

Navigation System Firmware Update

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA



Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	CT200H	

REVISION NOTICE

October 1, 2014 Rev1:

- The entire bulletin has been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2014 model year CT 200h vehicles equipped with navigation (version less than V10C8741) may exhibit one or more of the following conditions:

- Unit resets to the startup screen at times
- Display screen flashes blue while driving
- Black screen after ACC OFF/ON
- Black screen after changing from reverse screen to map screen
- Reset while creating the play list for USB audio
- The previous cover art image is displayed while a new DISC is being played
- Screen flashing after pressing back button (Favorite POI Categories screen)
- Pandora® not available at times

Some 2014 model year CT 200h vehicles equipped with navigation (version less than V10C8710) may exhibit one or more of the following conditions

- Disconnecting and reconnecting Bluetooth® device
- Manually disabling Bluetooth® from the handset results in the inability of the head unit to reconnect to the handset

A software update is now available to address these conditions.

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1313	Update Software	0.3	86804-76080	87	74

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY	APPLICABLE FILE ON THE USB DRIVE
USB Drive Firmware Update – Denso*	02028-DENSO-14D	1	13LHENNA-AB01_1050.kwi

* Essential SST.

MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file may also 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.

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Repair Procedure

1. Confirm the software version.

A. Start the engine. The *LEXUS* emblem will be displayed on the navigation screen.

Figure 1.



B. Wait for the display to switch to the *Caution* screen, and then select *Continue*. The map screen will display.

Figure 2.



C. Connect USB Drive SST (or the USB Drive containing the file downloaded from the link in this Service Bulletin) to the USB port.

D. From the navigation menu, select *Setup*.

Figure 3.



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Repair Procedure (Continued)

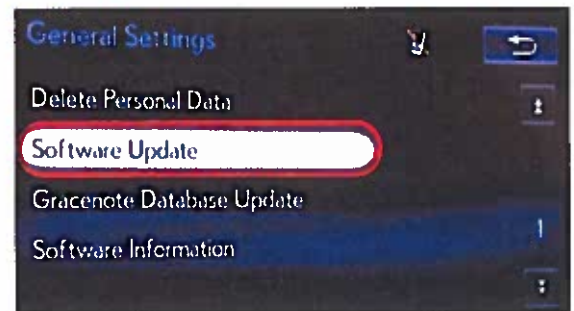
E. Select *General*.

Figure 4.



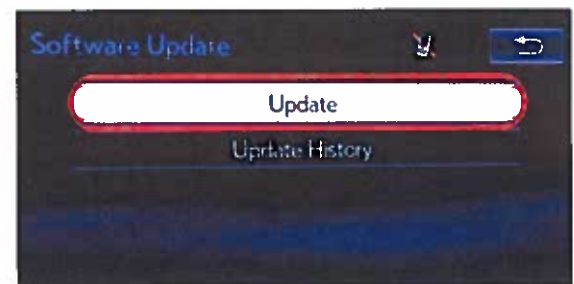
F. Select *Software Update*.

Figure 5.



G. Select *Update*.

Figure 6.



H. Confirm the current version is older than the new version.

- If the current version is V10C8741 or greater, **STOP** – this bulletin does NOT apply.
- If the current version is less than V10C8741 proceed to the next step.

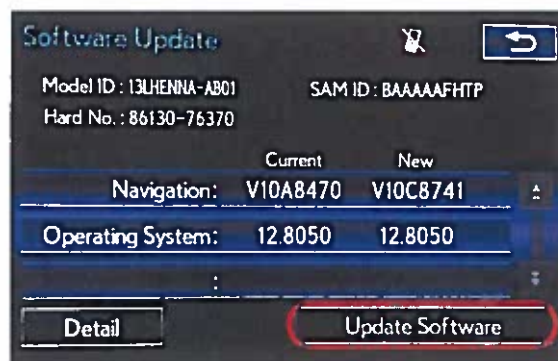
Navigation System Firmware Update

Repair Procedure (Continued)

2. Update software version.

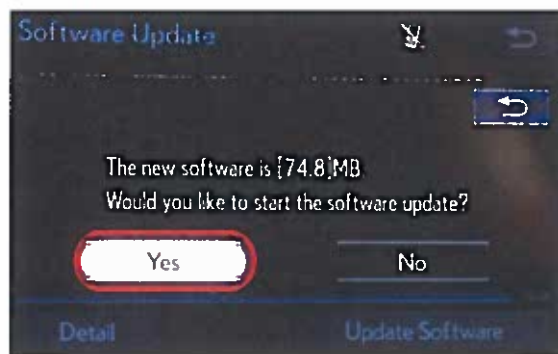
A. Select *Update Software*.

Figure 7.



B. Select Yes.

Figure 8.



C. Wait for the software to install.

Figure 9.



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Repair Procedure (Continued)

- D. Cycle the ignition OFF and ON to complete the update.

Figure 10.



- E. Remove the USB Drive SST (or the USB Drive containing the file downloaded from the link in this Service Bulletin).
- F. Confirm the current software version has been updated on the *software Update* screen.

Figure 11.

