

Entune Audio Head Unit Software Update (Fujitsu Ten)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016 - 2017	Camry, Camry HV, Corolla, Prius C, RAV4, RAV4 HV	

REVISION NOTICE

- **December 9, 2016 Rev2:**

The Introduction and Software Update sections have been updated, and Applicability has been updated to include 2017 models.

- **April 4, 2016 Rev1:**

The Software Update section has been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2016 – 2017 model year vehicles equipped with Entune™ Audio (version UU.10.48), Entune™ Audio Plus (version EU.10.68 or EU.20.05 or EU.20.08), or Entune™ Premium Audio (CU.10.71 or CU.10.72 or CU.20.05 or CU.20.08) may exhibit one or more of the following conditions:

- Swiping feature inoperative on APPs or Setup screens.
- Meijer Department Store is intermittently pronounced “Mee-jer”.
- Number of transferred contacts is not updated.
- Slacker Radio skips 2 songs when using steering wheel controls.
- Starting Pandora via Voice Recognition is intermittently inoperative.
- Transitioning from BT Audio to Entune™, no sound is output (iPhone and Android).
- FM mode will show the incorrect number of available stations intermittently.
- Voice Recognition will not start intermittently.
- Audio is intermittently not displayed on the home screen.
- Rumbling sound when no audio is playing.
- Intermittent “Message list could not be loaded” is displayed when retrieving messages.
- Audio information does not match between the Head Unit and Instrument Cluster.
- Instrument Cluster has incorrect display of XM channels.
- Panoramic camera view is intermittently inoperative.
- Scout voice guidance has rear speakers muted.
- USB Audio Playback resets after key cycle.

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Introduction (Continued)

Some 2016 – 2017 model year vehicles equipped with Entune™ Audio (version UU.11.13), Entune™ Audio Plus (version EU.22.21), or Entune™ Premium Audio (CU.20.22) or older may exhibit one or more of the following conditions:

- Missing Bluetooth Audio Information from instrument cluster MID.
- Long street names are not indicated when using turn by turn directions.
- Abnormal navigation routing.
- “Toyota Park Assist Settings” Button displayed in the setting menu.
- Unable to call phone numbers with “-” present in the number.
- Unable to send SMS via the Quick Message feature.
- Abnormal BT Audio Playback when inserting and removing the iPhone USB cable from the USB port.
- Unable to play audio from iPhone connected via USB when 2 phones are connected via Bluetooth at the same time.
- Intermittent “Browse” button operation in Bluetooth Audio.
- Hands Free sound quality improvement.
- Screen flickers when switching between day and night modes.
- Abnormal Pandora operation when switching between 2 iPhones.
- Intermittent rebooting.
- Diagnostic code U1110 or B15E6 is present.
- Diagnostic screen is displayed intermittently.
- Weather Map is inoperative.
- “Unable to connect to server” displayed when using voice recognition and searching for “IHOP”.
- Abnormal panoramic view monitor operation.
- Other visual and usability enhancements.

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Warranty Information

OP CODE	DESCRIPTION	TIME	MODEL	OFF	T1	T2
EL1521	Software Update	0.3	Camry, Camry HV	86804-06180 86804-06190 86140-06660 86140-06670	73	74
			Corolla	86140-02460 86140-02470 86804-02070 86140-02520 86140-02540 86804-02100		
			RAV4	86804-0R030 86804-0R040 86140-0R170 86140-42110 86140-0R180 86804-42100 86804-42110 86140-42460		
			Prius C	86140-52330 86804-52040		

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.

Software Update

HEAD UNIT	APPLICABLE FILE ON USB DRIVE	QTY
Entune™ Audio	15TBDANA-CA01_1116.kwi	1
Entune™ Audio Plus	15TDDANA-CA01_2102.kwi	
Entune™ Premium Audio	15TDANNA-CA01_2026.kwi	

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Required Tools & Equipment (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. The file may be saved directly to a commonly-available blank USB flash drive.

For USB flash drive requirements and download instructions:
Refer to the Technical Information System (TIS): *Diagnostics – Calibrations – Reference Documents* – [“Multimedia Software Download Instructions”](#)

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

1. Confirm the audio system type by checking the Panel ID printed above the top-right or bottom-right of the display.

Figure 1.



1	Corolla
2	RAV4

3	Camry/Camry HV
4	Prius C

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Software Update (Continued)

MODEL	MODEL YEAR	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM
Camry, Camry HV	2016	100614	N/A	100612 100613
Corolla		100571	100570	100569
RAV4		100573 100581	100574 100582	100575 100576 100583 100584
Prius C		100629	N/A	100628
Corolla		2017	100639	100638

2. Insert the USB Drive SST into the vehicle USB port.
3. Start the engine.
4. Wait for the screen to be displayed.

Figure 2.



5. Wait until the USB source icon highlights and displays the USB name with the icon.

Figure 3.

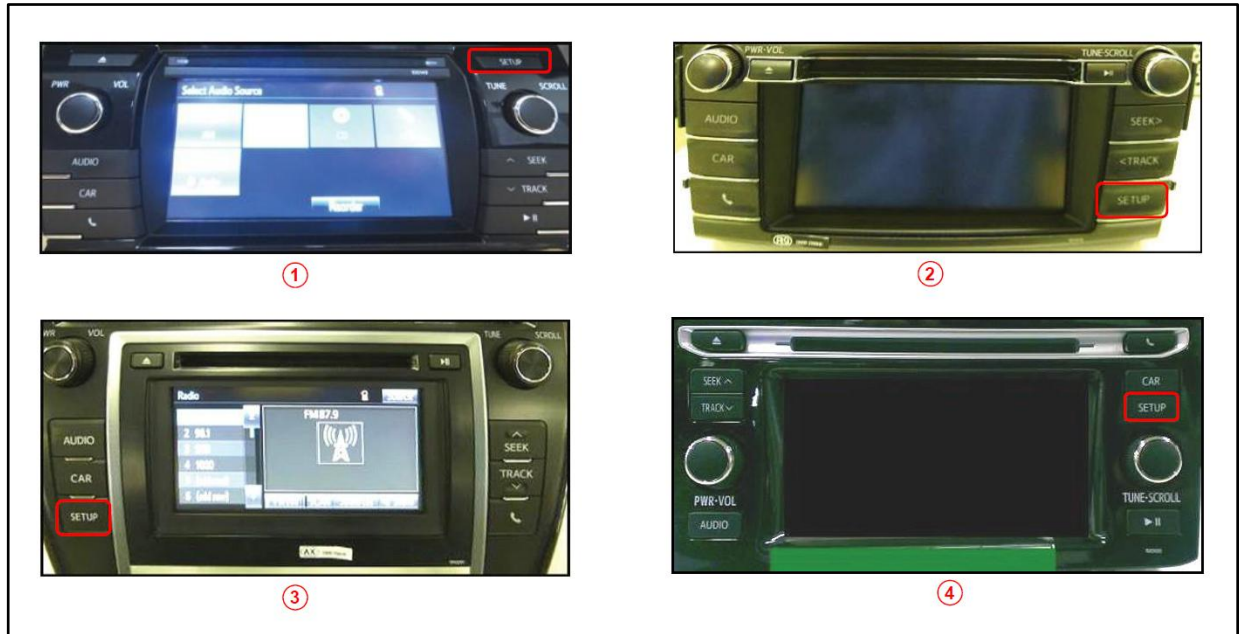


Entune Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

6. Go to the *Setup* screen.
 - A. For Entune™ Audio:
Press the *SETUP* button on the panel.

Figure 4.



1	Corolla
2	RAV4

3	Camry/Camry HV
4	Prius C

Entune Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

B. For Entune™ Audio Plus/Entune™ Premium Audio:

(1) Press the APPS button on the left or right of the panel.

Figure 5. Camry, Corolla, RAV4

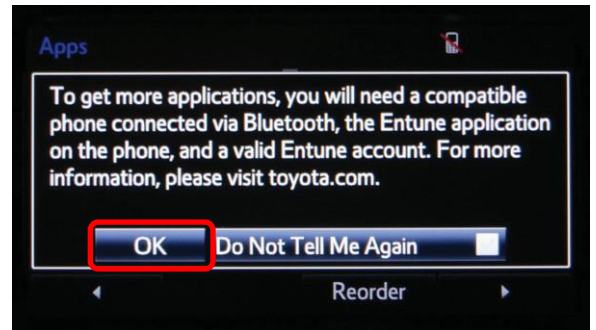


Figure 6. Prius C



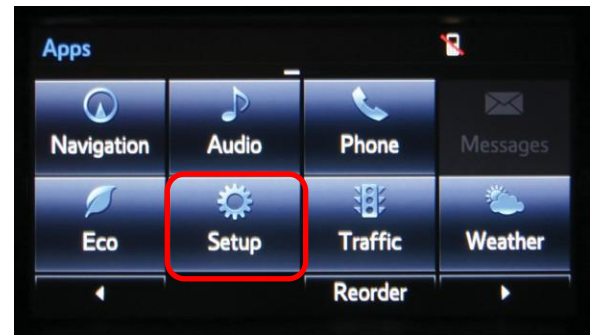
NOTE
If Entune pop-up displays, select **OK**.

Figure 7.



(2) Select *Setup* on the Apps screen.

Figure 8.



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Software Update (Continued)

7. Select *General* on the Setup screen.

Figure 9.

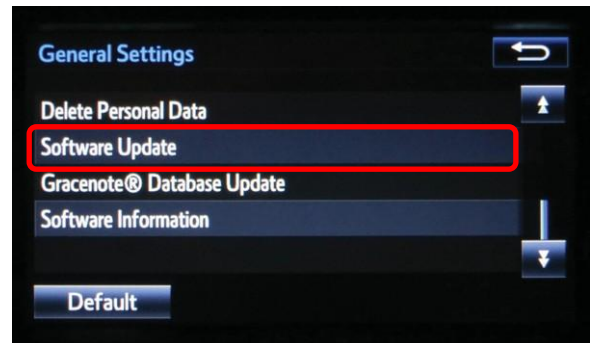


8. Select *Software Update* from the list on the General Settings screen.

HINT

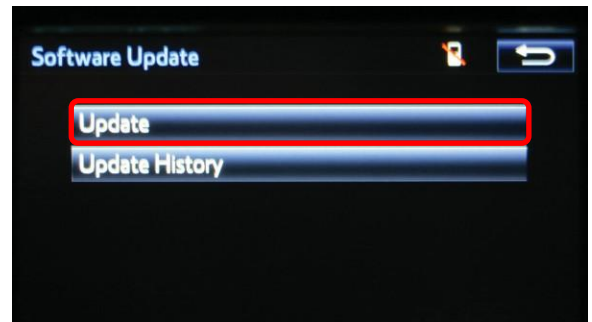
Scroll down the list until *Software Update* is displayed.

Figure 10.



9. Select *Update* on the Software Update screen.

Figure 11.



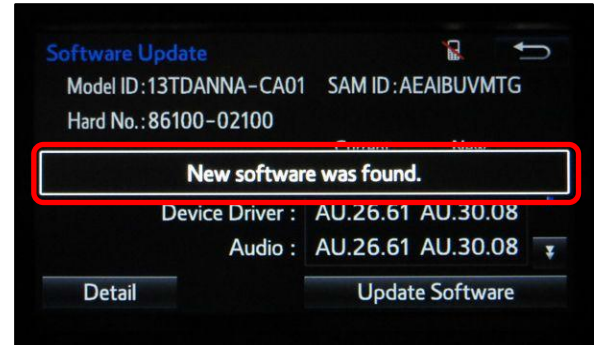
Entune Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

NOTE

If software has been detected properly, a **"New Software was found."** pop-up will be displayed.

Figure 12.



- Verify that the NEW software is up-to-date on the Software Update screen.

NOTE

Update Software is enabled **ONLY** if there is an update newer than the current software.

Figure 13.



Software Version Information

TYPE	Entune™ Audio		Entune™ Audio Plus		Entune™ Premium Audio	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Operating System	UU.10.48 UU.11.06 UU.11.08 UU.11.13	–	EU.10.68 EU.20.05 EU.20.08 EU.20.21 EU.21.01	–	CU.10.71 CU.10.72 CU.20.05 CU.20.08 CU.20.14 CU.20.17 CU.20.22	–
Device Driver		UU.11.16		EU.20.25		CU.20.26
Audio		UU.11.16		EU.20.25		CU.20.26
Navigation		–		–		–
Bluetooth		UU.11.16		EU.20.25		CU.20.26
GUI		UU.11.16		–		–
Middle Ware		UU.11.16		EU.20.25		CU.20.26
Kernel		UU.11.16		EU.20.25		CU.20.26
Voice Recognition		–		EU.20.25		CU.20.26

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Software Update (Continued)

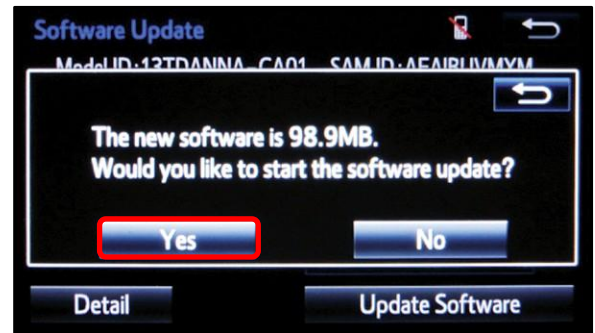
11. Select *Update Software* on the Software Update screen.

Figure 14.



12. Select *Yes* on the "Would you like to start the software update?" pop-up.

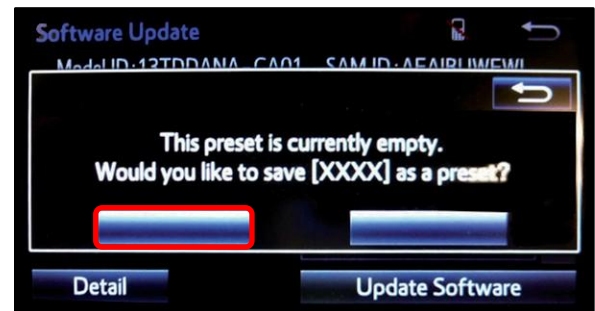
Figure 15.



NOTE

Entune™ Audio Plus ONLY: Select left box on the "This preset is currently empty. Would you like to save [XXXX] as a preset?" pop-up.

Figure 16.



Entune Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

13. This unit begins installation.

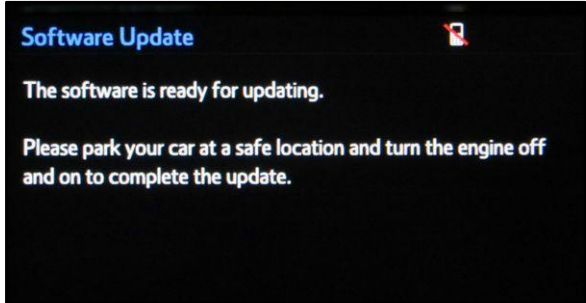
NOTE
Do NOT turn off ACC before the software is ready for updating.

Figure 17.



14. When “*The software is ready for updating.*” displays, cycle the ignition OFF and wait for 30 seconds. Then cycle the ignition ON again.

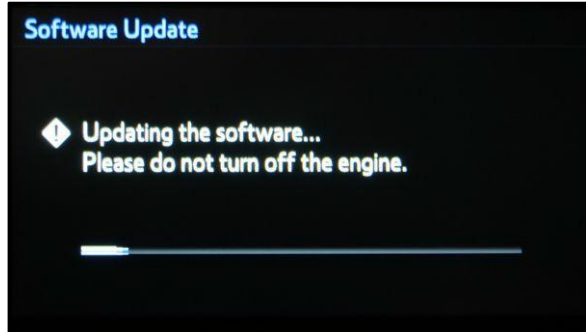
Figure 18.



15. Wait for the audio system to finish the software update.

NOTE
Do NOT turn off ACC before the next Toyota logo screen displays.

Figure 19.

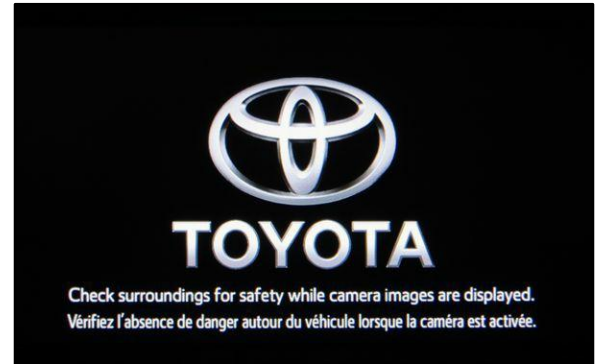


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Software Update (Continued)

16. When the Toyota logo screen is displayed, the update is finished.

Figure 20.



17. Remove the USB Drive SST from the vehicle USB port.
18. Wait for the Select Audio Source screen to be displayed.

Figure 21.



19. Perform steps 6 – 9 of the Software Update Procedure to re-enter the Software Update screen.

Entune Audio Head Unit Software Update (Fujitsu Ten)

Software Version Confirmation

20. Verify that the software information is updated on the Software Update screen.

New Software Version Information

TYPE	Entune™ Audio		Entune™ Audio Plus		Entune™ Premium Audio	
	NEW VERSION	M/D/Y	NEW VERSION	M/D/Y	NEW VERSION	M/D/Y
Boot	UU.11.16	Updated Date (If no GPS signal, date may NOT be accurate)	EU.20.25	Updated Date (If no GPS signal, date may NOT be accurate)	CU.20.26	Updated Date (If no GPS signal, date may NOT be accurate)
Voice Recognition	–		EU.20.25		CU.20.26	
GUI	UU.11.16		–		–	
Audio	UU.11.16		EU.20.25		CU.20.26	
Bluetooth	UU.11.16		EU.20.25		CU.20.26	
Navigation	–		–		–	
Device Driver	UU.11.16		EU.20.25		CU.20.26	
Kernel	UU.11.16		EU.20.25		CU.20.26	
Operating System	–		–		–	
Middle Ware	UU.11.16		EU.20.25		CU.20.26	
Power	–		EU.20.25		CU.20.26	