Entune Audio Head Unit Software Update (Panasonic)

Service Category: Audio/Visual/Telematics
Section: Navigation/Multi Info Display
Market: USA

Applicability

<table>
<thead>
<tr>
<th>YEAR(S)</th>
<th>MODEL(S)</th>
<th>ADDITIONAL INFORMATION</th>
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<td>2014 - 2015</td>
<td>4Runner, Highlander, Highlander HV, Sequoia, Tacoma, Tundra</td>
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<td>2015</td>
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<td>2016 - 2017</td>
<td>Mirai</td>
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REVISION NOTICE

August 05, 2020 Rev2:
- The Introduction and Software Update Procedure sections have been updated.

March 23, 2017 Rev1:
- Applicability has been updated to include 2016 – 2017 model year Mirai vehicles.
- Software Version Information charts and the Introduction have been updated.
Any previous printed versions of this bulletin should be discarded.

SUPERSESSION NOTICE

The information contained in this bulletin supersedes SB No. T-SB-0160-14.
- The Required Tools & Equipment section has been updated.
Service Bulletin No. T-SB-0160-14 is Obsolete and any printed versions should be discarded.
Be sure to review the entire content of this bulletin before proceeding.
Introduction

Some 2014 model year Toyota vehicles equipped with Entune™ Audio (version 010169), Entune™ Audio Plus (version 010171), or Entune™ Premium Audio (version 010185) may exhibit one or more of the following conditions:

- Bluetooth® sometimes disconnects with Android™ phones.
- Bluetooth® disconnects with iPhone® 4 when connected to USB.
- Radio reboots with heavy radio load condition (e.g., dual map and POIs ON and Entune™ Audio music ON and multiple destinations set) (Entune™ Premium Audio only).
- Radio reboots after completing a navigation route by voice command system and pressing Talk Switch (Entune™ Premium Audio only).

Some 2014 model year Toyota vehicles equipped with Entune™ Audio (version 010173), Entune™ Audio Plus (version 01017C), or Entune™ Premium Audio (version 010195) may exhibit one or more of the following conditions:

- Voice command screen is cancelled by a pop-up screen.
- Voice command system does not respond for an extended period of time.
- Radio reboots and navigation route is deleted (Entune™ Premium Audio only).
- Bluetooth® disconnects when phone is connected to Bluetooth® Audio from USB connection.
- Radio reboots after entering a particular address as destination (Entune™ Premium Audio only).
- Route guidance is lost after ACC is cycled and after arriving at a second destination (Entune™ Premium Audio only).

Some 2014 model year Toyota vehicles equipped with Entune™ Audio (version 010179), Entune™ Audio Plus (software version 010183), or Entune™ Premium Audio (software version 0101A1) may exhibit one or more of the following conditions:

- Radio reboots after using voice command system or after screen goes blank (Entune™ Premium Audio only).
- Bluetooth® disconnects or repeats disconnect and connect.
- Entune™ is inoperative (Entune™ Premium Audio only).
- Radio freezes when some home addresses are set as a destination (Entune™ Premium Audio only).
- House number is not displayed in Home or preset locations (Entune™ Premium Audio only).
Introduction (continued)

Some 2014 model year Toyota vehicles equipped with Entune™ Audio (software version 01017B), Entune™ Audio Plus (software version 010185), or Entune™ Premium Audio (software version 0101A5) may exhibit one or more of the following conditions:

- Navigation re-route pop-up comes up continuously (Entune™ Premium Audio only).
- No map is displayed with new vehicles (Entune™ Premium Audio only).
- “i” button is displayed when navigation route guidance is not used (Entune™ Premium Audio only).
- Radio screen goes blank or freezes occasionally while using the navigation function (Entune™ Premium Audio only).
- Radio reboots when an Apple® device which has 9,999 songs or more is connected.
- Unselected music is played when certain playlists are selected by voice commands.
- CD does not play occasionally.
- Voice prompt ends unexpectedly while trying to make a call by voice commands.
- Voice commands are inoperative for music.
- Radio screen goes black after using voice commands.

Some 2014 model year Toyota vehicles equipped with Entune™ Audio (software version 010180), Entune™ Audio Plus (software version 01018B or 010190), or Entune™ Premium Audio (software version 0101B1 or 0101BE) may exhibit one or more of the following conditions:

- Bluetooth® call cannot be muted.
- Email/Text message does not display and keeps showing “Loading message list.”
- Radio reboots when text message is received.
- Pandora® sound is interrupted.
- No sound if “Ringtone Volume” and “Message Readout Volume” are changed during Bluetooth® connection.
- Radio reboots when some HD radio channels are received.
- Radio reboots with Bluetooth® operation.
- iPod® is paused after Bluetooth® phone call.
- Pop noise from AM radio.
- Noise on AM radio when brake is pressed in hybrid vehicles.
- Destination cannot be set (Entune™ Premium Audio only).
- Distance to traffic incident is shown incorrectly (Entune™ Premium Audio only).
- Intersection map is not displayed (Entune™ Premium Audio only).
Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

- Traffic incident icon is not displayed (Entune™ Premium Audio only).
- Radio freezes with navigation operation (Entune™ Premium Audio only).
- Touch screen becomes unresponsive after setting destination nearby and pop-up screen of “You are nearby” is displayed (Entune™ Premium Audio only).
- Arrival time shows incorrectly after destination is set (Entune™ Premium Audio only).
- Radio reboots with navigation operation (Entune™ Premium Audio only).
- Along My Route POI search does not show any results (Entune™ Premium Audio only).
- Traffic information icon is not displayed after returning from future time prediction to Now (Entune™ Premium Audio only).
- Traffic event icon disappears after going to traffic forecast (Entune™ Premium Audio only).
- Doppler traffic is not displayed after removing map SD card and reinserting it. (Entune™ Premium Audio only).
- Traffic event does not display intermittently (Entune™ Premium Audio only).

Some 2014 and 2015 model year Toyota vehicles equipped with Entune™ Audio Version (software version 010185), Entune™ Audio Plus (software version 010190 or 010191), or Entune™ Premium Audio (software version 0101BE or 0101C1) may exhibit one or more of the following conditions:

- Intermittent radio rebooting.
- Bluetooth® inoperative (grey icon).
- Unable to delete certain Bluetooth® registered devices.
- Stuck on Toyota logo screen for three to four minutes before booting up.
- Touch screen becomes unresponsive on voice recognition screen.
- Fuel consumption screen does not update when update button is pressed.
- Sudden “Call Ended” during a call.
- iPhone 6/6 plus will not charge or play music (non-detection of iPhone 6/6 plus via USB).
- Current time display changes frequently while driving.
- HD traffic/weather system update.
- Street name orientations corrected.
Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2014 and 2015 model year Toyota vehicles equipped with Entune™ Audio Version (software version 01018A or 01012E), Entune™ Audio Plus (software version 010197 or 01012A), or Entune™ Premium Audio (software version 0101D1 or 01014E) may exhibit one or more of the following conditions:

- Sonar screen intermittently comes up at startup.
- Rebooting when phone is connected.
- Unable to identify Cyrillic symbols.
- Intermittent rebooting when XM and Navigation are being used.
- Head unit and HVAC animation out of sync.
- Abnormal Voice Recognition operation.
- Intermittent rebooting when using the navigation.
- Missing words from navigation screens.
- Traffic information update.
- Speed limit intermittently blank.
- Unable to delete the all destination text input with a long press of the backspace key.
- Slow screen transitions.
- Pop-up screen sentence cut off.
- Screen frozen when setting multiple destinations.
- “Go” button inoperative on VR screen.
- Prius V only: Intermittently inoperative radio/navigation touch screen.

Some 2014 – 2017 model year Toyota vehicles equipped with Entune™ Audio Version (software version 01018B or 010131), Entune™ Audio Plus (software version 01019A or 01012C), or Entune™ Premium Audio (software version 0101D4 or 010154) or earlier may exhibit one or more of the following conditions:

- Intermittent rebooting.
- Intermittent display freezing.
- Incorrect CAN network clock.
- Abnormal radio preset operation.
- Abnormal playlist browsing operation.
- Radio is muted after the key is cycled.
- Incorrect intersection is displayed when using the navigation search function.
- Navigation routing updates.
- Black tile in traffic image on Entune™ Audio Plus.
Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

- Navigation map not displayed after updating the head unit using the Map SD.
- "Low Fuel" pop-up message not displayed.
- Abnormal POI operation.

Some 2014 – 2017 model year Toyota vehicles equipped with Entune™ Audio Version (software version 01018D or 010133), Entune™ Audio Plus (software version 01019C or 01012E), or Entune™ Premium Audio (software version 0101D7 or 010157) or earlier may exhibit one or more of the following conditions:
  - Intermittent rebooting when an iPhone® is connected.
  - Bluetooth Audio skipping or playing fast.
  - "Would you like to set up messaging?" continuous pop-up message.
  - Pop-up "Contact and Call History Transfer Complete" is not displayed.
  - Intermittent rebooting.
  - Surround sound turns back on after key cycle.
  - Sound settings reset after key cycle.

Updated system software is now available to address these conditions. Follow the Software Update Procedure in this bulletin to install the latest software version.
## Warranty Information

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### 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.

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Required Tools & Equipment

<table>
<thead>
<tr>
<th>MODEL</th>
<th>HEAD UNIT</th>
<th>MULTIMEDIA UPDATE ID</th>
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**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:

Software Update Procedure

1. Confirm the audio system type by checking the Panel ID printed on the bottom-right or bottom-center of the machine.

**Figure 1.** Avalon, Avalon HV, Highlander, Highlander HV, Prius V, Sienna, Sequoia, Tacoma, and Tundra.  

**Figure 2.** 4Runner
### Table 1. Panel ID Information

<table>
<thead>
<tr>
<th>MODEL</th>
<th>ENTUNE™ AUDIO</th>
<th>ENTUNE™ AUDIO PLUS</th>
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2. Start the engine.
3. Go to the Setup screen.
   A. For Entune™ Audio:
      Press the SETUP button on the panel.

   B. For Entune™ Audio Plus / Entune™ Premium Audio:
      (1) Press the APPS button on the panel.

   NOTE
   If Entune™ pop-up displays, select OK.
Software Update Procedure (continued)

(2) Select Setup on the Apps screen.


5. Select Software Update from the list on the General Settings screen.

**HINT**
Scroll down the list until Software Update is displayed.
Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)


![Figure 11: Software Update screen](image1)

7. Insert the USB flash drive containing the NEW software into the vehicle USB port.

   **NOTE**
   If the software has been detected properly, a “New software was found” pop-up will display.

![Figure 12: Software Update screen](image2)

8. Verify that the NEW software is up-to-date on the Software Update screen, using Table 2 as a guide.

![Figure 13: Software Update screen](image3)
## Table 2. Software Version Information

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Software Update Procedure (continued)


10. Select Yes on the “Would you like to start the software update?” pop-up.

11. The unit begins installation. The update will take about 10 minutes.

**NOTE**
- Do NOT turn off the engine or ACC BEFORE the software is ready for updating.
- Do NOT pull the USB flash drive SST out of the vehicle USB port.
For Entune™ Premium Audio:

- If the update fails and the error message “New software is not compatible with the system.” displays, cycle the ignition OFF, remove the Map Micro SD Card from the head unit, and repeat steps 2 – 11.

**NOTE**

A Software update error is more likely to occur in areas with more traffic information.

- Once the update is complete, reinsert the Map Micro SD card into the head unit, cycle the ignition OFF, and continue to step 12.

12. When “The software is ready for updating.” displays, cycle the ignition OFF.

13. Remove the USB flash drive from the vehicle USB port.
Entune Audio Head Unit Software Update (Panasonic)

Software Version Confirmation

1. Perform steps 3 – 7 of the Software Update Procedure to re-enter the Software Update screen.

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

Figure 19.

Table 3. NEW Software Version Information

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<th>TYPE</th>
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*Updated version information.