

**TECHNICAL INSTRUCTIONS  
FOR  
SPECIAL SERVICE CAMPAIGN  
24TD03  
INFOTAINMENT “SERVICE” SUBMENU IS NOT VISIBLE  
CERTAIN 2022 MIRAI VEHICLES**

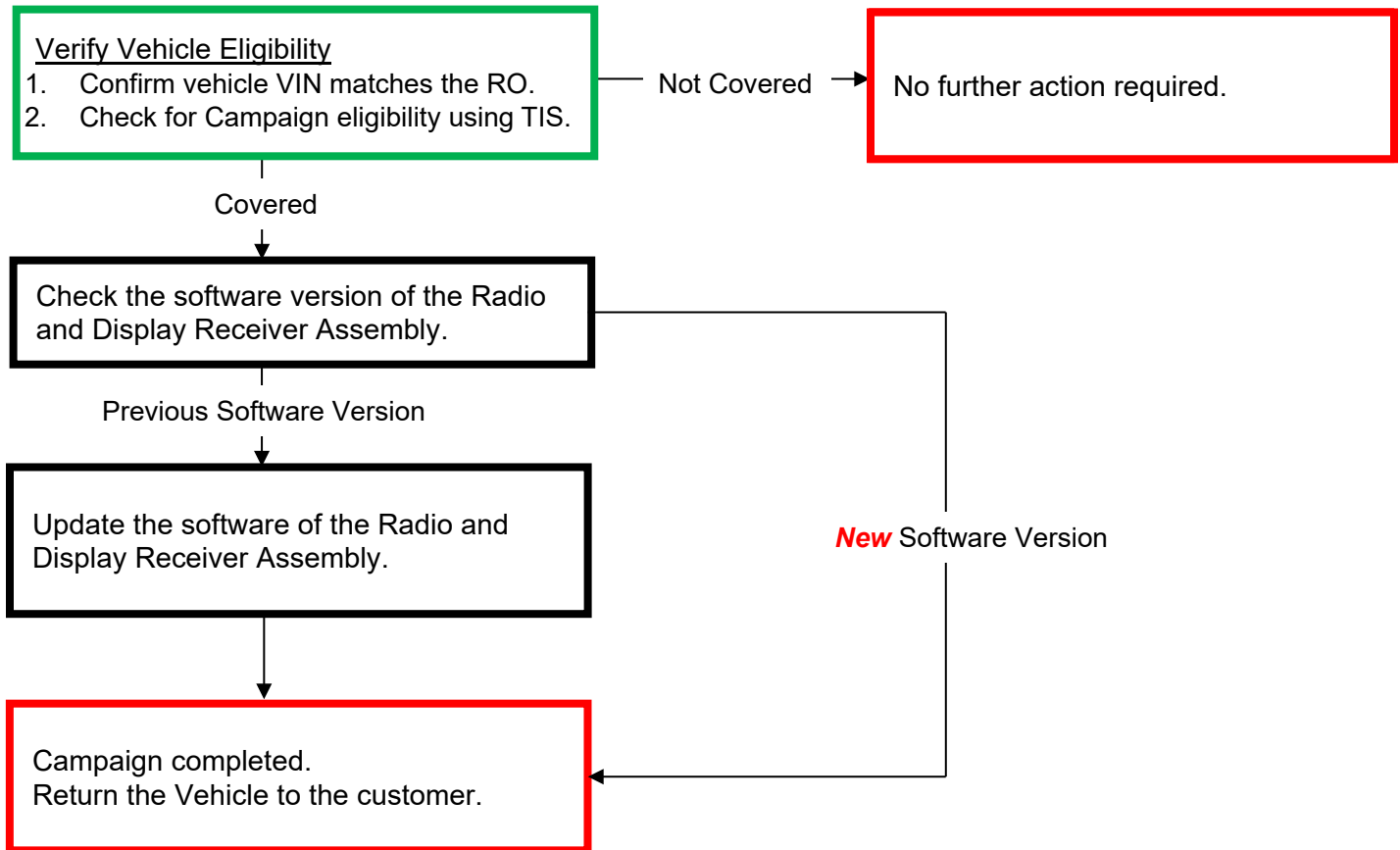
The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold the following course certification:

- TIC206A – Electrical Repair 1

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

## I. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



## II. IDENTIFICATION OF AFFECTED VEHICLES

### 1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

**HINT:**

**TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.**

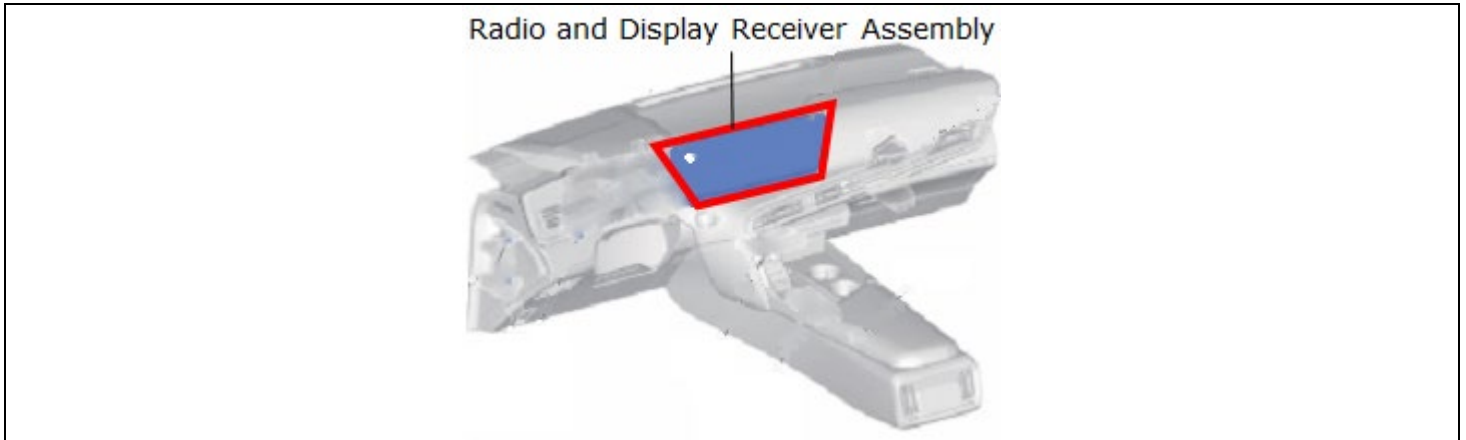
## III. PREPARATION

### A. TOOLS & EQUIPMENT

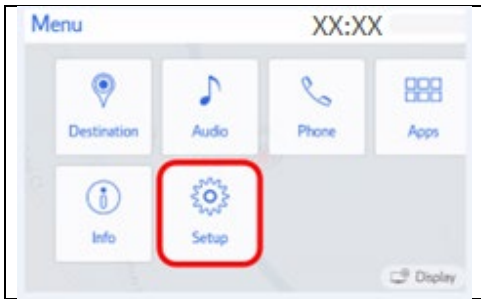
- USB Memory Stick For update software (Recommend at least 4 GB memory)
- Update Data Download the applicable update data from TIS. (File Name: [17TDTENA-DA30\\_0111.kwi](#))

## IV. BACKGROUND

Certain vehicles may not have the infotainment app installed. If the infotainment app is not installed, the submenu (Service) is not displayed, and Over the Air (OTA) updates cannot be performed.

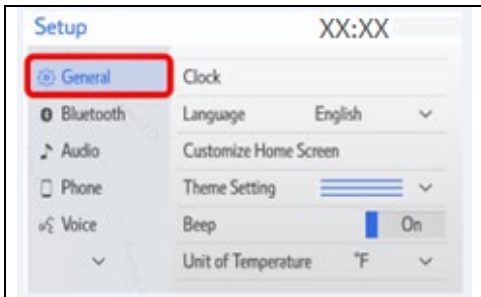


## V. CHECK THE SOFTWARE VERSION OF RADIO & DISPLAY RECEIVER ASSEMBLY



### 1. CHECK THE SOFTWARE VERSION

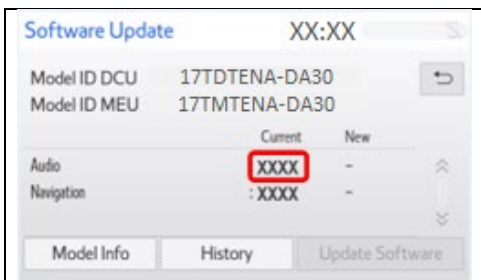
- Turn the ignition switch ON (READY) while depressing the brake pedal.
- Tap the "Setup" icon on the menu screen to display the "Setup" screen.



- Tap the "General".



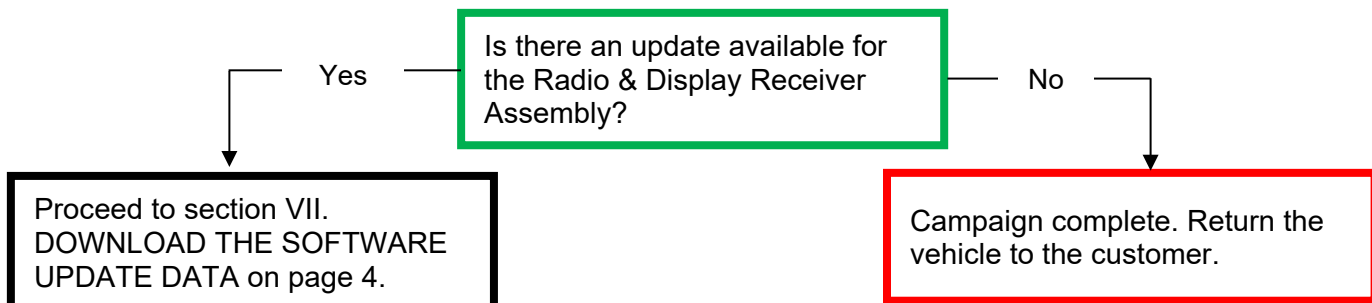
- Scroll down and tap the "Software Update".



- Check the software version for "Audio" using the table below.
- Close the screen.
- Turn the ignition OFF.

The Software Versions to update in this campaign are as shown in the table below.

Software Versions		
Item	Current Version	New Version
Audio	Less than <b>1162</b>	<b>1225</b>



## VI. DOWNLOAD THE SOFTWARE UPDATE DATA

### NOTICE:

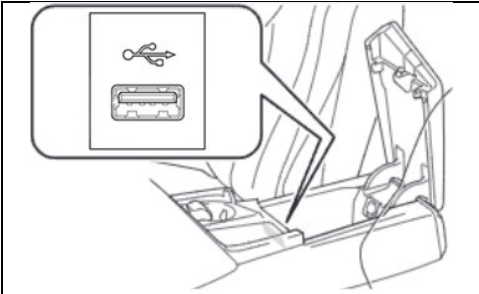
- The USB memory stick must be formatted as FAT32 only.
- Prepare a USB memory stick with free space of at least 4 GB.
- Make sure the USB memory stick has no other data stored on it.

### HINT:

Download the software update data and store it in the root folder of a USB memory stick.

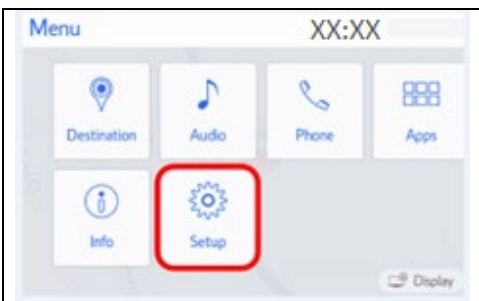
Software Update file: [17TDTENA-DA30\\_0111.kwi](#)

## VII. UPDATE SOFTWARE



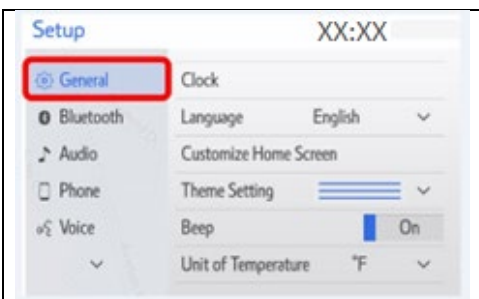
### 1. INSERT THE USB MEMORY STICK

- a) Insert the USB memory stick containing the update data into the stereo jack adapter assembly No. 1.



### 2. UPDATE THE SOFTWARE

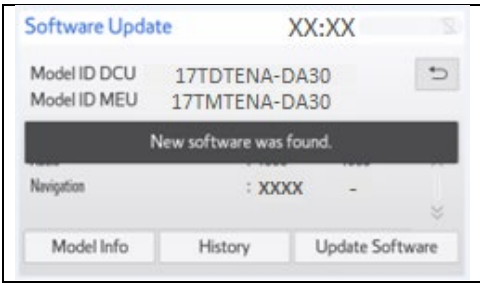
- a) Turn the ignition switch ON (READY) while depressing the brake pedal.
- b) Tap the "Setup" icon on the menu screen to display the "Setup" screen.



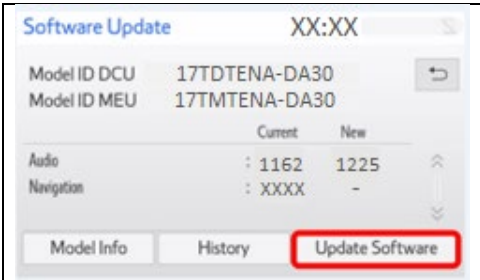
- c) Tap "General".



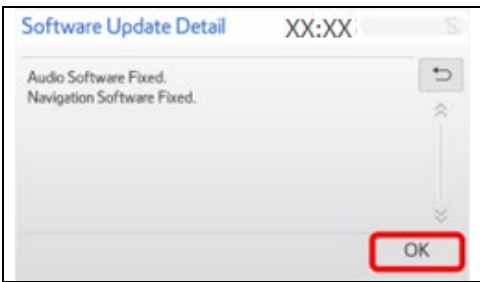
- d) Scroll down and tap "Software Update".



**HINT:**  
"New software was found." is displayed on the screen.



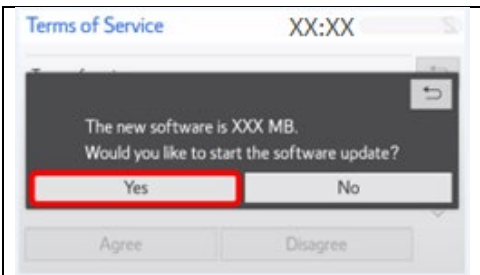
e) Tap "Update Software".



f) Tap "OK" on the "Software Update Detail" screen.




g) Tap "Agree" on the "Terms of Service" screen.

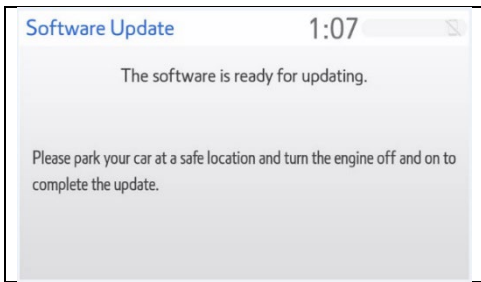


h) Tap "Yes" on the "The new software is XXX MB. Would you like to start the software update?" pop-up.

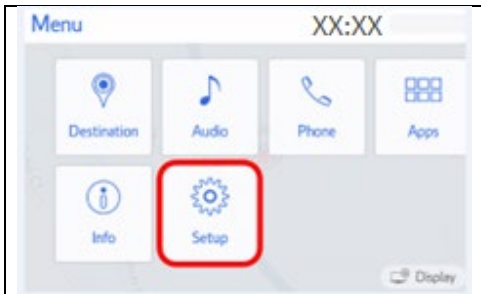


 <b>Critical</b>	<ul style="list-style-type: none"><li>• <b>DO NOT</b> turn off the ignition switch before the software is ready for updating.</li><li>• <b>DO NOT</b> remove the USB memory stick before the software is ready for updating.</li></ul>
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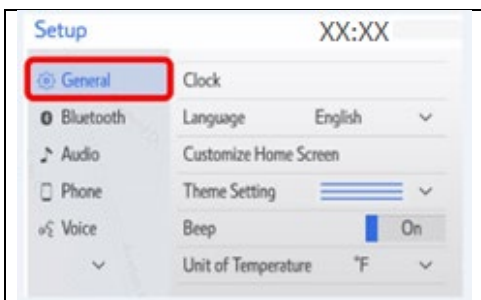
**HINT:**  
The software update will take about 10 minutes.



i) Turn off the ignition switch, when "The software is ready for updating" is displayed on the screen.



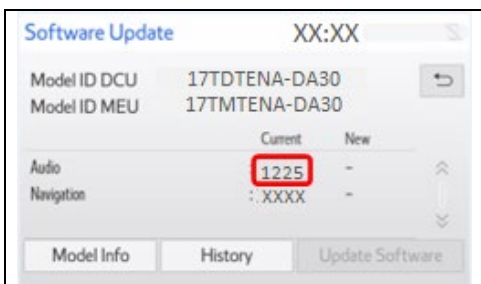
j) Turn the ignition switch ON.  
k) Tap the "Setup" icon on the menu screen to display the "Setup" screen.



l) Tap "General".



m) Scroll down and tap "Software Update".



n) Confirm the software version for "Audio" is the latest.  
o) Close the screen.  
p) Turn the ignition switch OFF.  
q) Remove the USB memory stick from the stereo jack adapter assembly No. 1.

### ◀ VERIFY REPAIR QUALITY ▶

- Confirm the software has been updated successfully.
- If you have any questions regarding this update, please contact your area representative.

## VIII. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER

