

Head Unit Software Update (Denso)

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2022 - 2025	86	

REVISION NOTICE

January 06, 2026 Rev1:

- Applicability has been updated to include 2025 model year GR86 vehicles.
- The Introduction, Required Tools & Equipment, Software Update Information, and Software Update Procedures sections have been updated.

Any previous printed versions of this bulletin should be discarded.

SUPERSESION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0034-23.

- Applicability has been updated to include 2024 model year GR86 vehicles.
- The Introduction, Required Tools & Equipment, Software Update Information, and Software Update Procedures sections have been updated.

Service Bulletin No. T-SB-0034-23 is obsolete and any printed versions should be discarded.

Head Unit Software Update (Denso)

Introduction

A head unit software update is available for 2022 – 2023 model year GR86 vehicles equipped with Toyota Multimedia software version 10 or earlier. The software can be updated to version 11 with a USB update. This software update addresses following items:

- Display screen is blank (this does not affect the backup camera).
- Head unit rebooting (this does not affect the backup camera).
- Sirius XM® radio is inoperative.
- Bluetooth® disconnects and does not reconnect automatically.
- Scroll bar is inoperative even when vehicle is stopped.
- Phone screen setting reset after ignition cycle.
- Radio and/or media buttons won't change the display screen.
- A "Please go to your retailer to update the Gracenote® Database" message appears unexpectedly.
- Apple CarPlay® enhancements.
- Android Auto™ enhancements.
- A "Software update setup is initializing" message appears during USB update and does not go away.
- The touch screen is inoperative.
- Unable to switch the audio source.
- Radio sound inoperative.
- Radio presets reset.
- Sirius XM® radio enhancements.
- USB audio enhancements.
- Phonebook contact name order incorrect.
- Text message audible playback stops.
- Navigation voice guidance stops.
- Unable to make a phone call with phone icon in messages tab.
- HD radio enhancements.
- CD player does not eject CD.
- OTA (Over the Air) and USB software update enhancements.

Head Unit Software Update (Denso)

Introduction (continued)

A head unit software update is available for 2022 – 2023 model year GR86 vehicles equipped with Toyota Multimedia software version 11 or earlier. The software can be updated to version 12 by OTA or USB update.

This OTA software update addresses the following items:

- Display screen reboots (this does not affect the backup camera display).
- No sound from head unit audio.
- Pop-up messages stuck on Apple CarPlay® Screen (this does not affect the backup camera display).
- Volume knob is inoperative during Android Auto™.
- Media button is inoperative.
- Radio station preset selection is inoperative.
- Sirius XM® satellite radio sound is inoperative after phone call ends.
- Incorrect song description is displayed.
- An “Are you sure you want to activate this profile?” message appears on the display screen even if using the last paired phone.
- Messages screen shows dates as 1/1/0.
- USB audio cover art does not update.
- Sirius XM® satellite radio channel name is missing.
- USB audio goes to next folder before the previous one ends.
- Voice command to play specific artist or album plays previously played USB audio song instead.
- Voice command to play specific artist via USB audio only plays the first album.
- Maintenance date shows a hyphen instead of a date.
- Software update confirmation screen does not appear.

This USB software update addresses the items above, plus:

- No audio plays, only abnormal noise is heard from the speakers.
- PCS activation banner stays on radio display screen after PCS event (this does not affect the backup camera display).

Head Unit Software Update (Denso)

Introduction (continued)

A head unit software update is available for 2022 – 2024 model year GR86 vehicles equipped with Toyota Multimedia software version 12 or earlier. The software can be updated to version 13 by OTA or USB update.

This OTA software update addresses following items:

- Head unit rebooting (this does not affect the backup camera display).
- Display screen is blank (this does not affect the backup camera display).
- The touch screen is inoperative.
- No audio.
- CarPlay® is inoperative.
- CarPlay® disconnects.
- “Feature is not available” message appears with iPhones on iOS 16.4 or later.
- The Microphone is inoperative during CarPlay® phone calls.
- Android Auto™ is inoperative.
- Music plays from Android device instead of Android Auto™ vehicle speakers.
- Bluetooth® system enhancements.
- Failed Bluetooth® and Android Auto™ connections don’t automatically reconnect.
- Display screen reaction is slow during Bluetooth® audio (this does not affect the backup camera display).
- Radio presets clear.
- Sirius XM® satellite radio enhancements.
- Hands-free call audio volume at zero.
- Phonebook transfer is inoperative.
- USB audio system enhancements.
- “Please wait a minute” message prevents hands-free call from starting via voice recognition.
- Voice recognition system enhancements.
- Date/time is incorrect.
- Software update system updates and enhancements.

This USB software update addresses the items above, plus:

- Head unit does not finish booting up (this does not affect the backup camera display).

Head Unit Software Update (Denso)

Introduction (continued)

A head unit software update is now available for 2022 – 2025 model year GR86 vehicles equipped with Toyota Multimedia software version 13 or earlier. The software can be updated to version 14 by OTA or USB update. This software update addresses following items:

- No audio from any source at IG ON.
- The head unit does not default to the last audio source at IG ON.
- Sirius XM® audio does not play at IG ON and source cannot be changed.
- Display screen graphics become distorted while scrolling through USB audio files (this does not affect the backup camera display).
- Phone book sorts contacts by last name instead of first name.

NOTE

- In order to update to version 14 by OTA, the vehicle must have at least version 13.
- Any version can be updated to version 14 by USB.

A head unit software update by OTA is also available for 2022 model year GR86 vehicles equipped with Toyota Multimedia software version 9 or earlier. The software can be updated to version 10 by OTA update. This software update addresses the following items:

- Display screen is blank (does not affect the backup camera).
- Head unit rebooting (does not affect the backup camera).
- Sirius XM® radio is inoperative.
- Bluetooth® disconnects and does not reconnect automatically.
- The scroll bar is inoperative even when the vehicle is stopped.
- Phone screen setting reset after ignition cycle.
- Radio and/or media buttons won't change the display screen.
- A "Please go to your retailer to update the Gracenote® Database" message appears unexpectedly.
- Apple CarPlay® enhancements.
- Android Auto™ enhancements.
- A "Software update setup is initializing" message appears during USB update and does not go away.

Head Unit Software Update (Denso)

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL2430	Software Update	0.5	SU003-0964#* SU003-1096#* SU003-1161#* SU003-1221#*	87	74

*Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF 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 Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 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.

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
DCA-8000 Battery Diagnostic Tool*	DCA-8000P-T	1

*Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-368-6787 or by visiting *Home – Service Resources – Toyota Tools and Equipment Program*.

Head Unit Software Update (Denso)

Software Update Information

MODEL	SOFTWARE UPDATE FILE
GR86	rb_update_2025_GR86_HU_A_14.zip

NOTE

This file can be used in 2022 – 2025 model year GR86 vehicles.

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. Never change the update file names AFTER downloading them or save ANY other files on the same USB flash drive.

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

- Storage capacity: 16.0 GB or larger
- Communication format: USB 2.0 or newer
- File format: NTFS

Software Update Procedures

- [Head Unit Software Version Confirmation Procedure](#) 8
- [USB Update Procedure](#) 9
- [OTA Update Procedure](#) 14

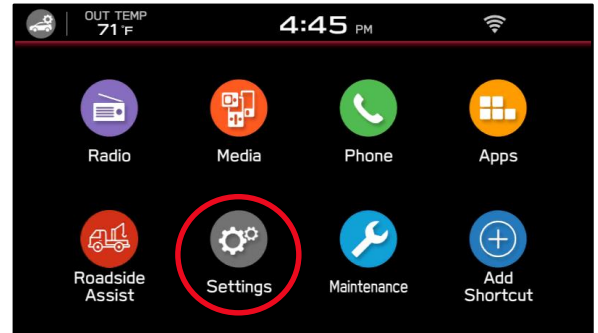
Head Unit Software Update (Denso)

Software Update Procedures

Head Unit Software Version Confirmation Procedure

1. Select Settings.

Figure 1.



2. Under the General tab, select System Information.

Figure 2.



3. Compare the last six digits of the Software Version number against Table 1.

Is the head unit software up to date?

- **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- **NO** — Continue to the [USB Update Procedure](#).

Figure 3.



Head Unit Software Update (Denso)

Software Update Procedures (continued)

Head Unit Software Version Confirmation Procedure (continued)

Table 1. Head Unit Software USB Update Applicability Table

MODEL YEAR	PREVIOUS VERSION	UPDATE METHOD	NEW HEAD UNIT SOFTWARE VERSION	NEW VERSION
2022	<T41CMM162-480	USB	14	T41CMM162-480
2023 – 2024	<TG1CMM160-980			TG1CMM160-980
2025	<TJ1CMM040-480			TJ1CMM040-480

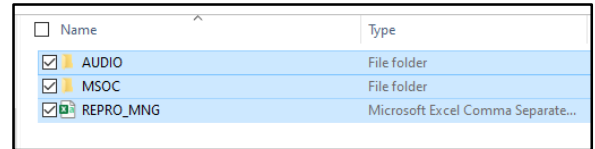
USB Update Procedure

The USB update can ONLY be performed if the head unit software is earlier than version 13 (see Table 1.).

The USB update MUST be performed with the engine ON (at idle) or with the ignition ON/engine OFF. If performing this update with ignition ON/engine OFF, using a battery charger is recommended to prevent a flat battery.

Format the USB flash drive in NTFS format. After downloading the file, unzip/extract the zip file, double-click the folder, and drag and drop the three files (Figure 4) onto the USB flash drive. Be sure to safely eject the USB flash drive BEFORE removing it from the PC.

Figure 4.



NOTICE

- NEVER attempt to install the software immediately following an exchange module installation. Let the system restart first and operate for 20 minutes.
- NEVER attempt to install the software a second time for 30 minutes following a previously unsuccessful software installation.
- NEVER attempt to install the software for at least 30 minutes AFTER completing an OTA update.

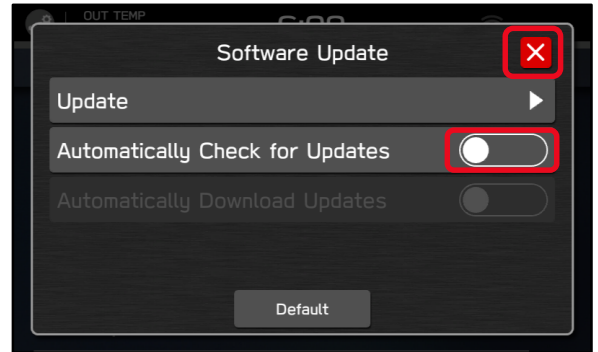
Head Unit Software Update (Denso)

Software Update Procedures (continued)

USB Update Procedure (continued)

1. Go to *Settings – General – Software Update* and confirm that *Automatically Check for Updates* is toggled OFF. Click the red X to close the screen.

Figure 5.



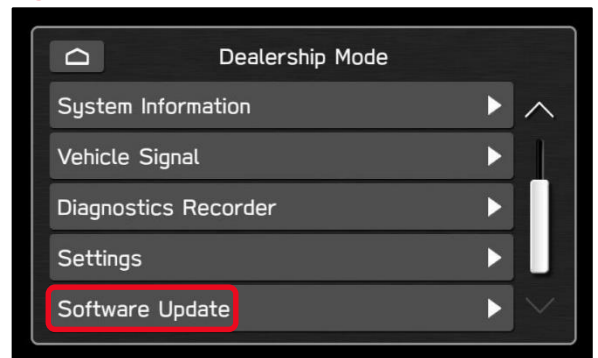
2. Enter dealership mode by pushing the TUNE knob six times, while simultaneously pressing both SEEK switches.

Figure 6.



3. Select Software Update.

Figure 7.



Head Unit Software Update (Denso)

Software Update Procedures (continued)

USB Update Procedure (continued)

4. Insert the prepared USB flash drive AFTER the Insert Update Media screen appears.

Figure 8.



5. Select OK.

NOTE

If the screen displays a "Software Loading Unsuccessful" message, confirm that the USB device has been properly formatted, the software on the device matches the system being reprogrammed, and try again.

Figure 9.



6. Confirm the Available Version is version 12, per Table 1.

Figure 10.



7. Select OK to begin the software update.

Head Unit Software Update (Denso)

Software Update Procedures (continued)

USB Update Procedure (continued)

8. Wait for the update to complete. This can take 5 – 10 minutes.

NOTE

Do NOT turn the engine OFF during the software update.

Figure 11.

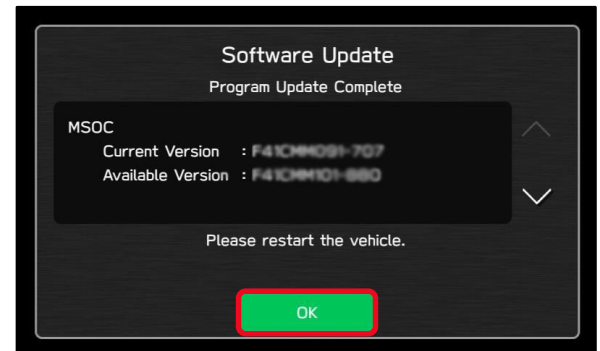


9. Select OK after the update is complete.

NOTE

If the screen says “incomplete” instead of “complete” continue to the next step and check the software version at the end of this process to confirm if the latest version is now installed. If the version is the latest, the repair is complete. If not, start the USB update process again.

Figure 12.



10. After the screen shown in Figure 13 appears, perform the following procedure:

- Turn the engine OFF.
- Open the driver’s side door.
- Close the driver’s side door.
- Wait three minutes.
- Open the driver’s side door.
- Turn the engine ON.
- Check the software version to confirm the latest is installed.
- USB update is complete.

Figure 13.



Head Unit Software Update (Denso)

Software Update Procedures (continued)

USB Update Procedure (continued)

11. Does the screen shown in Figure 14 appear?
 - **YES** — Wait for up to 15 minutes for initialization to complete. After initialization is complete Figure 15 appears. Then, repeat step 10.
 - **NO** — Continue to step 12.

Figure 14.

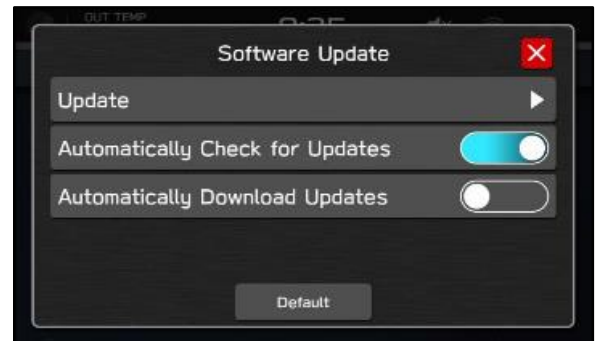


Figure 15.



12. Go to *Settings – General – Software Update* and confirm that *Automatically Check for Updates* is toggled ON. Click the red X to close the screen.

Figure 16.



Head Unit Software Update (Denso)

Software Update Procedures (continued)

OTA Update Procedure

An OTA update to version 10 can ONLY be performed if the 2022 model year GR86 vehicle head unit software is earlier than version 10. Updating the GR86 head unit software via OTA to version 10 will enhance the functionality of the system and improve the driving experience, including:

- Improved performance of the in-vehicle touchscreen display.
- Improvements to Bluetooth® connectivity.
- Improvements to Apple CarPlay® and Android Auto™ vehicle integration.

An OTA update to version 12 can ONLY be performed if the 2022 – 2023 model year GR86 vehicle head unit software is version 10 or 11. Updating the GR86 head unit software via OTA to version 12 will enhance the functionality of the system and improve the driving experience, including:

- Improved performance of the in-vehicle touchscreen display.
- Improvements to audio multimedia functionality.
- Improvements to Apple CarPlay® and Android Auto™ vehicle integration.

An OTA update to version 13 can ONLY be performed if the 2022 – 2024 model year GR86 vehicle head unit software is version 12. Updating the GR86 head unit software via OTA to version 13 will further enhance the performance of the system and improve the driving experience. This includes:

- Improved functionality for the in-vehicle touchscreen display.
- Enhancements to the audio multimedia system.
- Bug fixes.

An OTA update to version 14 can ONLY be performed if the 2022 – 2025 model year GR86 vehicle head unit software is version 13. Updating the GR86 head unit software via OTA to version 14 will further enhance the performance of the system and improve the driving experience. This includes:

- Improved functionality of the in-vehicle touchscreen display and audio multimedia system.
- Bug fixes.

Head Unit Software Update (Denso)

Software Update Procedures (continued)

OTA Update Procedure (continued)

Table 2. Head Unit Software OTA Update Applicability Table

MODEL YEAR	PREVIOUS HEAD UNIT SOFTWARE VERSION	PREVIOUS VERSION #	UPDATE METHOD	NEW HEAD UNIT SOFTWARE VERSION	NEW VERSION #	
2022	9	<T41CMM101-880	OTA	10	T41CMM121-870	
	10	T41CMM121-870		12	T41CMM141-870	
		T41CMM122-080			T41CMM142-070	
	11	T41CMM132-180		13	T41CMM142-170	
	12	T41CMM142-280			T41CMM152-270	
		T41CMM141-870			T41CMM151-870	
		T41CMM142-070			T41CMM152-070	
	13	T41CMM142-170		T41CMM152-170	14	T41CMM162-270
		T41CMM152-270		T41CMM161-870		
		T41CMM151-870		T41CMM162-070		
		T41CMM152-070		T41CMM162-170		
	2023 – 2024	10		TG1CMM120-580	12	TG1CMM140-570
		11		TG1CMM130-680		TG1CMM140-670
12		TG1CMM140-780	13	TG1CMM150-770		
		TG1CMM140-570		TG1CMM150-570		
		TG1CMM140-670		TG1CMM150-670		
13		TG1CMM150-770	14	TG1CMM160-770		
		TG1CMM150-570		TG1CMM160-570		
	TG1CMM150-670	TG1CMM160-670				
	TG1CMM150-880	TG1CMM160-870				
2025	TJ1CMM030-380		TJ1CMM040-370			

Head Unit Software Update (Denso)

Software Update Procedures (continued)

OTA Update Procedure (continued)

The OTA head unit software update requires the vehicle to connect to a Wi-Fi network. A home, smartphone, or other mobile hotspot Wi-Fi connection may be used. It is recommended to use a smartphone or mobile hotspot from within the vehicle for a more stable condition.

The OTA update **MUST** be performed with the engine ON (at idle) or with the ignition ON/engine OFF. If performing this OTA with ignition ON/engine OFF, using a battery charger is recommended to prevent a discharged battery.

NOTE

If downloading is not completed within 24 hours and/or the Wi-Fi connection fails more than 10 times, an OTA update will no longer be possible, and the update **MUST** be performed via the [USB Update Procedure](#).

CAUTION

- If performing this OTA update with the engine ON, please operate in a well-ventilated environment.
- Do NOT attempt the OTA update with the engine ON inside a closed home garage.

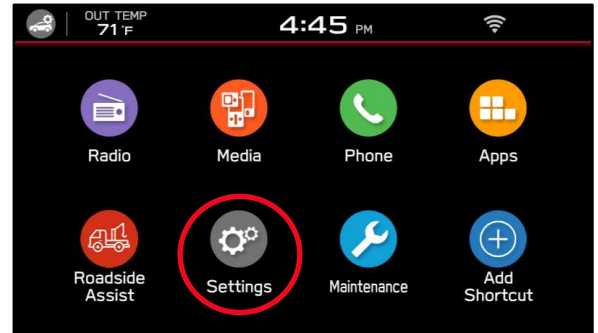
Head Unit Software Update (Denso)

Software Update Procedures (continued)

OTA Update Procedure (continued)

1. Connect the vehicle to a Wi-Fi network.
 - A. Select Settings.

Figure 17.



- B. Under the General tab, select Wi-Fi.

Figure 18.



- C. Toggle Wi-Fi ON and select Available Wi-Fi Networks.

Figure 19.



Head Unit Software Update (Denso)

Software Update Procedures (continued)

OTA Update Procedure (continued)

D. Select an available Wi-Fi Network.

Figure 20.



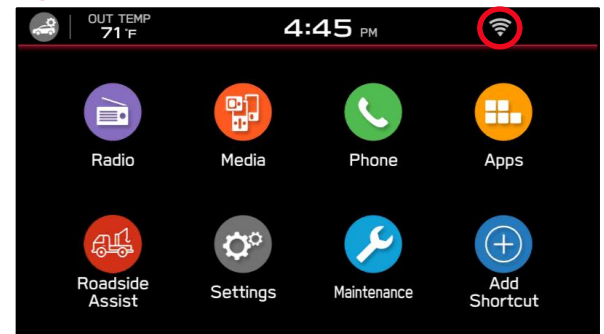
E. Enter the password and select OK.

Figure 21.



- F. Once the desired network has been connected successfully, confirm that the Wi-Fi icon is present with a signal strength of two lines or more.
- (1) If the network signal strength is low (one line or less) the download will likely be very slow and may fail.
 - (2) AFTER securing a strong signal, do NOT move the vehicle until the software update process is complete.

Figure 22.



Head Unit Software Update (Denso)

Software Update Procedures (continued)

OTA Update Procedure (continued)

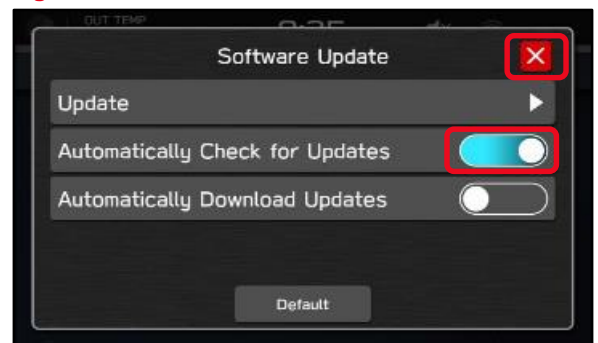
2. Check for head unit software updates.
 - A. Confirm the date and time are set correctly. If NOT, set them correctly by going to *Settings – Clock – Time Setting*.

NOTE

The date and time MUST be set correctly for this to function properly.

- (1) Select Auto if not already selected.
 - (2) If the time and date do NOT auto update, select Manual to update the date and time manually.
- B. Go to *Settings – General – Software Update* and confirm that Automatically Check for Updates is toggled ON. Click the red X to close the screen.

Figure 23.

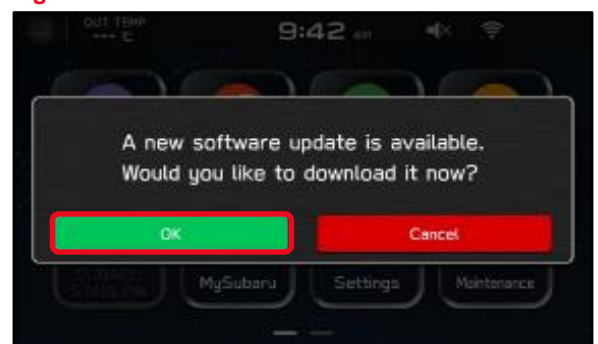


- C. Select OK.

NOTE

- If the Wi-Fi is connected within 30 minutes of Engine ON, this screen pops up 2 minutes after Wi-Fi connection.
- If the Wi-Fi is connected AFTER 30 minutes or more AFTER Engine ON, this screen will NOT pop up. If the screen does NOT pop up, start the software update manually by going to *Settings – General – Software Update*.

Figure 24.



Head Unit Software Update (Denso)

Software Update Procedures (continued)

OTA Update Procedure (continued)

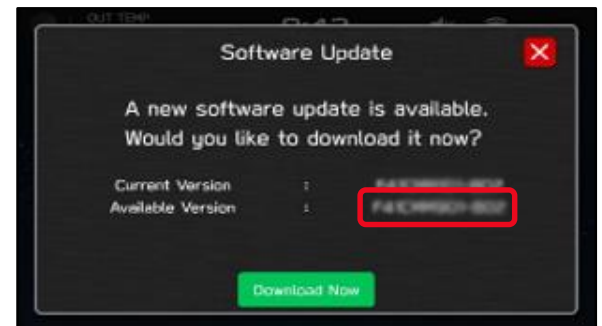
D. Wait for the next screen to load.

Figure 25.



E. Make note of the available version software number it should match Table 2.

Figure 26.



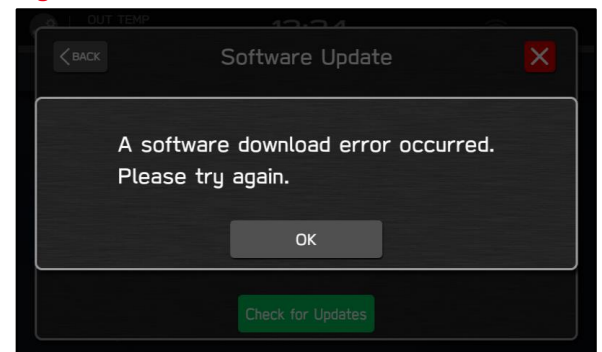
NOTE

If the message in Figure 27 appears after checking for an update, try one of the following:

- Restart the Wi-Fi device
- Try connecting to a different Wi-Fi device or network

If the message continues to appear after trying the above, wait for 5 minutes and try again.

Figure 27.



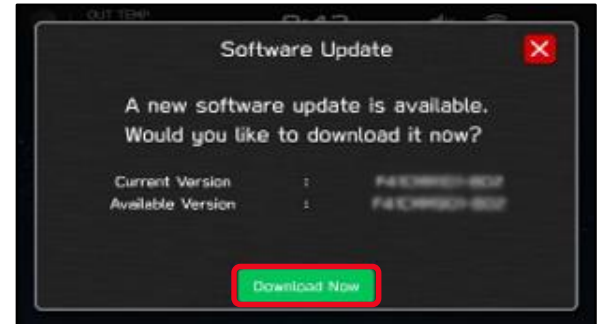
Head Unit Software Update (Denso)

Software Update Procedures (continued)

OTA Update Procedure (continued)

3. Perform the OTA head unit software update.
 - A. Select Download Now.

Figure 28.



- B. Wait for the update to download.

NOTE

The download can take 5 – 30 minutes. During the download process:

- Do NOT cancel the download process.
- Do NOT turn OFF the head unit.
- Do NOT turn OFF the vehicle.

Figure 29.

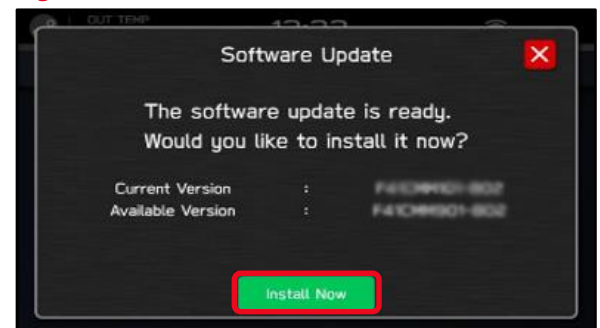


- C. Select Install Now.

NOTE

The installation can take 10 – 40 minutes.

Figure 30.



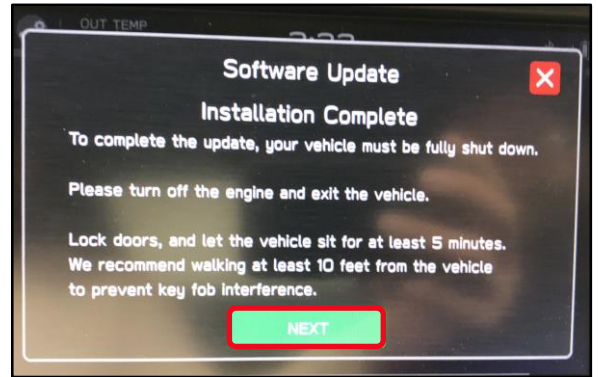
Head Unit Software Update (Denso)

Software Update Procedures (continued)

OTA Update Procedure (continued)

D. Click Next.

Figure 31.



E. Select OK.

Figure 32.



Head Unit Software Update (Denso)

Software Update Procedures (continued)

OTA Update Procedure (continued)

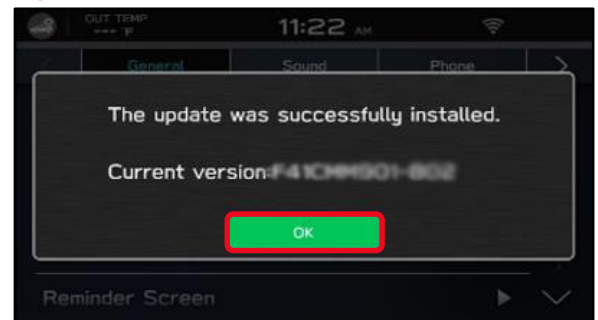
4. Perform the system shut down procedure.
 - A. Turn OFF the engine (IG-OFF).
 - B. Open the driver’s side door.
 - C. Exit the vehicle.
 - D. Close the driver’s side door.
 - E. Lock the doors with the key fob.
 - F. Move at least 10 feet away from the vehicle with the key fob.
 - G. Wait at least five minutes.
 - H. Unlock the doors with the key fob.
 - I. Open the driver’s side door.
 - J. Enter the vehicle.
 - K. Close the driver’s side door.
 - L. Turn ON the engine (IG-ON).

NOTE

The installation will NOT be completed until the system is correctly shut down.

5. Wait for the head unit to restart and for the screen shown in Figure 33 to appear.
 - A. Confirm that the software version has been updated per Table 2.
 - B. Select OK.

Figure 33.



6. Turn OFF the engine (IG-OFF). The OTA update procedure is complete.
7. Repeat steps 1 – 6 for any additional OTA updates.