

# Audio Playback is Choppy Across All Sources

**Service Category** Audio/Visual/Telematics

**Section** Audio/Video

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2026	bZ	

## Introduction

Some 2026 bZ vehicles with head unit version 2199 may exhibit a condition where the audio playback is choppy across all audio sources. Follow the instructions in this bulletin to address this condition.

## Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL2523	Software Update	0.5	86100-42K##*	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.

## Audio Playback is Choppy Across All Sources

### Calibration Information

MODEL	MODEL YEAR	HEAD UNIT	TYPE	CALIBRATION ID
bZ	2026	Premium	HU	<a href="#">rb_update_2026_BZ_NP_HU_C_02222.zip</a>

#### 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 (unzip) the rb\_update file; simply drag and drop the file onto to a blank USB flash drive.
- Do not put multiple files on the same USB flash drive at the same time, or the update will not begin.
- 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.
- Use a blank USB flash drive from a trusted name-brand manufacturer with the following specifications:
  - Storage capacity: 4.0 – 32 GB.
  - File format: FAT 32 (Windows®).
  - Communication format: USB 2.0 or newer. USB 3.0 has proven to be faster.
  - USB flash drives larger than 32 GB that can be partitioned to smaller sizes will NOT work.
  - USB-C port vehicles will require a USB-C flash drive or adapter that is capable of transferring data (not just charging).

### Repair Procedure

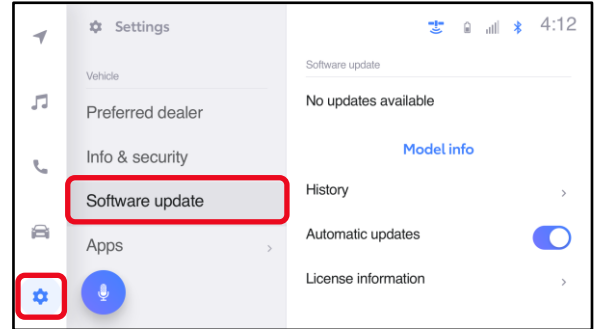
1. Does the vehicle exhibit a condition where the audio playback is choppy across all audio sources?
  - **YES** — Continue to step 2.
  - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
  
2. Is the HU version 2199 currently installed? (Reference the Verifying Software Version section on [page 3](#).)
  - **YES** — Continue to the USB Update Procedure section on [page 4](#).
  - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

# Audio Playback is Choppy Across All Sources

## Verifying Software Version

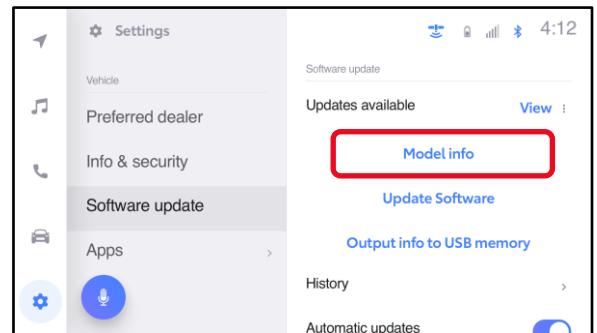
1. Select the gear icon, scroll down, and select Software update.

Figure 1.



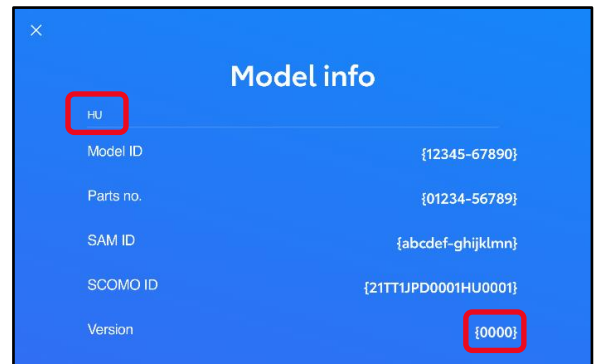
2. Select Model info.

Figure 2.



3. Confirm the HU version.  
Select the X to exit the model info screen.

Figure 3.

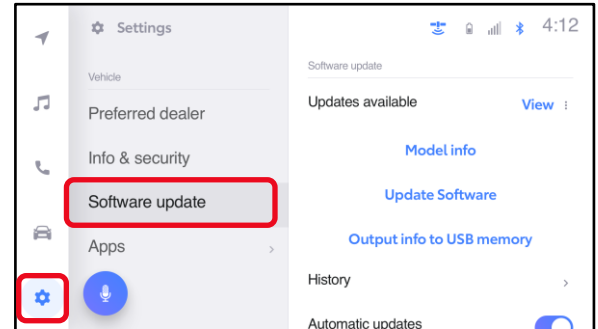


## Audio Playback is Choppy Across All Sources

### USB Update Procedure

1. Download the HU file from the Software Update Information section onto an empty USB flash drive.
2. Select the gear icon and scroll down to select Software update.

**Figure 4.**



3. Insert the prepared USB flash drive containing the HU file into the vehicle's data USB port. A "Checking USB memory" message will display. The wait time can take 5 – 10 minutes.

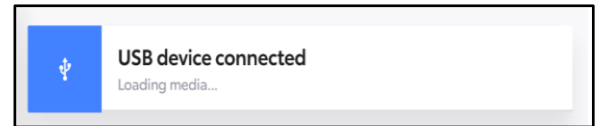
**NOTE**

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

1. A blue "USB device connected" banner, as shown in Figure 5.
2. An orange "Device no response" banner; this is because there are no media files on the USB flash drive. This is normal.

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

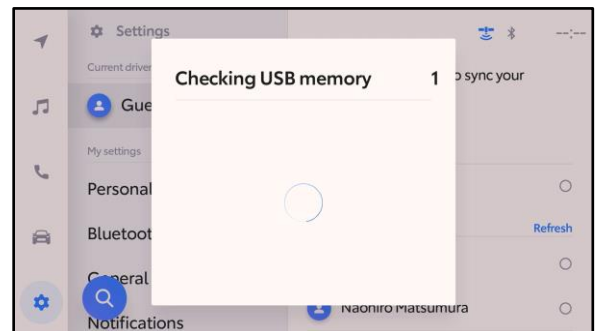
**Figure 5.**



**Figure 6.**



**Figure 7.**

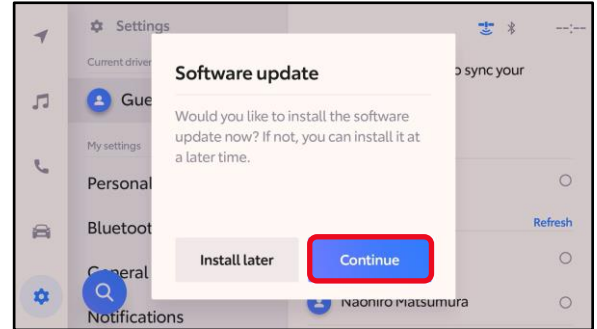


## Audio Playback is Choppy Across All Sources

### USB Update Procedure (continued)

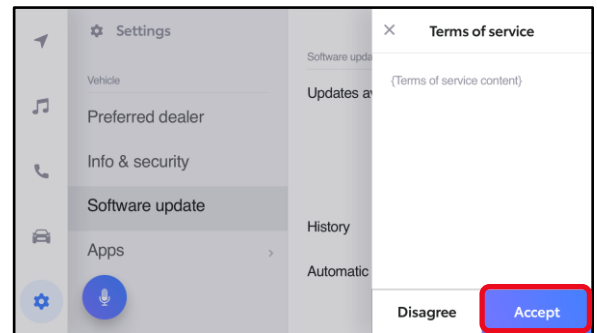
4. Select Continue when the message in Figure 8 appears.

**Figure 8.**



5. Select Accept on the Terms of service screen.

**Figure 9.**



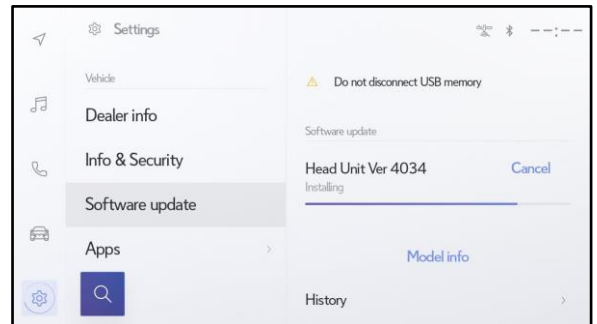
6. Once the head unit software begins the installation, the update can take up to 10 – 15 minutes.

**NOTICE**

To prevent damaging the head unit, follow the five 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.

**Figure 10.**

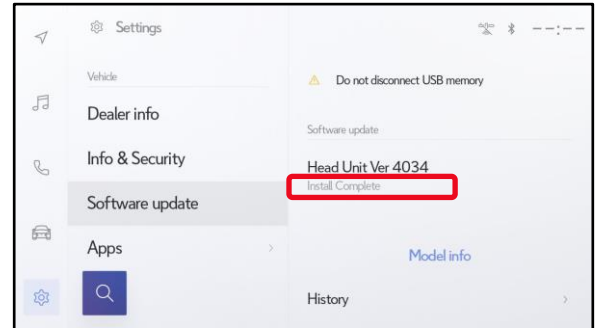


## Audio Playback is Choppy Across All Sources

### USB Update Procedure (continued)

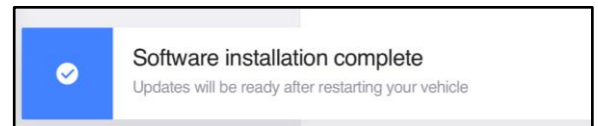
- A. When the update is complete, the message “Install Complete” will show on the head unit, as shown in Figure 11.

**Figure 11.**



- B. The “Software installation complete” pop-up message may also appear, as shown in Figure 12.

**Figure 12.**



- 7. Restart the vehicle:
  - A. Turn IG/ACC OFF
  - B. Open driver door
  - C. Close driver door
  - D. Open driver door
  - E. Close driver door
  - F. Turn IG ON
- 8. Wait two minutes.
- 9. After the system has successfully booted up, remove the USB flash drive.

## Audio Playback is Choppy Across All Sources

### USB Update Procedure (continued)

10. Perform steps 1 – 3 of the Verifying Software Version section to confirm the software version matches the table below.

**Table 2. Software Version Information**

TYPE	CURRENT VERSION
HU Version	2222

**NOTE**

Failing to perform steps 7 – 9 can cause the pop-up in Figure 13 to appear. If so, insert a blank USB to remove the .JSON files. These files are not needed and can be deleted from the USB.

**Figure 13.**

