

Entune Audio Head Unit Software Update (Panasonic)

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	4Runner, Avalon, Avalon HV, Highlander, Highlander HV, Prius, Sequoia, Sienna, Tacoma, Tundra	
2017	Prius Prime, Prius V	

REVISION NOTICE

April 4, 2017 Rev2:

- **Applicability has been updated to include 2017 model year Prius Prime vehicles. The Introduction has been updated to include new software changes.**

October 14, 2016 Rev1:

- **Applicability has been updated to include 2017 model year Prius V vehicles. Any previous printed versions of this bulletin should be discarded.**

Introduction

Some 2016 – 2017 model year applicable vehicles equipped with Entune™ Audio (version 01013E) / Entune™ Audio Plus (version 010156 or 01015C) / Entune™ Premium Audio (version 010171 or 010170 or 01017D) may exhibit one or more of the following conditions:

- Head unit rebooting at a specific location
- Abnormal destination search operation
- Rebooting caused by no songs on the USB connected iPhone
- One time reboot after ACC-ON
- Audio stays muted after the key is cycled

Some 2016 – 2017 model year applicable vehicles equipped with Entune™ Audio (version 010144) / Entune™ Audio Plus (version 01015E) / Entune™ Premium Audio (version 010182) or earlier may exhibit one or more of the following conditions:

- Intermittent head unit rebooting
- Half blank screen when on maintenance screen and shifting to reverse

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Introduction (Continued)

- Screen freezing during incoming phone call
- Incorrect time in the diagnostic menu
- Radio station information doesn't match radio station that is playing
- Abnormal playlist browsing operation
- Mute stays enabled after key cycle
- "Search along my route" is inoperative
- Improper scaling of traffic data
- Unit missing from distance to destination (showing 11 instead of 11mi)
- MID compass doesn't match navigation screen when switching to North up
- Navigation doesn't match MID when switching from miles to kilometers
- Speed limit is blank on navigation screen
- "Go" button on VR screen is inoperative

Some 2016 – 2017 model year applicable vehicles equipped with Entune™ Audio (version 010145) / Entune™ Audio Plus (version 010161) / Entune™ Premium Audio (version 010189) or earlier may exhibit one of the following conditions:

- After reprogram from map SD, map won't be displayed
- "Low Fuel" pop-up message is not displayed
- Continuous rebooting
- Abnormal POI Operation
- Rebooting while transferring phone book data
- Unable to change volume on BT Audio when paused
- Song data not sent when playing from BT Audio
- DTC B15F6 is set
- Unable to select the number of flashes for lane change signaling

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

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Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1608	Software Update	4Runner	0.3	86100-35351	87	74
				86100-35361		
				86100-35371		
				86100-35381		
				86100-35391		
				86100-35401		
				86100-35411		
				86100-35421		
				86100-35431		
				86100-35460		
				86100-35470		
				86100-35510		
				86100-35440		
		86100-35450				
		86100-35480				
		86100-35490				
		86100-35500				
		86100-35520				
		Avalon, Avalon HV		86140-07100		
				86804-07110		
86804-07120						
86100-07131						
86100-07141						
Highlander, Highlander HV	86804-0E270					
	86100-0E271					
	86804-0E280					
	86100-0E281					
Prius	86140-47270					
	86804-47340					
	86804-47330					
	86100-47561					
	86100-47461					
Prius Prime	86804-47330					

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Warranty Information (Continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1608	Software Update	Prius V	0.3	86100-47601 86100-47611 86100-47621 86100-47631 86804-47290 86804-47300 86804-47310 86804-47320 86140-47450	87	74
		Sequoia		86140-0C150 86140-0C160 86804-0C160 86804-0C170 86804-0C180 86804-0C190 86100-0C220 86100-0C230 86100-0C240 86100-0C250		
		Sienna		86804-08030 86804-08040 86100-08061 86100-08071		
		Tacoma		86804-04090 86140-04100 86804-04120 86804-04130 86100-04160 86100-04170 86100-04180 86140-04160 86140-04170 86140-04180		

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Warranty Information (Continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1608	Software Update	Tundra	0.3	86100-0C181 86100-0C191 86100-0C201 86100-0C211 86804-0C120 86804-0C130 86804-0C140 86804-0C150 86140-0C100 86140-0C110 86140-0C120 86140-0C130 86140-0C140	87	74

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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Firmware Update Information

MODEL	HEAD UNIT	FIRMWARE UPDATE FILE
Avalon, Avalon HV	Entune™ Audio Plus	13TDDANA-DA11_0102.kwi
	Entune™ Premium Audio	13TDANNA-DA12_0140.kwi
Tacoma, Tundra, Prius, Prius V	Entune™ Audio	13TBDANA-DA10_0071.kwi
Tacoma, Tundra, Sequoia	Entune™ Audio Plus	13TDDANA-DA10_0102.kwi
Tundra (South America)	Entune™ Audio Plus	13TDDANA-DA12_0102.kwi
Tacoma, Tundra, Prius, Prius Prime Prius V, Sequoia, Highlander, Highlander HV, 4Runner, Sienna	Entune™ Premium Audio	13TDANNA-DA11_0140.kwi

MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file may be downloaded directly from this Service Bulletin by clicking on the applicable file name in the table above. Once downloaded, the file may be copied 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 – Reprogramming – Reference Documents – “[Multimedia Software Download Instructions](#)”*

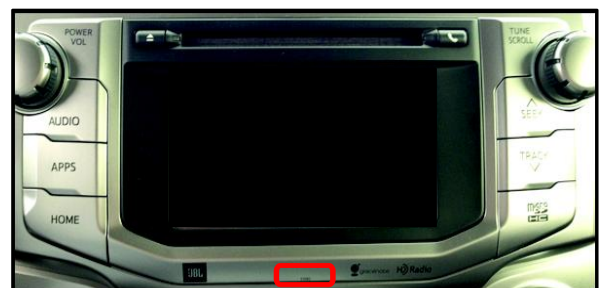
Software Update Procedure

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, Prius V, Sienna, Sequoia, Tacoma & Tundra



Figure 2. 4Runner



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Software Update Procedure (Continued)

Table 1. Panel ID Information

MODEL	Entune™ Audio	Entune™ Audio Plus	Entune™ Premium Audio
4Runner	N/A	N/A	510139
			510140
			510141
			510142
			510143
			510144
			510145
			510146
Avalon, Avalon HV	N/A	510129	510130
			510131
Highlander, Highlander HV	N/A	N/A	510159
			510160
Prius	510028	N/A	510053 510054
Prius Prime	N/A	N/A	510053
Prius V	510163	N/A	510164
			510165
			510166
			510167
Sequoia	N/A	510151 510152	510153
			510154
			510155
			510156
Sienna	N/A	N/A	510157
			510158
Tacoma	510100 510101	510102 510162	510103
			510161
			510104
Tundra	510113	510114 510116 510117	510118
			510119
			510120
			510121
			510121

2. Start the engine.
3. Insert the USB flash drive with the downloaded multimedia update file into the vehicle's USB port.

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Software Update Procedure (Continued)

4. Go to the *Setup* screen.

A. For Entune™ Audio: Press the SETUP button on the panel.

Figure 3. Tacoma, Prius, Prius V



Figure 4. Tundra



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

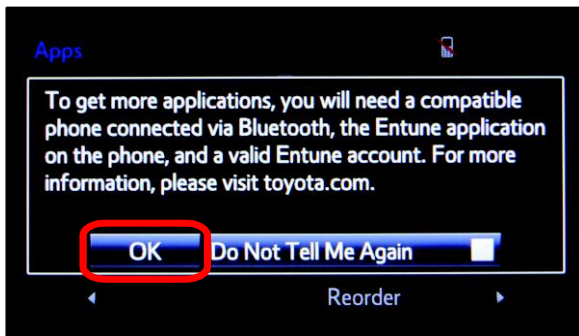
Figure 5. 4Runner, Avalon, Avalon HV, Highlander, Highlander HV, Prius, Prius V, Sienna, Sequoia, Tacoma & Tundra



Figure 6. Tundra



Figure 7.



NOTE

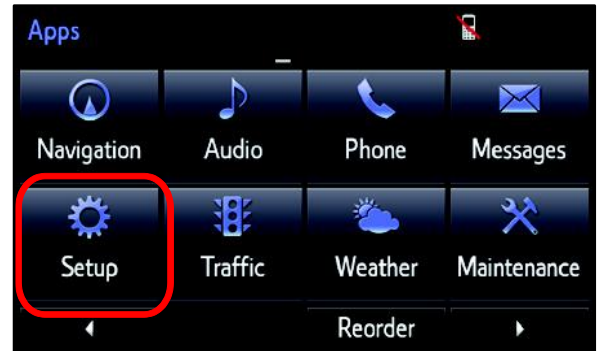
If Entune™ pop-up displays, select **OK**.

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Software Update Procedure (Continued)

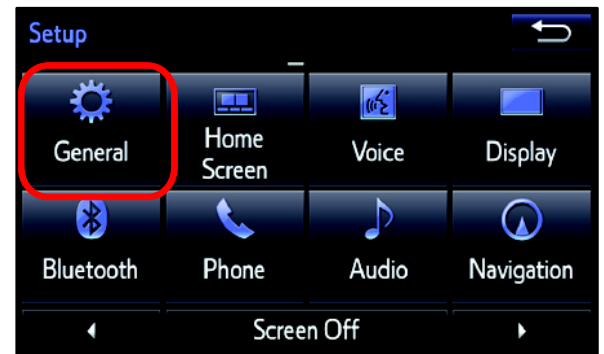
Select *Setup* on the Apps screen.

Figure 8.



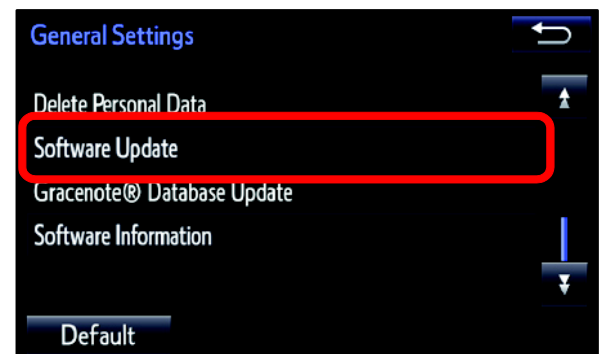
5. Select *General* on the Setup screen.

Figure 9.



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

Figure 10.



HINT

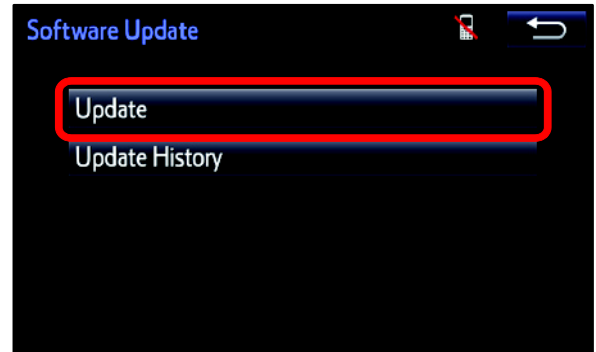
Scroll down the list until *Software Update* is displayed.

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Software Update Procedure (Continued)

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

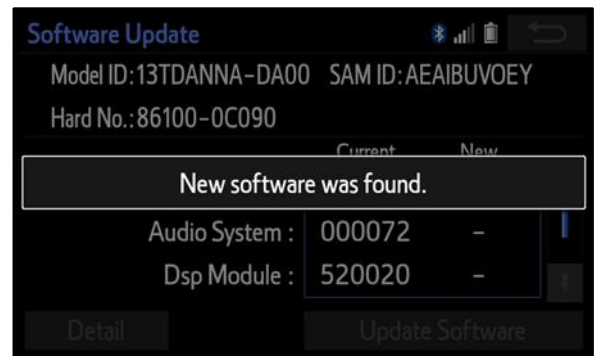
Figure 11.



NOTE

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

Figure 12.



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

Figure 13.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (Continued)

Table 2. Software Version Information

TYPE	Entune™ Audio		Entune™ Audio Plus		Entune™ Premium Audio	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	01013E 010144 010145	010147	010156 01015C 01015E 010161	010166	010170 010171 01017D 010182 010189	01018C
Audio System	00008E	–	000093	–	000095	–
Dsp Module	910010	–	A10010	–	A10010	–
Sub	010001	–	010001	–	010001	–
Can	130209	–	130209	–	130209	–

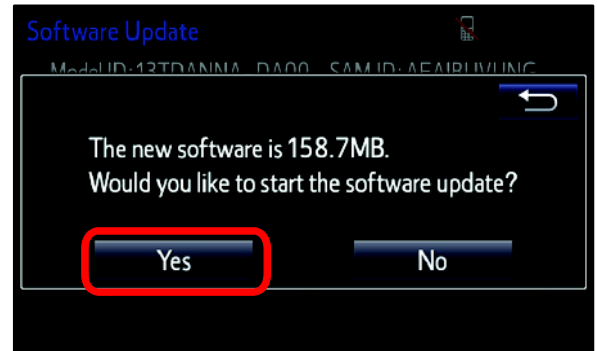
9. Select *Update Software* on the Software Update screen.

Figure 14.



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

Figure 15.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (Continued)

- 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 out of the vehicle USB port.

For Entune™ Premium Audio:

If 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 3 – 11.

NOTE

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

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

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

Figure 16.

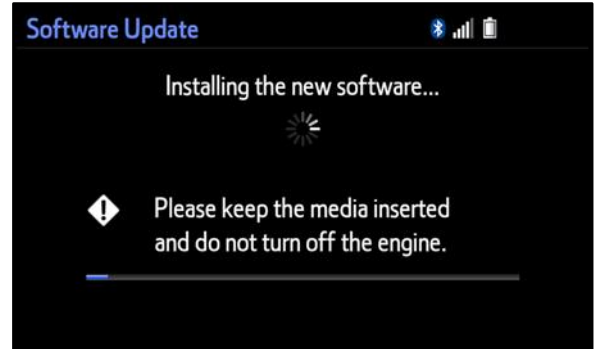
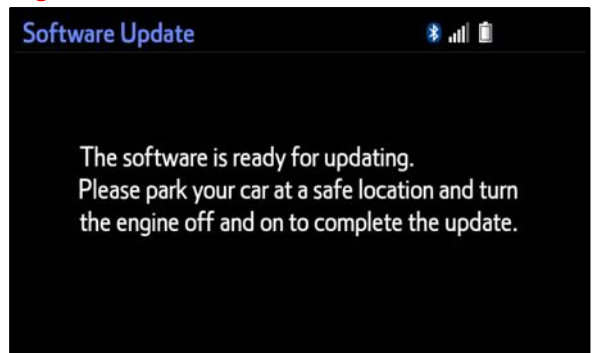


Figure 17.



1	Map Micro SD Card
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Figure 18.



- Remove the USB flash drive from the vehicle USB port.

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Software Version Confirmation

1. Perform steps 3 – 6 of the Software Update procedure to re-enter the Software Update screen.
2. Verify that the software information is updated on the Software Update screen.

Figure 19.

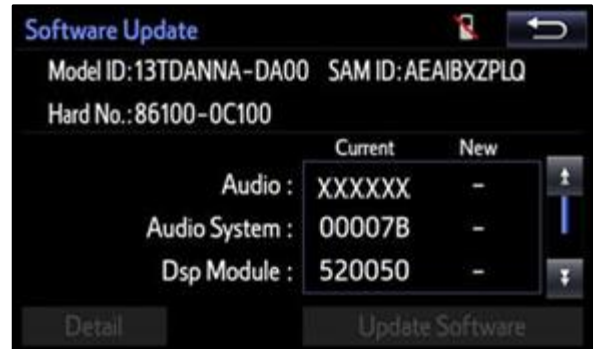


Table 3. New Software Version Information

TYPE	Entune™ Audio		Entune™ Audio Plus		Entune™ Premium Audio	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	010147	–	010166	–	01018C	–
Audio System	00008E	–	000093	–	000095	–
Dsp Module	910010	–	A10010	–	A10010	–
Sub	010001	–	010001	–	010001	–
Can	130209	–	130209	–	130209	–

* Updated version information