

Abnormal Entune/Navigation Operation for Display Audio (Non-HDD Type)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2012	4Runner, Camry, Camry HV, Corolla, Prius, Prius C, Prius PHV, Prius V, RAV4, Tacoma	

Introduction

Some 2012 model year Toyota models equipped with a Display Audio Navigation System and Entune may exhibit one or more of the following conditions:

- Vehicle orientation slow to update after vehicle startup
- Five Bing search results are not all displayed on the map
- Voice recognition destination request does not provide feedback
- Voice Recognition for POI search displays "Function not available" message
- "Car Multimedia" device name cannot be changed

Use the following procedure to update the system software and address these conditions.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1117	Entune/Navigation	0.3	PT296-47120	99	99

APPLICABLE WARRANTY

- This repair is covered under the Toyota Comprehensive 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.

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Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Firmware Update 1.8.4 USB Drive*	01001-HBEKR-11A	1

* Essential SST.

NOTE

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

Repair Procedure

1. Confirm that one or more of the conditions listed above are present.
2. Check if software version is lower than version 1.8.4.
 - A. **YES** – Go to step 3.
 - B. **NO** (Version 1.8.4 or later present) – Diagnose per the Repair Manual.
3. Update software to version 1.8.4 per [T-SB-0026-12](#), “Entune/Navigation Software Update Process for Display Audio (Non-HDD Type)”.
4. Pair the dealership troubleshooting phone to perform general operation checks and confirm that the condition was corrected.
5. Delete the dealership troubleshooting phone from the paired devices list.