

Premium Audio Navigation Map Update Process

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020 - 2024	4Runner	
2019 - 2022	Avalon, Avalon HV, C-HR, Corolla Hatchback, RAV4, RAV4 HV	
2018 - 2022	Camry HV, Mirai	
2018 - 2024	Camry	
2022	Corolla Cross	
2020 - 2022	Corolla, Corolla HV, Highlander, Highlander HV, Prius, Prius Prime, Sequoia	
2021 - 2022	RAV4 Prime, Venza HV	
2021 - 2024	Sienna HV	
2018 - 2020	Sienna	
2020 - 2023	Tacoma	
2020 - 2021	Tundra	

REVISION NOTICE

February 11, 2025 Rev2:

- Applicability has been updated to include 2022 model year Corolla Cross, 2023 model year Tacoma, and 2023 – 2024 model year Camry, 4Runner, and Sienna Hybrid vehicles.
- The Introduction, Required Tools & Equipment, and Dynamic Navigation Update sections have been updated.

February 20, 2024 Rev1:

- The Required Tools & Equipment section has been updated.

Any previous printed versions of this bulletin should be discarded.

Premium Audio Navigation Map Update Process

Applicability (continued)

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0119-20.

- Applicability has been updated to include 2021 – 2022 model year Toyota vehicles.
- The Introduction section has been updated.

Service Bulletin No. T-SB-0119-20 is obsolete and any printed versions should be discarded.

Introduction

Some 2018 – 2024 model year Toyota vehicles equipped with a Premium Audio with Dynamic Navigation System require a Special Service Tool (SST) USB flash drive to update the map, points of interest, and system software. The SST is used with applicable vehicles to deliver the update, however, the process for generating license keys differs from previous generations.

Before attempting to perform a map update, the expiration date of the dynamic subscription (stored in the head unit), must be checked. If the expiration date has not passed, a license key may be generated without the purchase of an Activation Card Number (ACN). Updating the map without the use of an ACN is considered an Embedded Navigation Update (refer to pg. [11](#)) and performing this update does not extend the subscription to dynamic map services. If the subscription period has expired, or is expiring within the next 90 days, it should be recommended to the customer to purchase an ACN. Utilizing an ACN, will initiate the Dynamic Navigation Update (refer to pg. [4](#)). This Dynamic Navigation Update will perform the embedded navigation update and provide dynamic map services for a period of two years from the date that the Dynamic Navigation Update is performed.

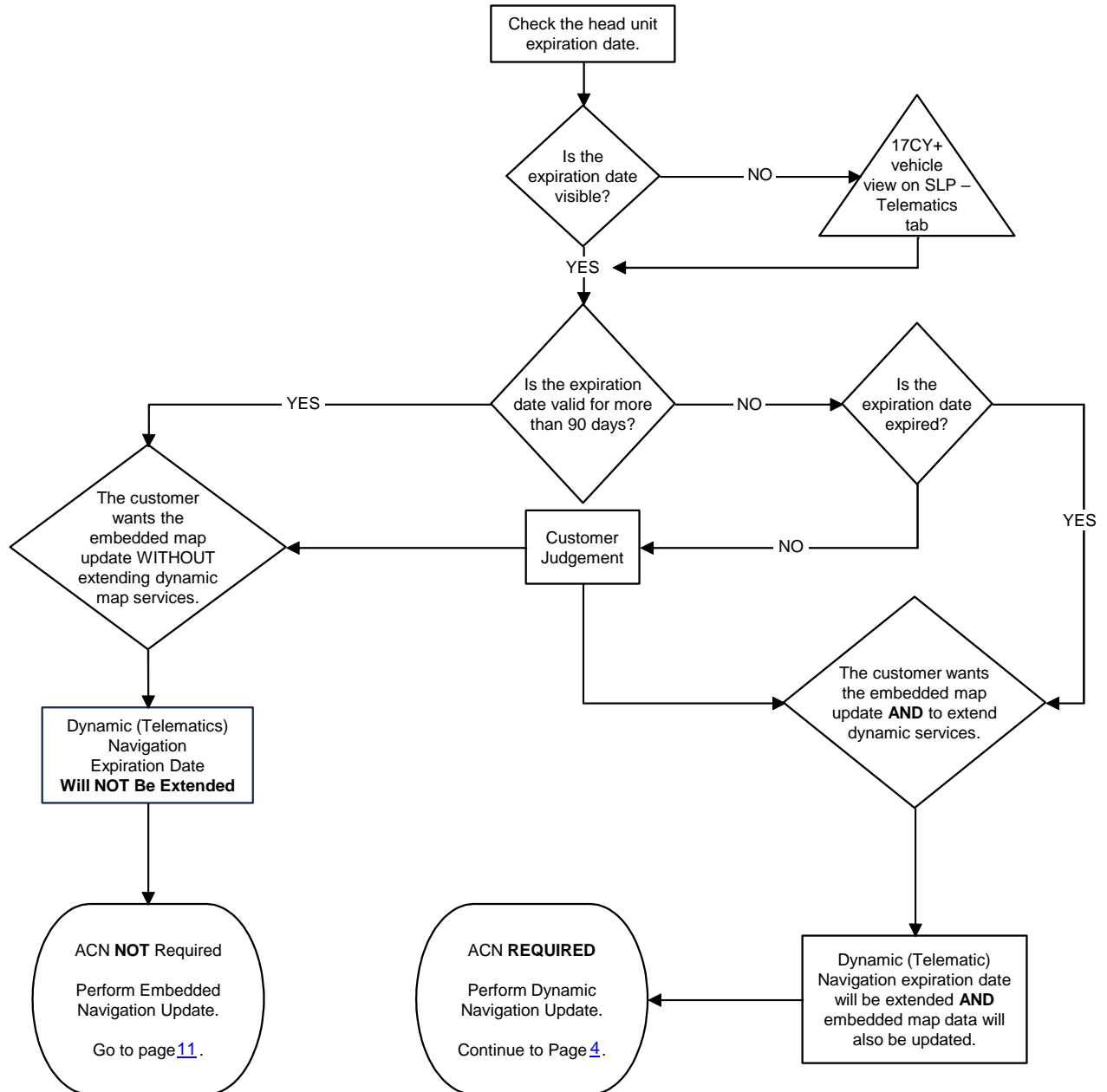
ACNs are provided in a pamphlet available through the normal parts ordering system. Follow the process in this bulletin to perform the update.

NOTE

Map data is released once each year through the shipment of an SST USB flash drive to each dealer. The SST MUST be stored in the SST cabinet to ensure it can be easily found.

Premium Audio Navigation Map Update Process

Introduction (continued)



Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	—	—	—	—

Premium Audio Navigation Map Update Process

Parts Information

PART NUMBER	PART NAME	QTY
86271-HDD09-00	NAV ACN Card V.20.00	1

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
USB Drive Navigation Update – AWTEC*	TLAW-SD017-24F	1

*Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-368-6787 or by visiting *Home – Service Resources – Toyota Special Service Tools (SSTs)*.

Dynamic Navigation Update

1. Search TIS for ANY available firmware updates for the selected model and model year. Complete the firmware update(s) BEFORE installing the map data.
2. Cycle the ignition ON (Engine/Hybrid/EV system OFF).

NOTE

- Vehicles WITHOUT Smart Key system:
Turn the ignition key to the ON position.
- Vehicles WITH Smart Key system:
Press the Engine Start/Stop switch two times with the brake pedal released.

3. Select the Map button on the navigation head unit.

Figure 1.



Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

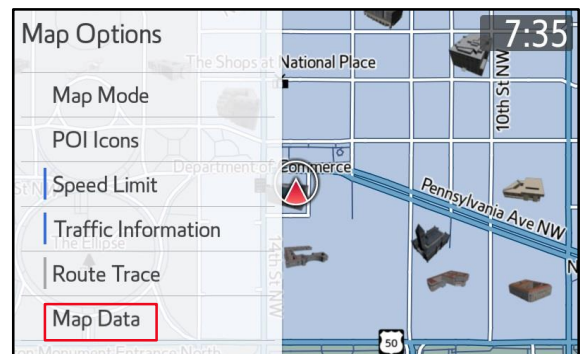
4. Select the Map Options icon on the navigation screen.

Figure 2.



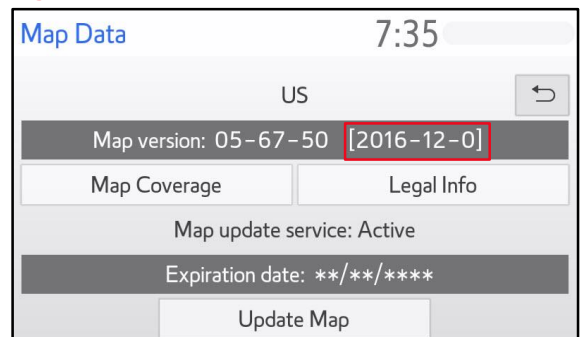
5. Select Map Data on the Map Options menu.

Figure 3.



6. Record the old map date (YYYYMMDD) from the navigation screen.

Figure 4.

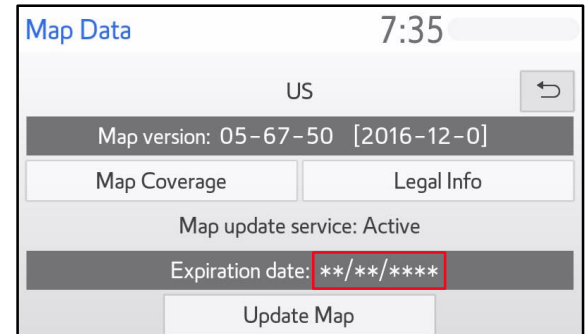


Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

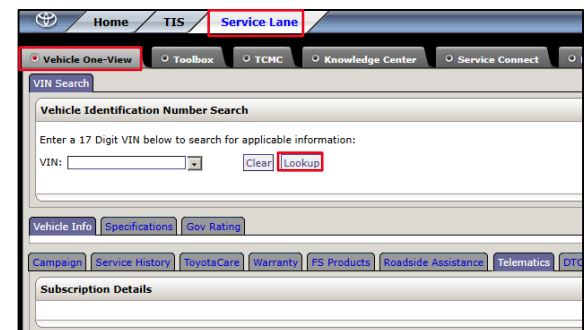
7. Is the expiration date displayed as shown in Figure 5?
 - **YES** — Record the expiration date from the navigation screen and go to step 10.
 - **NO** — Continue to step 8.

Figure 5.



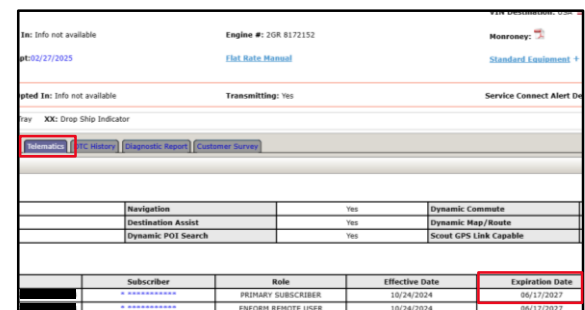
8. Login to TIS, go to *Service Lane* – *Vehicle One-View*, input the VIN, and select Lookup.

Figure 6.



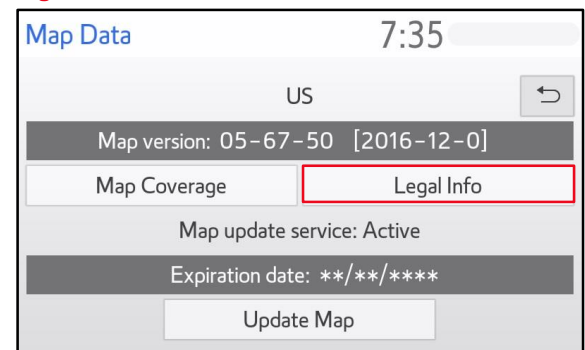
9. Click the Telematics tab and record the subscriber's expiration date.

Figure 7.



10. Select Legal Info.

Figure 8.

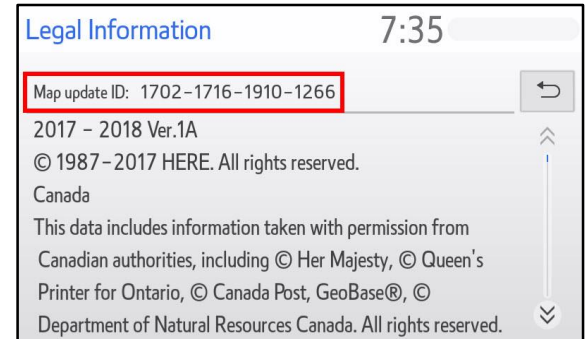


Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

11. Record the map update ID.

Figure 9.



12. Login to TIS.
13. Log into the Navigation Update Wizard.
 - A. Select the TIS tab.
 - B. Select the Diagnostics tab.
 - C. Select the Navigation tab.
 - D. Re-enter your password.
 - E. Select Login.

Figure 10.



14. Select AWTEC from the Select Navigation Manufacturer dropdown menu.
15. Enter the vehicle's VIN and head unit expiration date, then select Submit.

Figure 11.

Please complete the following fields to receive a license key.

Dealer Code: 35682
 Dealer Name: Toyota City
 Technician Name: John Smith
 *Select Navigation Manufacturer: **AWTEC** (dropdown)
 VIN: **4T1BZ1HK9JU002801**
 *Expiration Date: **01/01/2020**

Buttons: Back, Clear, **Submit**

NOTE

It is recommended to perform a Dynamic Navigation Update under the following conditions:

- The expiration date is expired.
- The expiration date will expire in 90 days or less.
- The customer would like to continue the dynamic navigation system for a period of two years from the date of the update.

Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

16. Enter the ACN from the inside of the pamphlet (obtained from the parts department).

Figure 12.

17. Enter the navigation data into the Navigation Update Wizard form.
 - A. Select the correct USB part number (found on the SST packaging, starts with "TLAW").
 - B. Input the map update ID into TIS (without hyphens).
 - C. Input the old map date into TIS using the following format: YYYYMMDD (without hyphens).
 - D. Enter the VIN.
 - E. Enter the repair order number.
 - F. Enter the expiration date.
 - G. Select Submit.

Figure 13.

18. Check off each item AFTER confirming that it is correct. If ANY of the information is incorrect, select the back button.
19. Select Confirm.

NOTE

If ANY of the navigation data is entered incorrectly, the update will NOT complete successfully, and it is possible a NEW ACN will be required.

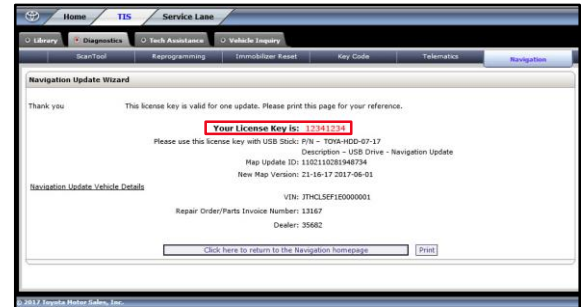
Figure 14.

Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

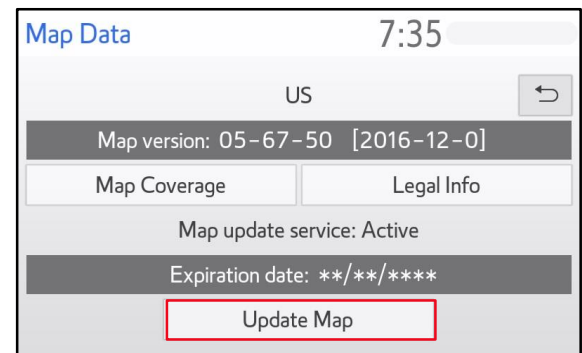
20. Note the license key that is generated.
(It is recommended to print this page.)

Figure 15.



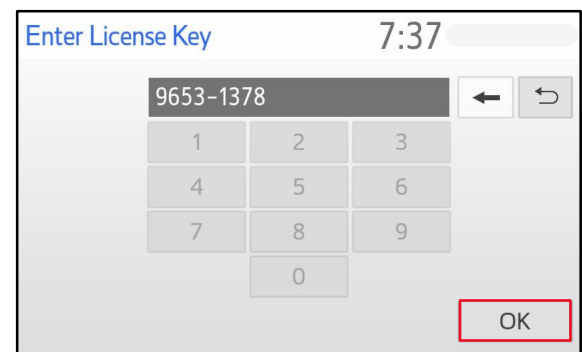
21. Insert the USB flash drive SST into the USB port of the vehicle (usually located under the navigation head unit, in the center console/armrest, or glove box).
22. Select Update Map on the Map Data screen.

Figure 16.



23. Select YES.
24. Enter the license key from step 20.
25. Select OK.

Figure 17.



Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

26. The head unit software MUST be updated first. Figure 18 will display during the update.

If the head unit software is already updated, Figure 20 will display. If Figure 20 displays, continue to step 27.

NOTE

Navigation map data will load when this process completes.

- A. Allow the update to complete.

NOTE

This process will take about 10 minutes.

- B. The head unit will prompt to cycle the ignition. Cycle the ignition OFF, then ON (Ready OFF/Engine OFF) when prompted.

NOTE

Do NOT remove the USB flash drive during this process.

27. After completing the head unit software update, the Map Update screen will display and the navigation map update will begin automatically.

NOTE

This process will take approximately 45 minutes.

Figure 18.

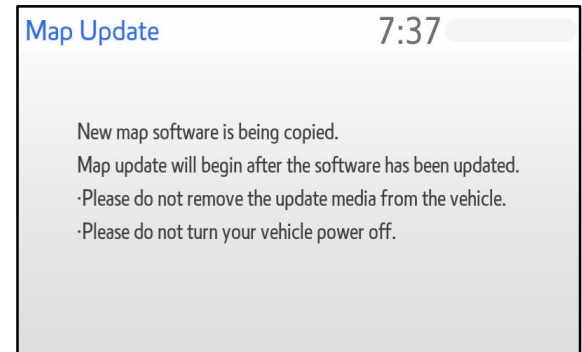


Figure 19.

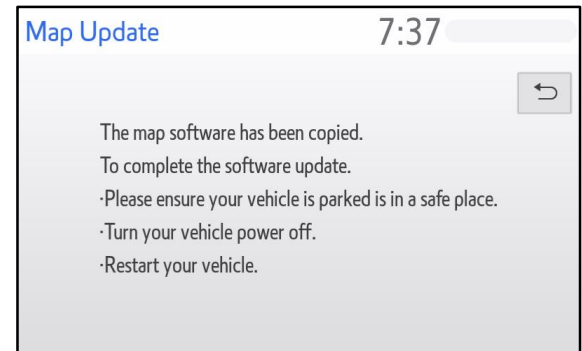
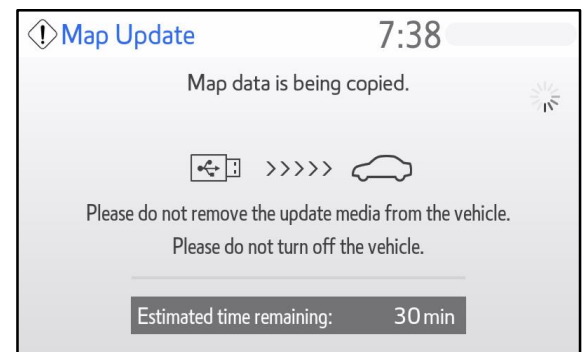


Figure 20.

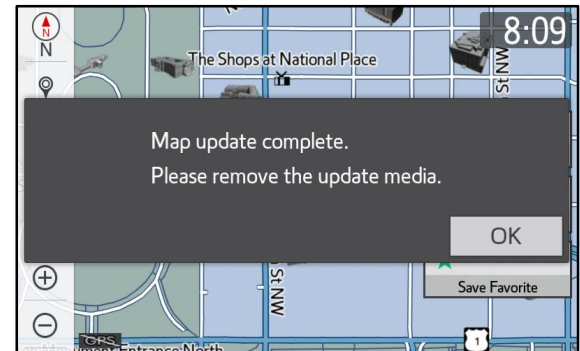


Premium Audio Navigation Map Update Process

Dynamic Navigation Update (continued)

28. When prompted, remove the USB flash drive from the vehicle's USB port.
29. The map update is complete.
30. Verify navigation operation.

Figure 21.



Embedded Navigation Update

1. Search TIS for ANY firmware updates that are available for the selected model and model year. Complete the firmware update(s) BEFORE installing the map data.
2. Cycle the ignition ON (Engine/Hybrid/EV system OFF).

NOTE

- Vehicles WITHOUT Smart Key system:
Turn the ignition key to the ON position.
- Vehicles WITH Smart Key system:
Press the Engine Start/Stop switch two times with the brake pedal released.

3. Press the Map button on the navigation head unit.

Figure 22.

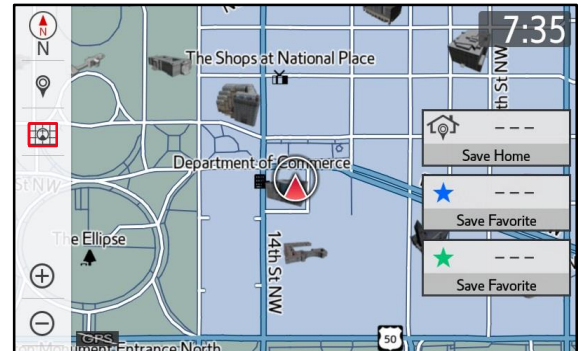


Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)

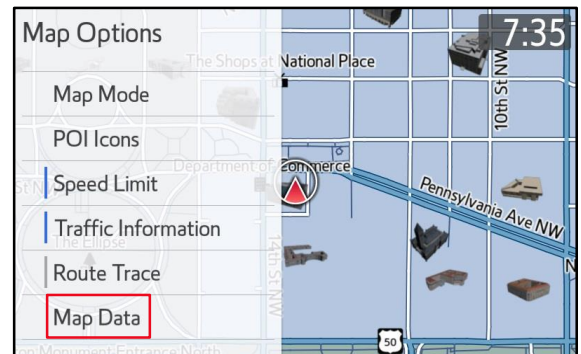
4. Press the Map Options icon on the navigation screen.

Figure 23.



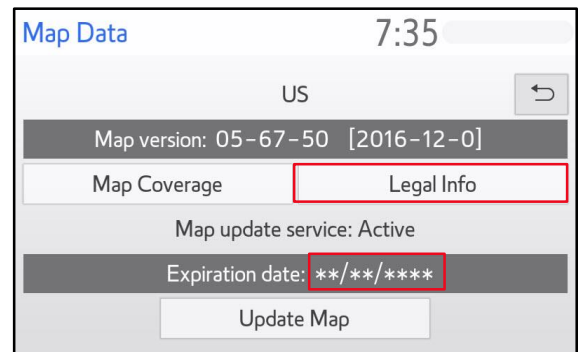
5. Select Map Data on the Map Options menu.

Figure 24.



6. Record the old map date (YYYYMMDD) and expiration date from the navigation screen.

Figure 25.

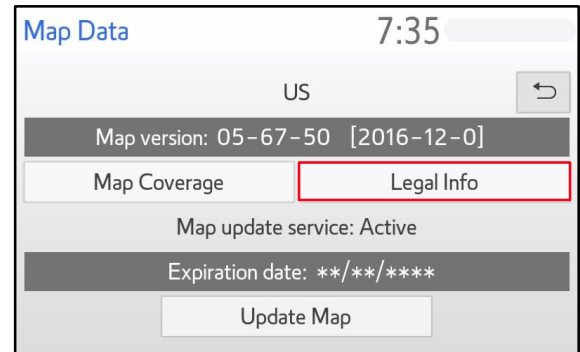


Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)

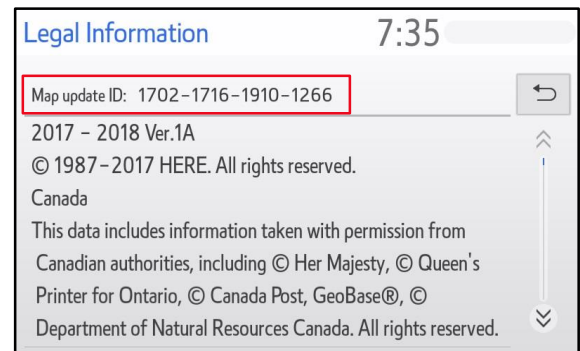
7. Select Legal Info.

Figure 26.



8. Record the map update ID.

Figure 27.



9. Log into TIS.
10. Log into the Navigation Update Wizard.
 - A. Select the TIS tab.
 - B. Select the Diagnostics tab.
 - C. Select the Navigation tab.
 - D. Re-enter your password.
 - E. Select Login.

Figure 28.



Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)

11. Select AWTEC from the Select Navigation Manufacturer dropdown menu.

Figure 29.

Please complete the following fields to receive a license key.

Dealer Code: 35682
 Dealer Name: Toyota City
 Technician Name: John Smith
 *Select Navigation Manufacturer: **AWTEC** ▼
 VIN: 4T1BZ1HK9JU002801
 *Expiration Date: 01/01/2020

12. Enter the vehicle's VIN and head unit expiration date.

NOTE

It is recommended to perform an Embedded Navigation Update under the following conditions:

- The head unit's expiration date is valid and NOT expired.
- The head unit's expiration date will NOT expire in the next 90 days.
- The customer would like to perform an Embedded Navigation Update during the last 90 days. (This process will NOT extend the dynamic navigation system.)

Figure 30.

Please complete the following fields to receive a license key.

Dealer Code:
 Dealer Name:
 Technician Name: Shayla Days
 Navigation Manufacturer: AWTEC
 *Activation Card Number: Not Required
 *USB Stick R/N: TLAW-S0017-24F- ▼
 *Map Update ID: 6702171819101266 NOTE - Hyphens (-) are not required.
 *Old Map Version: 6024019
 *VIN: 4T1BZ1HK9JU002801
 *Repair Order/Parts Invoice Number: 62345
 *Expiration Date: 01/01/2020

(*) - Indicates Required Field(s)

Back Clear Submit

13. Select Submit.
14. Enter the navigation data into the Navigation Update Wizard form. (An ACN is NOT required.)
 - A. Select the correct USB part number (found on the SST packaging, starts with "TLAW").
 - B. Input the map update ID into TIS (without hyphens).
 - C. Input the old map date into TIS using the following format: YYYYMMDD (without hyphens).
 - D. Enter the VIN.
 - E. Enter the repair order number.
 - F. Enter the expiration date.
 - G. Select Submit.

Figure 31.

Please complete the following fields to receive a license key.

Dealer Code:
 Dealer Name:
 Technician Name: Shayla Days
 Navigation Manufacturer: AWTEC
 *Activation Card Number: Not Required
 *USB Stick R/N: TLAW-S0017-24F- ▼
 *Map Update ID: 6702171819101266 NOTE - Hyphens (-) are not required.
 *Old Map Version: 6024019
 *VIN: 4T1BZ1HK9JU002801
 *Repair Order/Parts Invoice Number: 62345
 *Expiration Date: 01/01/2020

(*) - Indicates Required Field(s)

Back Clear Submit

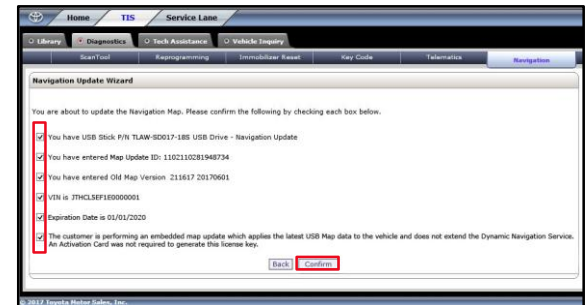
Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)

15. Check off each item AFTER confirming that it is correct. If ANY of the information is incorrect, select the back button.

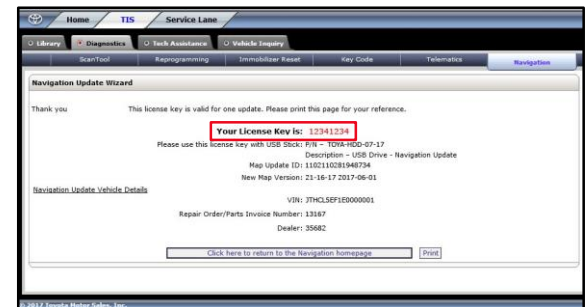
16. Select Confirm.

Figure 32.



17. Note the license key that is generated. (It is recommended to print this page.)

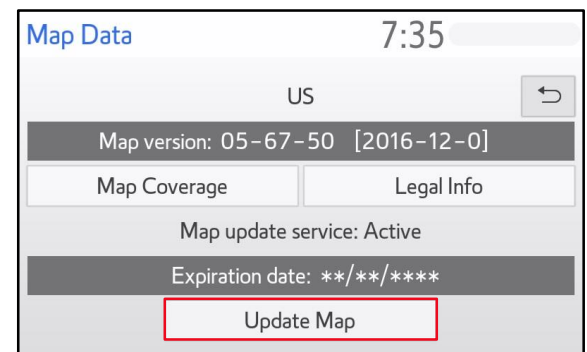
Figure 33.



18. Insert the USB flash drive SST into the USB port of the vehicle (usually located under the navigation head unit, in the center console/armrest, or glove box).

19. Select Update Map on the Map Data screen.

Figure 34.



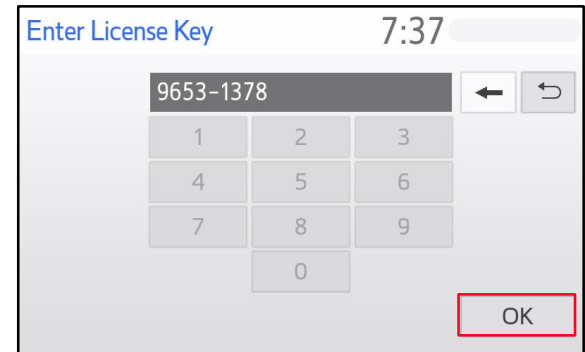
20. Select Yes.

Premium Audio Navigation Map Update Process

Embedded Navigation Update (continued)

21. Enter the license key from step 17.
22. Select OK.

Figure 35.



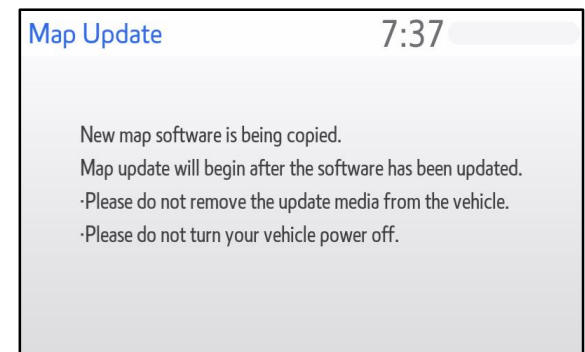
23. The head unit software MUST be updated first. Figure 36 will display during this process.

If the head unit software is already updated, Figure 38 will display. If Figure 38 displays, continue to step 24.

NOTE

Navigation map data will load when this process completes.

Figure 36.

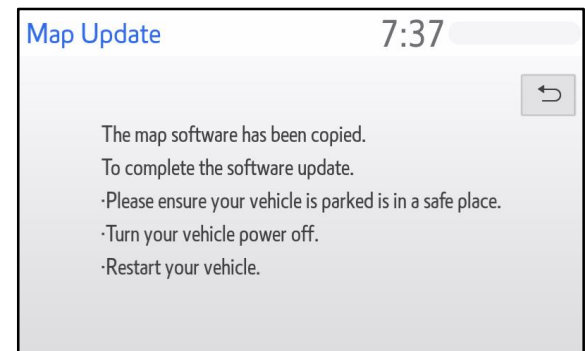


- A. Allow the update to complete.

NOTE

This process will take about 10 minutes.

Figure 37.



- B. The head unit will prompt to cycle the ignition. Cycle the ignition OFF, then ON (Ready OFF/Engine OFF) when prompted.

NOTE

Do NOT remove the USB flash drive during this process.

Premium Audio Navigation Map Update Process

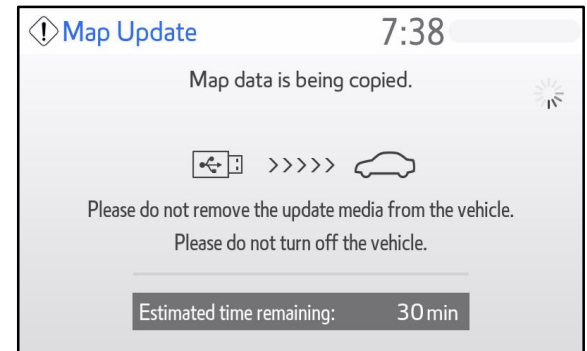
Embedded Navigation Update (continued)

24. The Map Update screen will display and the navigation map update will begin automatically.

NOTE

This process will take about 45 minutes.

Figure 38.



25. When prompted, remove the USB flash drive from the vehicle's USB port.

26. The map update is complete.

27. Verify navigation operation.

Figure 39.

