

Head Unit Software Update (Panasonic)

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2023	Corolla Cross, Corolla Cross HV, Highlander, Highlander HV, Mirai	

Introduction

A head unit software update is now available for 2023 model year Corolla Cross, Corolla Cross Hybrid, Highlander, Highlander Hybrid, and Mirai vehicles equipped with Toyota Multimedia (earlier than version 2050). This software update includes the following improvements:

- User interface design.
- Intelligent assistant.
- Navigation lane guidance.
- Phone book search.
- Bug fixes.

NOTE

This bulletin does NOT apply to vehicles with version 2050.
 Do NOT install software version 2060 on vehicles with 2050.

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, Cloud Navigation, User Interface, Intelligent Assistant Voice Recognition, and bug fixes.”

Figure 1.

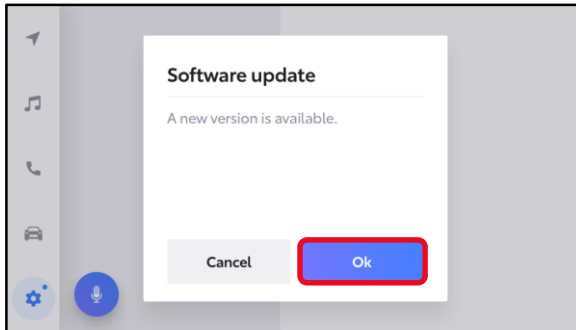
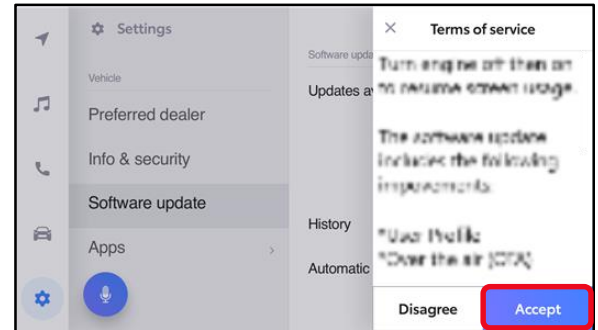


Figure 2.



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	OFF	T1	T2
N/A	Not Applicable to Warranty	—	—	—	—

Head Unit Software Update (Panasonic)

Software Update Information

The following conditions and performance improvements for Toyota Multimedia are addressed with this head unit software update for versions earlier than 2050:

- Apple CarPlay® freezes or reboots (this does not affect the backup camera).
- Navigation guidance in combination meter is missing during Apple CarPlay®.
- Combination meter keeps Apple CarPlay® navigation arrow after disconnection.
- Combination meter shows Apple CarPlay® call in progress even after it ends.
- Apple CarPlay® audio source does not resume after ACC cycle.
- Audio plays from device instead of vehicle during Apple CarPlay®.
- Apple CarPlay® audio plays instead of another last source.
- Unstable Apple CarPlay® call.
- Apple Music™ Live Streaming Radio station descriptions incorrect.
- Explicit song playback is possible even if it is set to OFF in Apple Music™.
- Apple CarPlay® system enhancements and updates.
- Muted Android Auto™ call does not unmute.
- User profile doesn't load using Android Bluetooth®.
- Android Auto™ disconnects after ending SOS call.
- Android Auto™ system enhancements and updates.
- Head unit reboots (this does not affect the backup camera).
- Load last saved user profile.
- Passenger microphone inoperative.
- Assistant/Microphone activates unintentionally.
- Assistant hint appears in Spanish or French instead of English (when English is selected).
- French voice command "What's my cruising range" displays in English (when French is selected).
- Virtual Assistant system enhancements and updates.
- Mode button does not mute Amazon Music®.
- Amazon Music® does not resume after Microsoft Teams call.
- Navigation distance units do not reflect the selected units.
- Navigation system enhancements and updates.
- Steering wheel Push-To-Talk (PTT) button short press inoperative.
- Slow head unit response from steering pad switches.
- Bluetooth® connectivity performance.
- Parking Support Brake (PKSB) icon remains on screen (this does not affect the backup camera).
- "Default Source" description not translated to French and Spanish (when selected).

Head Unit Software Update (Panasonic)

Software Update Information (continued)

- The “Audio Off” banner appears when adjusting ringtone setting while audio is off.
- HVAC menu does not go to the CLIMATE screen from the COMFORT screen.
- Sirius XM® banner information is in English instead of Spanish (when Spanish is selected).
- Sirius XM® satellite radio system enhancements and updates.
- Destination assist system enhancements and updates.
- HMI enhancements and updates.

The head unit (HU), and virtual database (VD) update files may be accessed in the table below.

MODEL	MODEL YEAR	HEAD UNIT	TYPE	CALIBRATION ID
Corolla Cross, Corolla Cross HV	2023	Entry	HU	rb_update_2023_COROLLACROSS_NE_HU_D_02060.zip
			VD	rb_update_2023_COROLLACROSS_NE_VD_D_02060.zip
HU			rb_update_2023_HIGHLANDER_NE_HU_D_02060.zip	
VD			rb_update_2023_HIGHLANDER_NE_VD_D_02060.zip	
Highlander, Highlander HV		Premium	HU	rb_update_2023_HIGHLANDER_NP_HU_D_02060.zip
			VD	rb_update_2023_HIGHLANDER_NP_VD_D_02060.zip
Mirai		HU	rb_update_2023_MIRAI_NP_HU_D_02060.zip	
		VD	rb_update_2023_MIRAI_NP_VD_D_02060.zip	

Head Unit Software Update (Panasonic)

Software Update Information (continued)

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.
- Confirm there is no “(1)” or similar suffix on the file due to multiple downloads.
- Do NOT rename the file unless it is to remove “(1)” or similar.
- Multiple files can NOT be on the same USB flash drive; if there are two files on the USB flash drive beginning with “rb_update” the software installation will NOT begin.
- Use a blank USB flash drive from a trusted “name-brand” manufacturer with the following specifications:
 - Storage capacity: 4.0 – 32 GB.
 - USB flash drives larger than 32 GB that can be partitioned to smaller sizes will NOT work.
 - If a 32 GB USB flash drive is not working, try a smaller capacity USB flash drive.
 - Communication format: USB 2.0 or newer.
 - File format: FAT 32 (Windows®).
- USB-C vehicles will require a USB-C flash drive or adapter that is capable of transferring data (not just charging).

NOTE

The USB method should ONLY be used when the Wi-Fi/Cellular method of updating is unsuccessful.

NOTICE

- To prevent damaging the head unit, DO NOT put multiple files on the same USB flash drive at the same time.
- It is recommended to use one separate USB flash drive per file: For example, one for HU file, one for VD file.

Software Update Procedures

- [Wi-Fi Connection Procedure](#) 6
- [OTA Update Procedure \(Wi-Fi and Cellular\)](#) 8
- [USB Update Procedure](#)..... 13

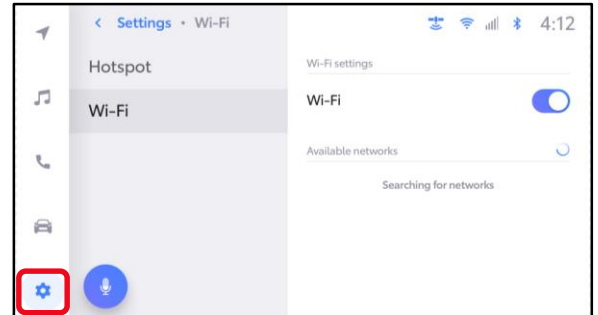
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

Wi-Fi Connection Procedure

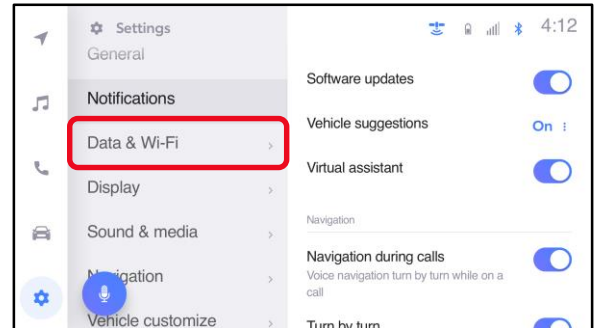
1. Turn ON the ignition.
2. Select the gear icon in the lower left corner of the radio screen.

Figure 3.



3. Select Data & Wi-Fi.

Figure 4.

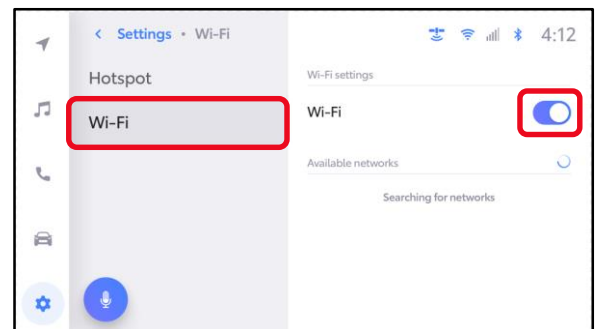


4. Select Wi-Fi and turn the Wi-Fi toggle to ON.

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)

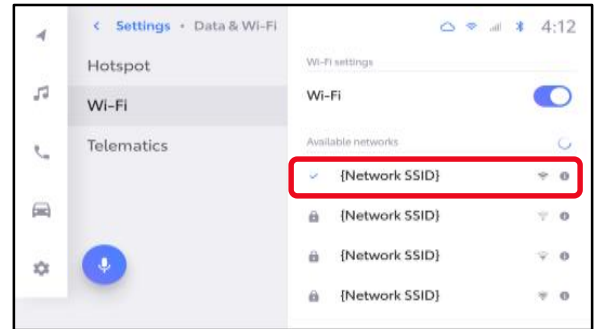
Wi-Fi Connection Procedure (continued)

- Select the Wi-Fi network desired to connect.

NOTE

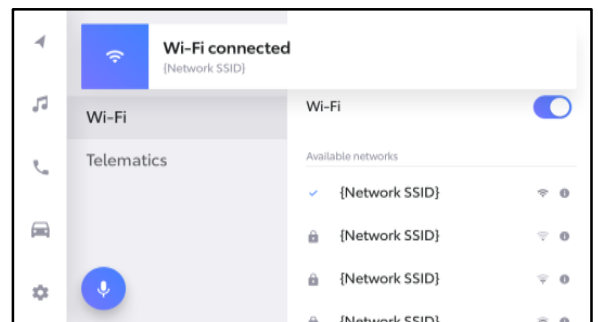
It is NOT possible to connect to a Wi-Fi source that requires a username and password to be entered in a browser.

Figure 6.



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

Figure 7.



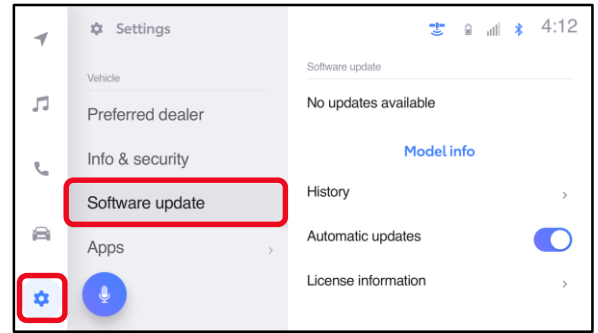
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

OTA Update Procedure (Wi-Fi and Cellular)

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

Figure 8.



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

Figure 9.

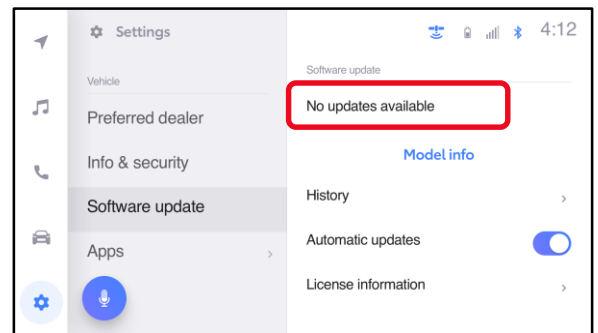
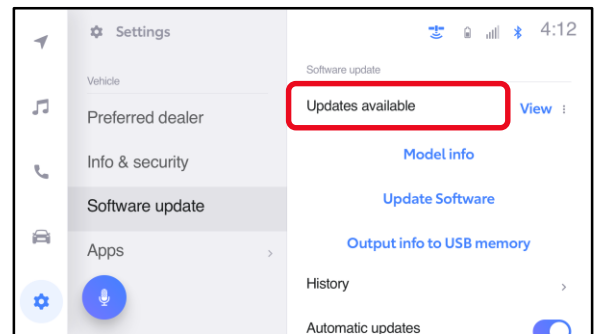


Figure 10.



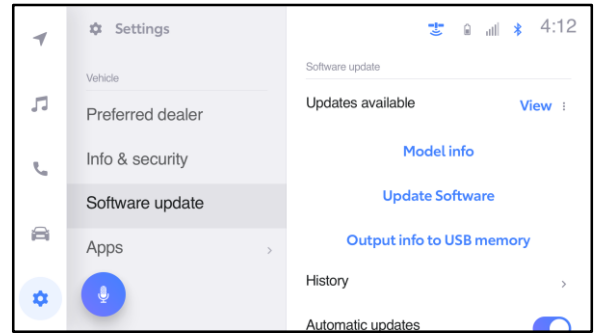
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

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

3. Select Model info.

Figure 11.



4. 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 5.

Figure 12.



Table 1. Software Version Information

TYPE	PREVIOUS VERSION	CURRENT VERSION
HU Version	Earlier than 2050	2060
VD Version		

NOTE

This bulletin does NOT apply to vehicles with version 2050. Do NOT install software version 2060 on vehicles with 2050.

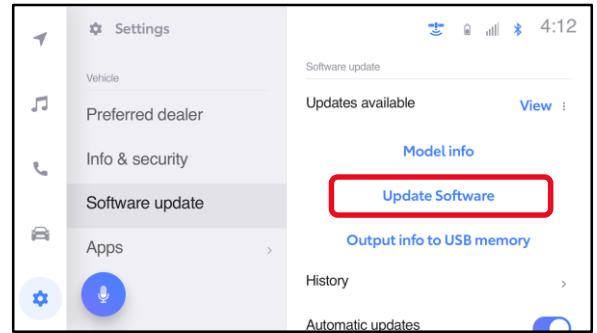
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

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

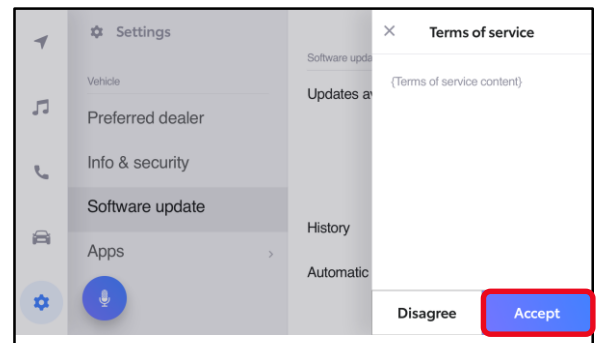
5. Select Update Software.

Figure 13.



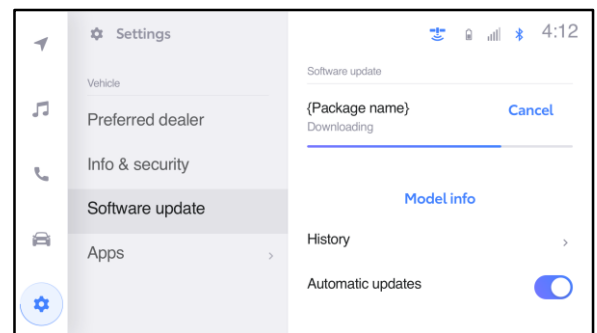
6. Select Accept on the Terms of service screen.

Figure 14.



7. Wait for the update to download.

Figure 15.



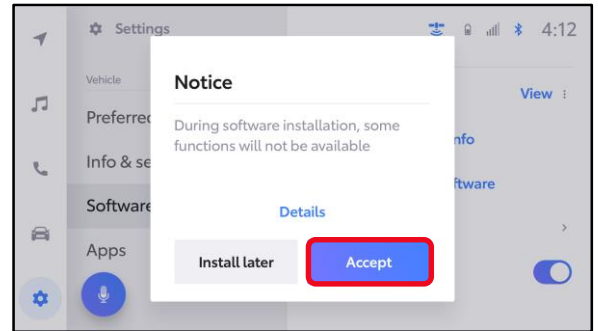
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

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

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

Figure 16.

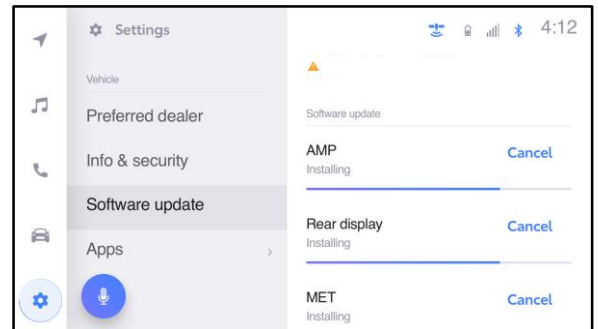


9. Wait for the update to download. Once the head unit begins installation, the update will take 10 minutes or less.

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 17.

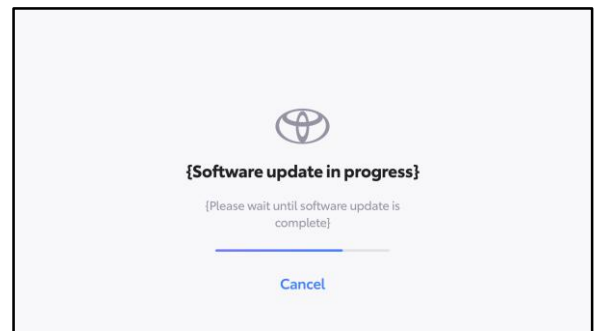


10. If a major update is being installed the message "Software update in progress" will be displayed.

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 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 multimedia functions.

Figure 19.

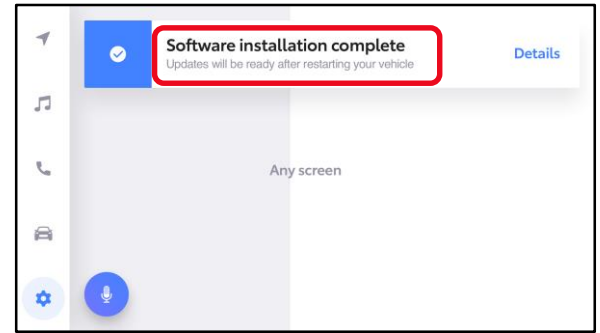
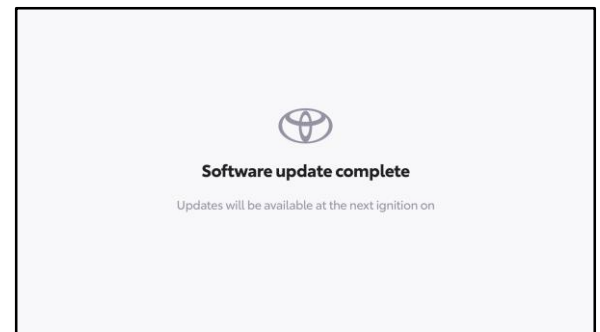


Figure 20.

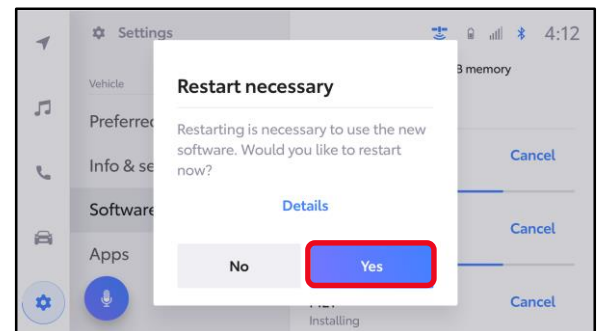


- If a restart is necessary, select Yes to restart the head unit.

NOTE

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

Figure 21.



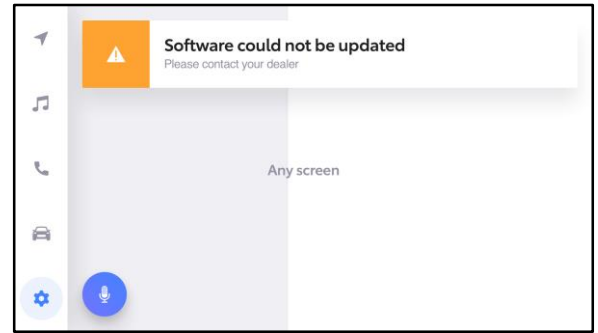
Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

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

- 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

- 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.

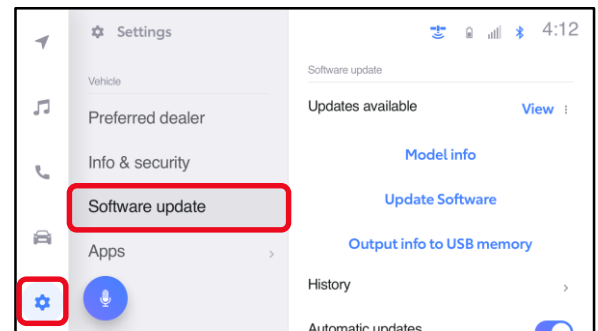
NOTICE

Possibility of damage to the components being repaired. This is a new procedure different from previous multimedia software update bulletins. Please pay close attention to the following requirements as well as the notice on page 5.

- To prevent damaging the head unit, do NOT put more than one rb_update file on the same flash drive at the same time.
- It is recommended to use two separate USB flash drives: one for HU file, one for VD file.

- Select the gear icon and scroll down to select Software update.

Figure 23.



Head Unit Software Update (Panasonic)

Software Update Procedures (continued)

USB Update Procedure (continued)

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

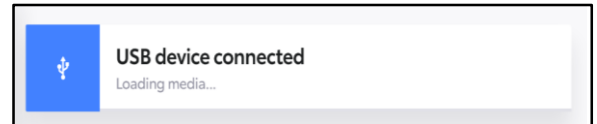
NOTE

After inserting the USB flash drive, two banners may appear:

1. A blue "USB device connected" banner.
2. An orange "Device no response" banner. This is normal when there are no media files on the USB flash drive.

If the blue "USB device connected" banner does not appear, the USB flash drive may be formatted incorrectly or is inoperative.

Figure 24.

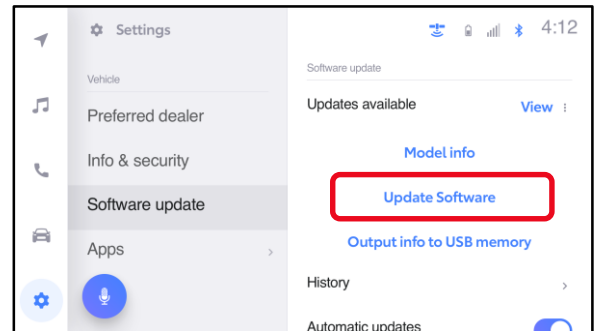


4. Select Update Software.

NOTE

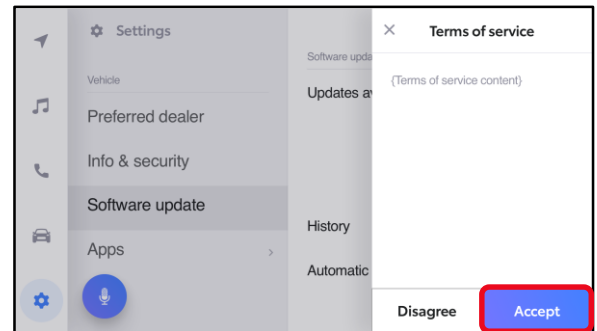
The Update Software button may not be available immediately after inserting the USB flash drive. The head unit is unzipping the software update file, and it may take up to 15 minutes for this button to become available to press.

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 software begins installation, the update will take up to 15 minutes per update file.

NOTICE

To prevent damaging the head unit, follow the four requirements below during this software update install step.

- Do NOT turn IG OFF.
- Do NOT turn ACC OFF.
- Do NOT press Cancel.
- Do NOT turn the head unit OFF.
- Do NOT remove the USB flash drive until instructed in step 9.

- A. When the update is complete, “Install Complete” will show on the head unit, as shown in Figure 28.
- B. The “Software installation complete” pop-up message may also appear, as shown in Figure 29.

Figure 27.

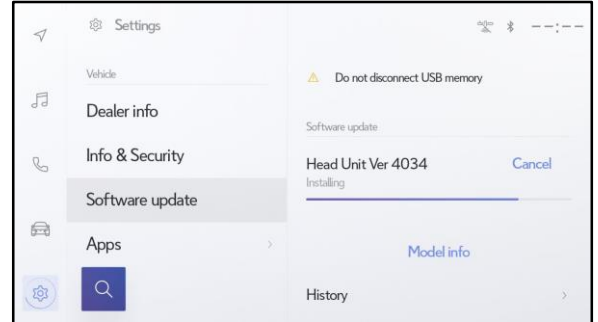


Figure 28.

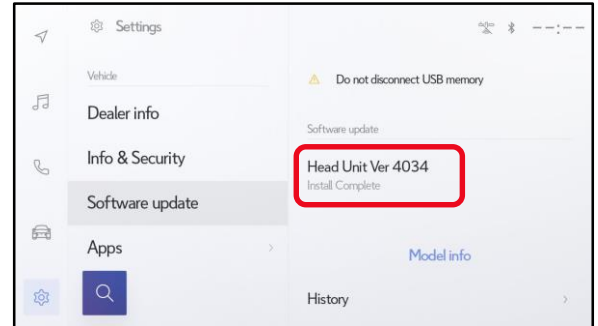


Figure 29.

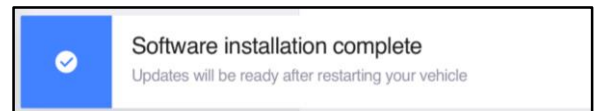
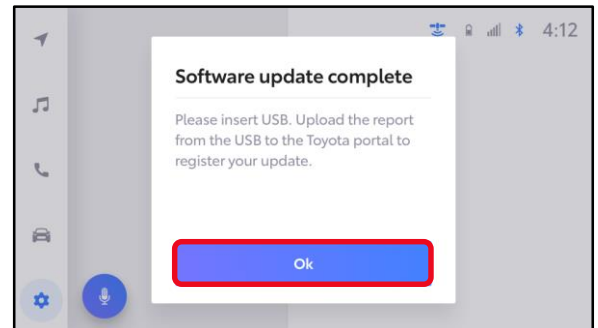


Figure 30.



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 – 4 of the [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	2060
VD Version	

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.

11. Perform steps 1 – 10 again for the remaining files as noted in step 3 of the [USB Update Procedure](#).