

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 - 2013	4Runner, Corolla, RAV4, Tacoma	
2013 - 2014	Avalon HV, Venza	
2012 - 2014	Avalon, Camry, Camry HV, Prius C, Prius V	
2013	Highlander, Highlander HV	
2012 - 2015	Prius, Prius PHV	

REVISION NOTICE

August 1, 2016 Rev1:

- Introduction has been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2012 model year vehicles equipped with a Display Audio Navigation System and Entune™ (version less than 2.1.0) may exhibit 1 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

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

Introduction (Continued)

Some 2012 – 2013 model year vehicles equipped with a Display Audio Navigation System (Non-HDD) and Entune™ (version less than 2.2.0) may exhibit 1 or more of the following conditions:

- “*Address non-navigable*” message when using the navigation system
- Head unit audio does NOT switch correctly between day and night modes
- Dynamic re-route navigation setting is NOT remembered after ignition cycle
- Traffic Radius Filter setting is NOT remembered after ignition cycle
- “*You have arrived at your destination*” message gives incorrect side of street
- Head unit does NOT display incoming iPhone® iOS 6 text message sender ID
- Head unit does NOT fully display incoming iPhone® iOS 6 text messages which include carriage returns (line breaks)

Some 2012 – 2014 model year vehicles equipped with a Display Audio Navigation System (Non-HDD) and Entune™ (version less than 3.2.0) may exhibit 1 or more of the following conditions:

- Roads flash ON and OFF in certain zoom levels (when Entune™ is in use)
- Discolored bands appear across the screen (when Entune™ is in use)
- Map area on the screen is black and ONLY buttons are visible (when Entune™ is in use)
- Navigation freezes (when Entune™ is in use)
- When Bluetooth® is the last audio mode selected in previous ignition cycle, audio source switches back to Bluetooth® when another source is selected immediately after the engine starts

Some 2012 – 2015 model year vehicles equipped with a Display Audio Navigation System (Non-HDD) and Entune™ (Version less than 4.1.0) may exhibit 1 or more of the following conditions:

- When using navigation route guidance the arrival time at the destination was incorrect. The GPS indicated arrival time was off by one hour (issue connected to Daylight Savings Time)
- Phonebook entries could NOT be found on the head unit phonebook list due to an issue with uppercase and lowercase text entry
- Podcasts CANNOT be played back on Apple devices loaded with or upgraded to iOS 8, when in iPod® audio mode. “Loading...” displayed on screen
- Bing™ search engine service app will be removed and replaced with Destination Search

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

Introduction (Continued)

Some 2012 – 2015 model year vehicles equipped with a Display Audio Navigation System (Non-HDD) and Entune™ (Version less than 5.1.0) may exhibit 1 or more of the following conditions:

iHeartRadio

- Empty metadata for some stations may show “null”.
- App gets stuck on startup when utilizing DUN/PAN connections with iPhone.
- Select 3rd live party stations do not play (stuck on buffering screen).
- Incorrect instructions text on search input screen.
- Radio stations that are loaded during a scan is added to recently played list.
- Episode descriptions are missing in the metadata on custom talk shows.
- User is unable to toggle thumb up/down when skip limit is reached.
- Default live station logo is displayed for all live stations.
- Custom talk shows are not properly sorted.
- Discovery tuner selection is not recalled when switching custom stations.
- Discovery tuner selection gets stuck when switching custom stations.

Slacker

- Format issues on authentication failure error message.
- Misleading message when account is unlinked.
- App may get stuck on buffering when disconnecting and connecting iPhone.

USB

- Audio does not resume when going through a power cycle.

iPod

- Play more like this feature though voice command does not function.

Software version 5.1.0 added NEW and improved applications (Slacker and iHeartRadio®) and additional updates. Upon a customer request, version 5.2.0 provided in this bulletin may be used to install these NEW apps on multimedia systems with software versions older than 5.1.0. The NEW software has been developed to enhance the Entune™ experience in vehicles equipped with the Display Audio Navigation System with Entune™.

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

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1514	Entune/Navigation	0.3	PT296-47120-AA	99	99

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

FILE NAME	SOFTWARE VERSION
01039-HBEKR-16A.ZIP	5.2.0

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. Once downloaded, the file may be extracted (unzipped) from the "zip" folder and 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"](#)*

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

Repair Procedure

1. Confirm that 1 or more of the conditions listed in the Introduction for all software variants are present.

NOTE

- Non-HDD Type Navigation units have a CD slot visible on the front of the radio.
- HDD Type Navigation units have a tilt-open navigation screen and CD slot behind the screen.

Figure 1.



2. Check the software version.
 - A. Press the *Setup* button.
 - B. In the Setup Menu, select *General*.

Figure 2.

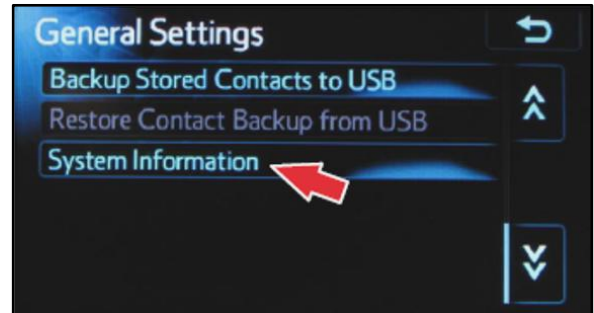


Abnormal Entune/Navigation Operation For Display Audio (Non-HDD Type)

Repair Procedure (Continued)

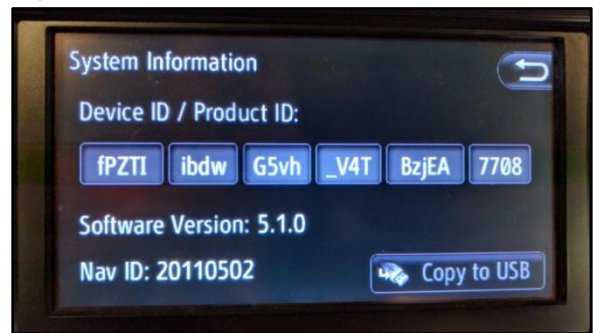
- C. In the General Settings Menu, scroll down and select *System Information*.

Figure 3.



- D. In the System Information Menu, the Software Version information is displayed (eg. 1.7.x 1.8.4, 2.1.0, 2.2.0, 3.1.0, 3.2.0, 4.1.0, 5.1.0).

Figure 4.



- E. Is the software version lower than 5.2.0? (See example above.)
- **YES** – Go to step 3.
 - **NO** – (Version 5.2.0 is present) This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
3. Start the vehicle or put the hybrid system in Ready ON mode.
 4. Turn the radio ON.
 5. Press the *Apps* button (the system will switch to the *Apps* main page).
 6. Install the USB Drive SST into the vehicle's USB slot (there will be a short pause while the software version is read).

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Repair Procedure (Continued)

7. An "Update software from X.X.X to 5.2.0?" message will be displayed.

8. Select Yes.

9. A "Please do not interrupt the software update once it has started. The engine must be running during the software update." message will be displayed.

10. Select *Confirm* (the engine must be running or hybrid system in Ready ON mode during software update).

11. The software will begin and the screen will show a "Package 1of 8" message, and continue through 8 of 8. It will take approximately 5 minutes for the update to complete.

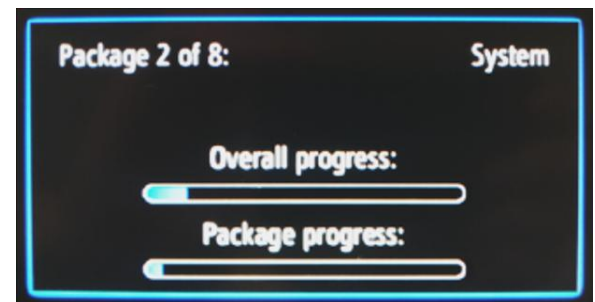
Figure 5.



Figure 6.



Figure 7.

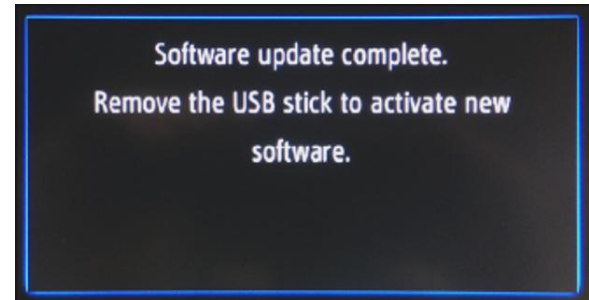


Abnormal Entune/Navigation Operation For Display Audio (Non-HDD Type)

Repair Procedure (Continued)

12. When finished, a “Software update complete” message is displayed.

Figure 8.

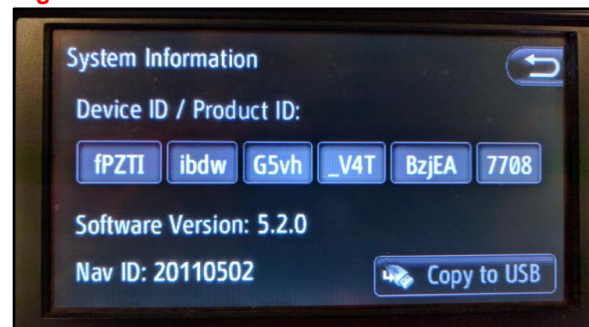


13. Remove the USB Drive SST.

14. Turn the vehicle OFF and restart it.

15. Confirm the software version was updated by performing the Software Version Check Procedure.

Figure 9.



16. Pair the dealership troubleshooting phone to perform general operation checks and confirm that the condition was corrected.

17. Delete the dealership troubleshooting phone from the paired devices list.