
UX 250h	Premium	Head Unit	rb_update_2023_UX_NP_HU_D_01040.zip
		Virtual Assistant Database	rb_update_2023_UX_NP_VD_D_01040.zip
	Entry	Head Unit	rb_update_2023_UX_NE_HU_D_01040.zip
		Virtual Assistant Database	rb_update_2023_UX_NE_VD_D_01040.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.

Use a blank USB flash drive from a trusted “name-brand” manufacturer with the following specifications.

- Storage capacity: 8.0 – 16 GB.
- Communication format: USB 2.0 or newer.
- File format: FAT 16/32 (Windows®).

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.

Head Unit Software Update (Panasonic)

Software Update Procedures

- [Wi-Fi Connection Procedure](#) 8
- [OTA Update Procedure \(Wi-Fi and Cellular\)](#) 9
- [USB Update Procedure](#) 14

HINT

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

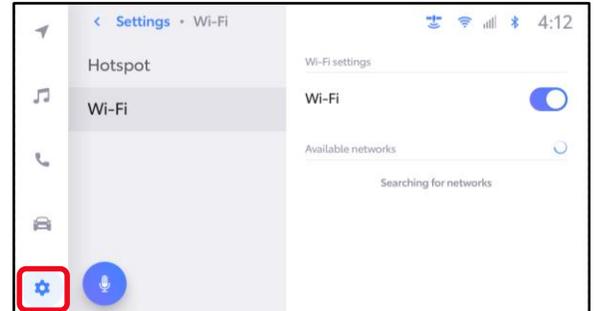
Head Unit Software Update (Panasonic)

Software Update Procedures

Wi-Fi Connection Procedure

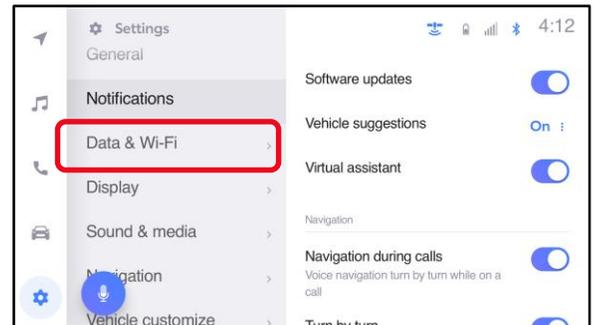
1. Turn ON the ignition.
2. Select the gear icon in the lower left corner of the radio screen.

Figure 3.



3. Select Data & Wi-Fi.

Figure 4.

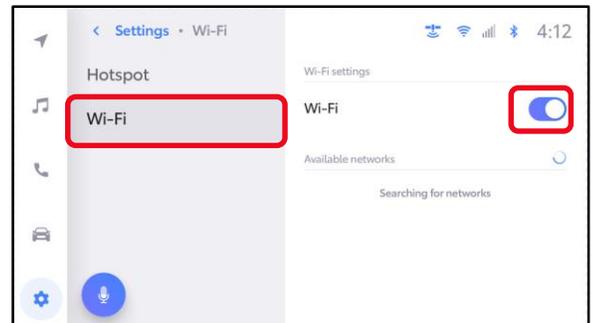


4. Select Wi-Fi and turn the Wi-Fi toggle to ON.

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)

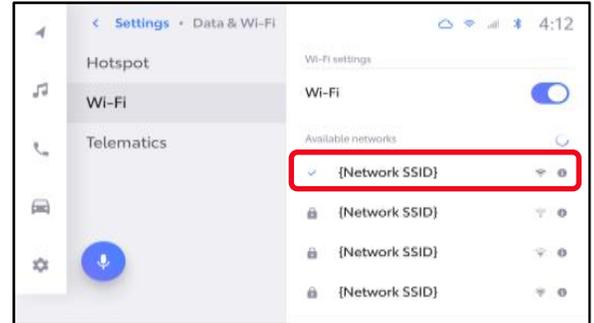
Software Update Procedures (continued)

Wi-Fi Connection Procedure (continued)

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

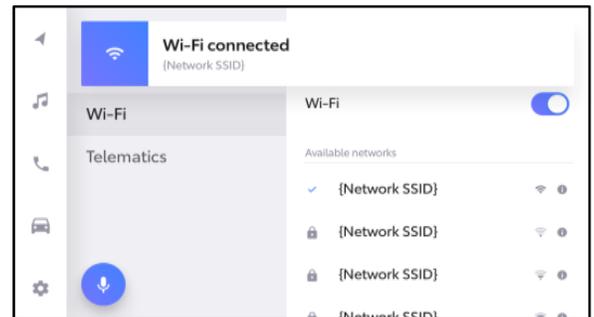
NOTE
It is NOT possible to connect to a Wi-Fi source that requires a username and password to be entered in a browser.

Figure 6.



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

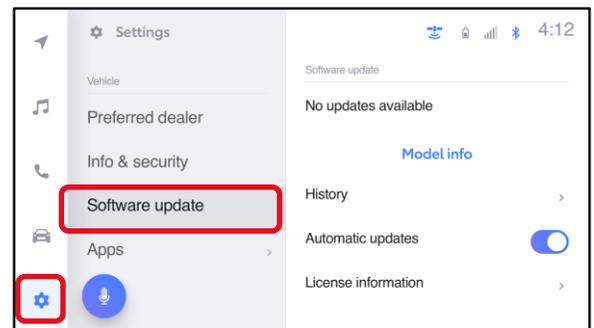
Figure 7.



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.

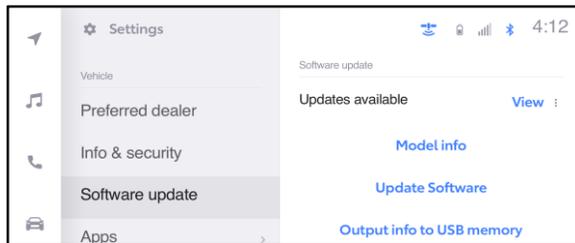
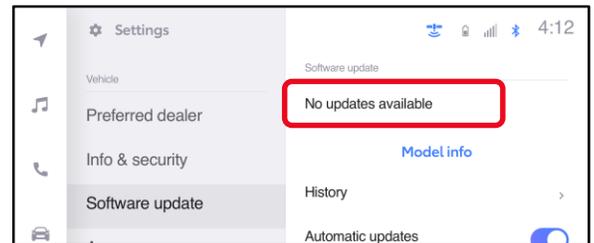
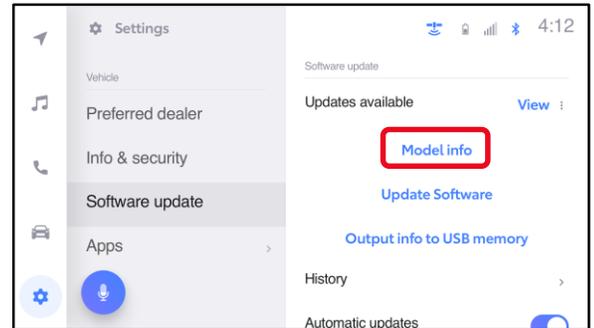


Figure 10.



3. Is the head unit 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.

Figure 11



4. Is the head unit software version in the vehicle one of the previous versions listed in Table 1?
 - **YES** — Continue to step 5.
 - **NO** — Go to the [USB Update Procedure](#) subsection.

Figure 12



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	1005, 1007, 1020, 1025, 1030	1040
VD Version	1001, 1010, 1020	

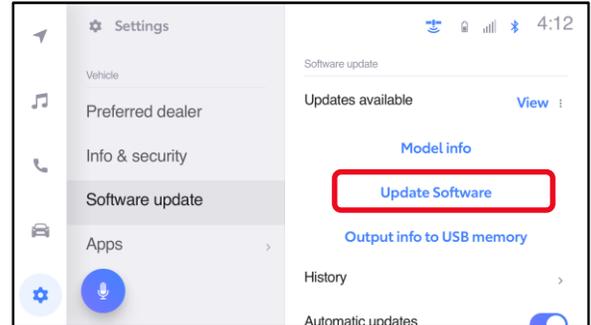
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

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

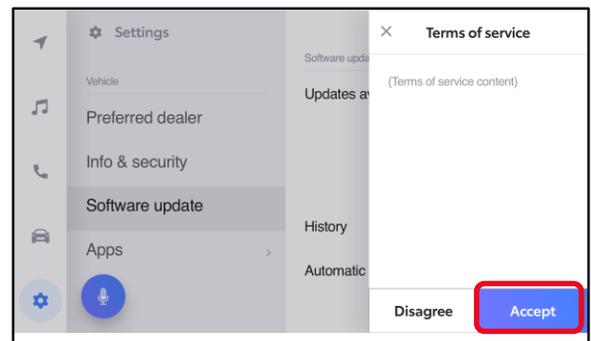
6. Select Update Software.

Figure 13.



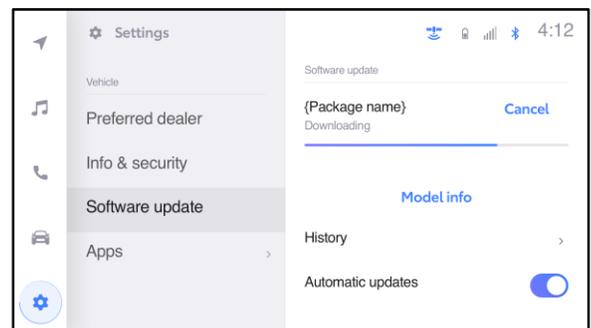
7. Select Accept on the Terms of service screen.

Figure 14.



8. Wait for the update to download.

Figure 15.



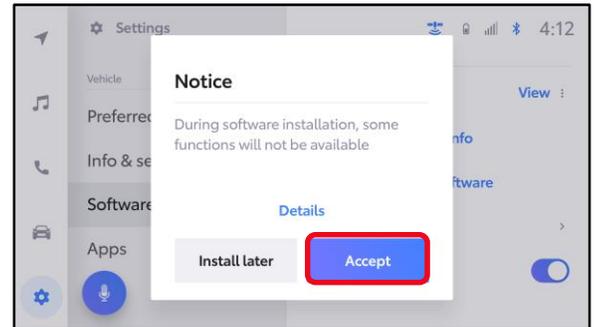
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

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

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

Figure 16.

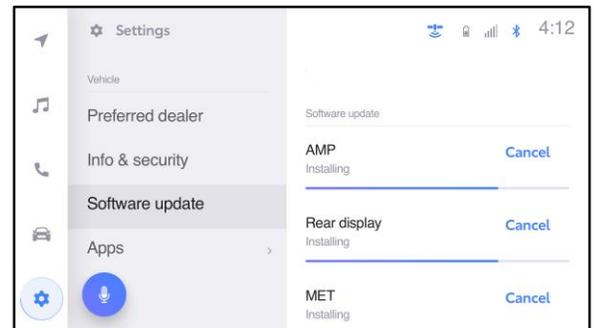


10. Wait for the update to download. Once the head unit begins installation, the update will take about 10 minutes.

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 17.

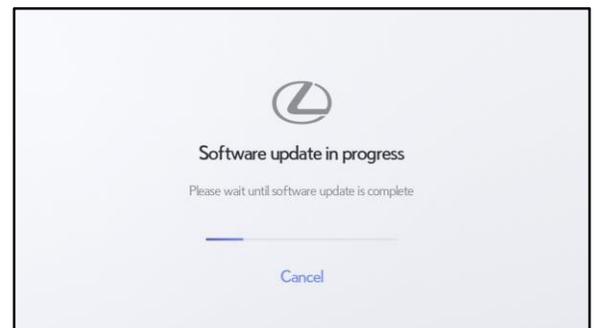


11. If a major update is being installed the message "{Software update in progress}" will be displayed.

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 18.



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 19) or the “Software update complete” screen (Figure 20) 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 19.

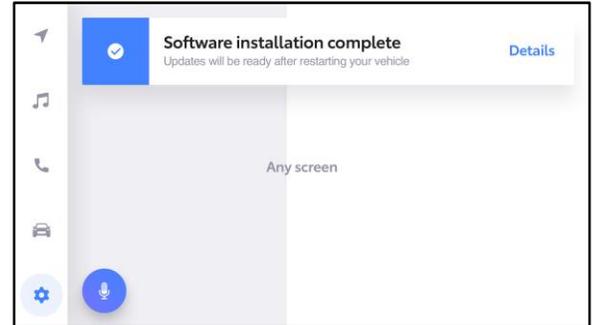
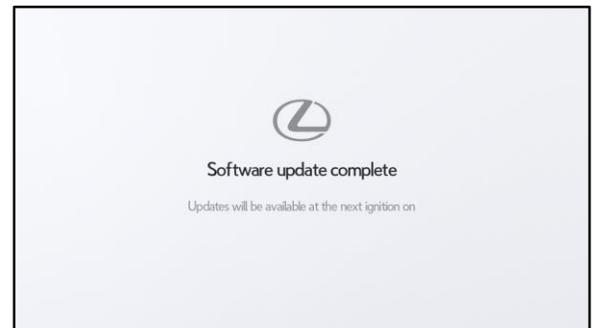


Figure 20.

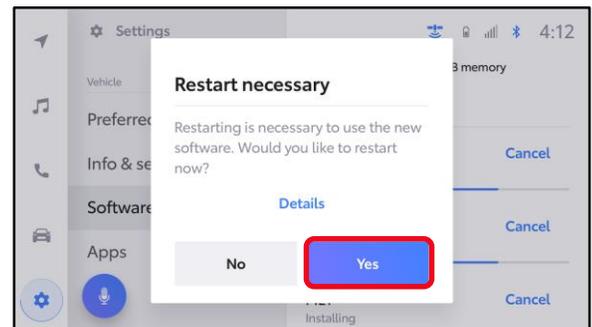


- If a restart is necessary, select Yes to restart the head unit.

NOTE

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

Figure 21.



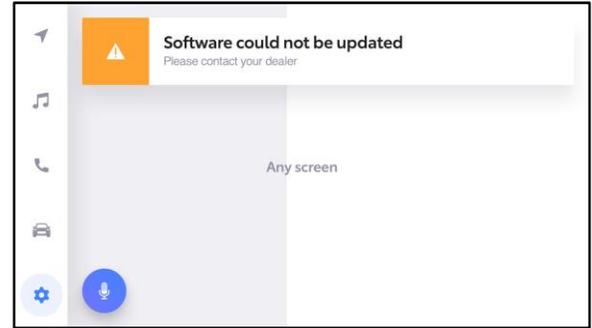
Head Unit Software Update (Panasonic)

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 22.



USB Update Procedure

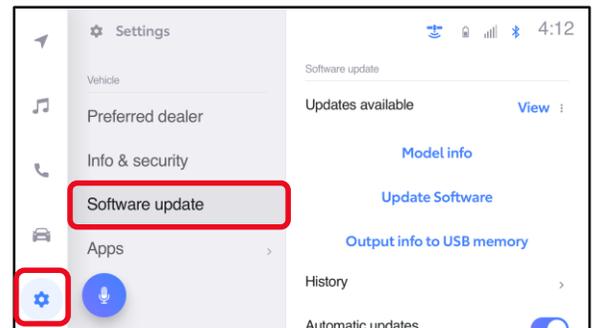
1. Download the software from the Software Update Information section onto an empty USB flash drive.

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 23.



Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

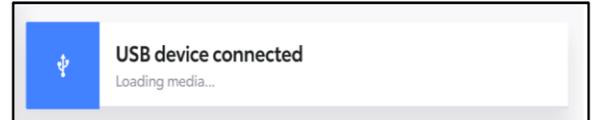
USB Update Procedure (continued)

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.

Figure 24.

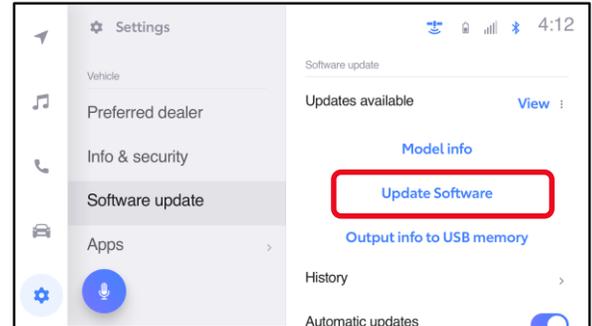


4. Select Update Software.

NOTE

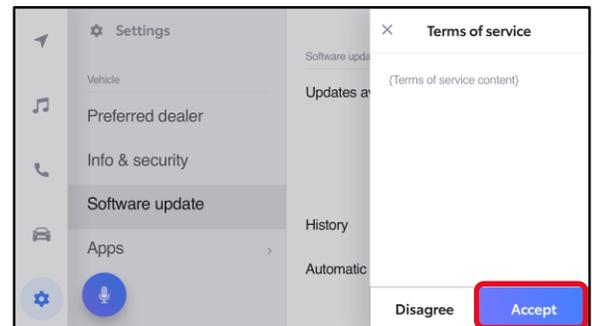
The Update Software button may not be available immediately after inserting the USB flash drive. The head unit is unzipping the software update file, and it may take up to 10 minutes for this button to become available to press.

Figure 25.



5. Select Accept on the Terms of service screen.

Figure 26.



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 9.
- 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 28.
- B. The “Software update” pop-up message may also appear, as shown in Figure 29.

NOTE

If you are prompted to upload a report as shown in Figure 30, insert a blank USB to remove the .JSON files. These files are NOT needed at this stage of the process.

Figure 27.

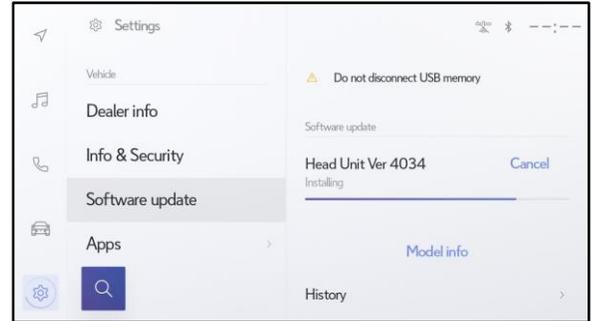


Figure 28.

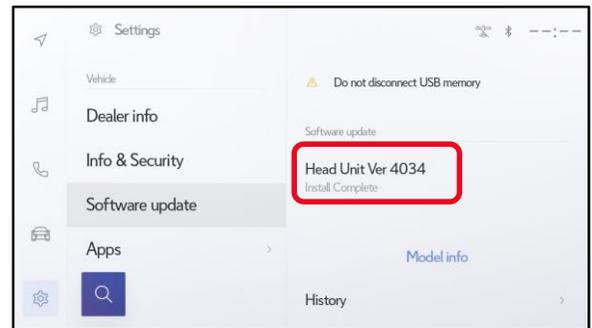


Figure 29.

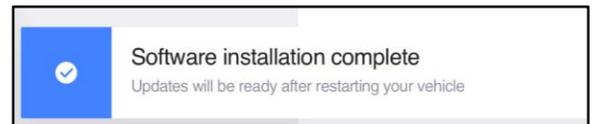
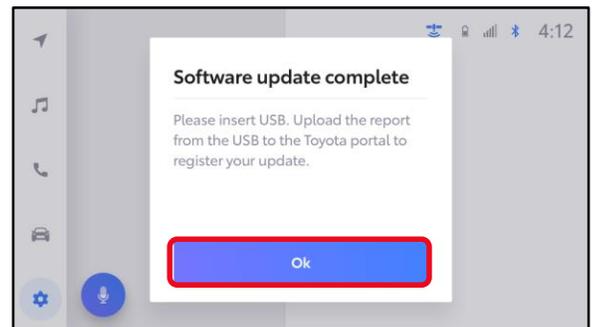


Figure 30.



Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

USB Update Procedure (continued)

7. Perform an ignition cycle.
8. Wait two minutes.
9. After the system has successfully booted up, remove the USB flash drive.
10. Perform steps 1 – 9 again if performing an additional update.
11. 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	1040
VD Version	