

Service

Category Audio/Visual/Telematics

ion/Multi Info Display	Market USA	Toyota Supports
t	tion/Multi Info Display	tion/Multi Info Display Market USA

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2013	4Runner, Avalon, Avalon HV, Camry, Camry HV, Corolla, Highlander, Highlander HV, Prius, Prius C, Prius PHV, Prius V, RAV4, Tacoma, Venza	
2012	4Runner, Camry, Camry HV, Corolla, Prius, Prius C, Prius PHV, Prius V, RAV4, Tacoma	
2014	Avalon, Avalon HV, Camry, Camry HV, Prius, Prius C, Prius PHV, Prius V, Venza	
2015	Prius, Prius PHV	

REVISION NOTICE

August 23, 2016 Rev1:

• Applicability has been updated to include 2015 model year Prius and Prius PHV vehicles.

Any previous printed versions of this bulletin should be discarded.

SUPERSESSION NOTICE

The information contained in this bulletin supersedes SB No. T-SB-0005-13.

• Applicability has been updated to include 2012 – 2014 model year vehicles.

Service Bulletin No. T-SB-0005-13 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Introduction

Toyota models equipped with the Display Audio Navigation System require a Special Service Tool (SST) USB drive to update the map, points of interest, Gracenote®, and system software. The SST is used with all vehicles to deliver the update, however a unique Activation Number is required for each vehicle. Activation Numbers are provided in an Activation Card Number (ACN) pamphlet available through the normal parts ordering system. Use the process described in this bulletin to perform the update.

NOTE

Map data will be released annually through the shipment of a Special Service Tool USB drive to each dealer. The SST must be stored in the SST cabinet to ensure it can be easily found.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	I	—		

Parts Information

PART NUMBER	PART NAME	QTY
86272-HDD07-00	ACN NAV UPDATE - HARMAN (Pamphlet)	1

NOTE

Pamphlet is blue, with Toyota and Harman labels on the front cover.



Required Tools & Equipment

SPECIAL SERVICETOOLS (SST)	PART NUMBER	QTY
USB Drive Navigation Map Update - Harman Becker*	<u>TOYH-EXT01-16</u>	1

* Essential SST.

NOTE

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

Repair Procedure

HINT

Connect a battery charger to the vehicle prior to beginning the process to ensure constant battery voltage.

- 1. Log into TIS.
- 2. Log into Navigation Update Wizard.
 - A. Click on the TIS tab.
 - B. Click on the *Diagnostics* tab.
 - C. Click on the Navigation tab.
 - D. Re-enter your password.
 - E. Click Login.
- 3. Select *Harman* from the *Select Navigation Manufacturer* dropdown.

Fi	g	u	r	e	1	ł	

	Calibrations 1	mobilizer Keset	Telematics	Navigation	Tools & Epupment
Navigation Update Wizard					-
		Receiv	e a License Key		
Once an Activation Card is pur	chased, proceed with the	navigation update	wizerd to obtain a licens	e key.	
the idense key allows the use update.	r to update the map in a	navigation unit with	on the customer's vehicle	 Note that one scenee 	a key allows for one navigation ma
			Research Form		
Re-enter your Password below	to proceed with the Nav	loation Map Update	PLANAL PLANAL PLANAL		
Re-enter your Password below	to proceed with the Nav	igation Map Update	Hargodat Int Int.		
Re-enter your Password below	to proceed with the Nav	spation Map Update			

Figure 2.



4. Enter the *Activation Card Number* from the inside of the pamphlet (obtained from parts department).

Figure 3.

Library 💿 D	lagnostics	o Tech Assistance	• Vehicle Inquiry		
ScanTool	Calibrations	Immobilizer Reset	Telematics	Navigation	Tools
Navigation Update	Wizard				
	Please co	mplete the following field	ts to receive a license key.	0	
	Deale	r Code: 50110			
	Dealer	Name: Toyota City			
	Technician	Name: Vijayaraagavan	Manoharan		
	*Select Na Manufi	vigation Harman 👻			
	"Activation Card N	umber: TOYM-4FZX-2H4	1-4AVT		
(*) - Indicates Requi	red Field(s)				
		Charles Colours	[entrest]		
		Dack Clear	Submic		

5. Click Submit.

Page 4 of 8

Display Audio Map Update Process (Harman DA)

Repair Procedure (Continued)

- 6. Cycle Ignition ON (Ready OFF/Engine OFF).
- 7. Press the *SETUP* button on the navigation head unit.

8. Select General on the navigation screen.

Figure 4.



Figure 5.

Phone

9. Press the down arrow and then select *System Information* on the navigation screen.

Figure 6.



Repair Procedure (Continued)

10. Record the *Nav ID*, located on the bottom left of the navigation screen.

Figure 7.

Figure 8.



- 11. Insert the USB Drive SST into the USB port of the vehicle (usually located under the navigation head unit, center console/armrest, or glove box).
- 12. Select Yes.

Undate Navias	Non Natabaro?	
Update Naviga	tion Database?	
Yes	No	
	Update Navigat	Update Navigation Database? Yes No

13. Record the *Request Code* from the navigation screen.

F	igure 9.	
	and the second se	



Repair Procedure (Continued)

- 14. Enter navigation data into the *Navigation Update Wizard* form.
 - A. Select the correct USB part number (found on the SST packaging; starts with "TOYH").
 - B. Input the Request Code.
 - C. Input Current Nav ID.
 - D. Input VIN.
 - E. Input Repair Order Number.
 - F. Click Submit.

15.	Check off each item after confirming that it is
	correct. If any of the information is incorrect,
	click Back.

Figure 10.

Elbrary Diagr	nostics	O Tech Assistance	O Vehicle Inquiry	
ScanTool	Calibrations	Immobilizer Reset	Telematics	Navigation
Navigation Update Wi	izard			
	Please cor	mplete the following fields	to receive a license ke	¥+.
	Dealer	Code:		
	Dealer	Name:		
	Technician	Name: Vijayaraagavan M	anoharan	
	Navigation Manufa	cturer: Harman		
	"Activation Card N	umber: TOYM-4FZX-2H41-	4AVT-	
	"USB Sti	ck P/N: TOYH EXTDI-12	•	
	*Request	Code: 5790 -72LD -	VODJ - ZEJQ	
	"Current	Nav ID: NQNA2010Q4		
		VIN: ITE BUSIR	5C5080387	
	*Repair Order N	umber: 123456		
(*) - Indicates Required	Field(s)			
		Back Clear	Submit	

Figure 11.

	• Diagnostics	O TECH ASSISTANCE	C venicle indusy		
	ScanTool Calibratio	ns Immobilizer Reset	Telematics	Navigation	Tools 8
Nav	igation Update Wizard				
You	are about to update the Navigation N	tap. Please confirm the follow	ng by checking each box	below.	
	Verter USD OV-L DAL TOYAL	51001.42			
14	TOU have USB Stick P/N TUYH	EXIUI-12			
4	You have entered Request Code	6Y9Q-7ZLD-W0DJ-ZEJQ			
1	You have entered Nav ID NQNA	010Q4			
V	VIN is JTEBU5JR5C5000000				
			firm 1		

- 16. Click Confirm.
- 17. Note the License Key that is generated (print this page if necessary).

Figure 12.

Library 🧖	agnostics	• Tech Assistanc		Vehicle Inquiry		
ScanTool	Calibratio	ns Immobilize	r Reset	Telematics	Navigation	Tools
Navigation Updat	e Wizard					
Thank you Vijayara	igavan Manoharani	This license key is val	id for one up	date. Please print th	is page for your refe	rence.
		Your Liconso Koy	le: 1284-1	(10X-1514-KCW	-	
	Please use this lic	ense key with USB Sti	ck: P/N - TO	YH-EXT01-12	-	
		Request Co	de: 6Y90-7Z	D-W0DJ-ZEJO		
		New Nav	D: NQNA201	1Q1		
Navigation Update 1	ehicle Details					
		V.	IN: JIEBUSA	ISC5080387		
		Kepair Order Name	er: 123450			
		Dea	er: 60805			
	Clie	rik here to return to th	e Navidation	homenade	Print	

Repair Procedure (Continued)

18. Select Enter Key on the navigation screen.



19. Enter the License Key from step 17.

Figure 14.



- 20. Select OK on the navigation screen.
- 21. Select Confirm.

NOTE

If a battery charger is connected to the vehicle to maintain constant voltage, the vehicle does NOT need to be running (ensure that the vehicle ignition is ON (Ready OFF/Engine OFF).

Figure 15.



Repair Procedure (Continued)

22. Navigation Map Update will begin automatically. The installation will update 10 packages (includes system software and Gracenote® updates) during this process and will automatically advance through each update.

NOTE

This process will take about 35 minutes.

23. Remove the USB Drive SST from the vehicle

to complete the Map Update.

Figure 16.



Figure 17.

Up	odate	finish Upd	ed sud late si	ccessfi tick to	ılly. Uı reset	nplug S		

- 24. Map Update is complete.
- 25. Verify navigation operation.