



ATTENTION: This Technical Service Bulletin was issued by Southeast Toyota Distributors, LLC.

For Toyota Dealers located within the Southeast Region: Please refer to SET Dealer Daily to obtain instructions on how to order parts and submit a warranty claim (If applicable).

For Lexus Dealers or Toyota Dealers NOT located in Florida, Georgia, Alabama, South Carolina or North Carolina: For Repair Authorization, Parts Ordering, and Warranty Claims please contact Southeast Toyota Distributors Warranty Claims Department:

(888)851-2722

Press 5, then Press 4 for Out of Region SET Repairs

Accessory.Warranty@SEToyota.com

Thank you for your continued support.

SET Advent Navigation System Hard Reset Procedure

Applicability

YEAR(S)	MODEL(S)	INSTALLED ACCESSORY INFORMATION		
		Description	Accessory Codes	Part Number
2010-2012	Highlander	Navigation Radio	RNNX20, RNNJ20,	00016-48811
2010-2011	Camry		RNJB20, RNJX20,	00016-32029
2010-2011	Corolla		RNNC30, RNNJ30,	00016-32019
2011-2013	Tundra/Sequoia		RNNX30, RNXC31,	00016-34811
2011-2013	Rav4		RNXC40	00016-42600

****This Publication does not apply to Vehicles Originally Equipped with a Navigation System from the factory or Systems added by other manufacturers.**

SUPERSESSION NOTICE

The information contained in this bulletin supersedes SET Bulletin # 172

REVISION NOTICE

02/08/2016- Initial release of SET-TSB-16-001

02/26/2016- Updated software and radio exchange contact information

07/27/2017- New contact information added to obtain software SD card.

Any previously printed versions should be discarded.

Be sure to review the entire content of this bulletin before proceeding

Introduction

The outlined procedure below will perform a “hard reset” on the SET navigation system. This “hard reset” will fix many customer concerns with the navigation system without replacing the unit. These concerns may include, but not limited to:

- Navigation getting “stuck” on SET splash screen.
- Navigation system stuck in a boot loop, or randomly shutting itself off.
- Lag and hesitation during radio operation.
- Certain functions not working / erroneous operation.

SET Advent Navigation Hard Reset Procedure

Warranty Information

For Dealers located in the Southeast Region, Florida, Georgia, Alabama, South Carolina, or North Carolina, Submit Warranty claim utilizing the information below.

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
ARN003	Reset Navigation System	0.3	00016-32029 (Camry) 00016-32019 (Corolla) 00016-34811 (Tundra/Sequoia) 00016-48811 (Highlander) 00016-42600 (Rav4)	99	99
Port Installed Option (PIO) - is in effect for 36 months or 36,000 miles from the vehicle's in-service date, whichever occurs first. <i>Unless otherwise specified in vehicle VIN inquiry.</i>					
Dealer Installed Option (DIO) - is in effect for 12 months, regardless of mileage, from the date the part(s) was installed on the vehicle or the remainder of any applicable New Vehicle Limited Warranty, whichever provides greater coverage.					
Over the Counter Sale (OCS) - is in effect for 12 months, regardless of mileage, from the date the part(s) were sold. Labor is not warranted for over-the counter service part replacements.					

If you are a dealer located outside of the Southeast Region, please contact the SET Accessory Warranty Department at (888) 851-2722 or email Accessory.Warranty@SETToyota.com for claim payment instructions.

Parts Information

PART NUMBER	DISCRIPTION
N/A	Not Applicable

NOTE: The SET Advent Navigation Radios applicable to this bulletin are identified by the "SET Accessories" logo that is displayed during the boot-up process of the navigation. If the screen is not visible, review TIS VIN inquiry for accessory code in vehicle build info indicating port installation or Part Number in service history indicating Dealer installation.



Procedure

1. Connect GR8 battery charger in power supply mode to maintain battery voltage. Turning off the unit or loss of power during the update may damage the radio.

SET Advent Navigation Hard Reset Procedure

2. This procedure will erase any presets saved by the customer. If possible, record any presets in the AM/FM/XM before proceeding.
3. Turn the ignition key to the OFF position.
4. Press and HOLD the top center portion of the touch screen.



5. While holding the touch screen, turn the ignition key to the ON position.
6. You will hear the CD mechanism “buzz” as the radio initializes. The display will turn GREEN. Do not release your finger.



7. Release your finger from the touch screen Once the screen turns from GREEN to BLUE,



8. Touch Calibration Screen is displayed. Follow the calibration prompts by placing your finger in the center of the cross hairs.

NOTE: Some later software versions may bypass the calibration screen.

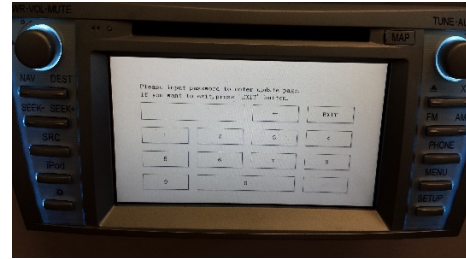


NOTE: If the cursor moves too rapidly to touch, digitizer for radio touch screen has failed. Replacement radio needed.

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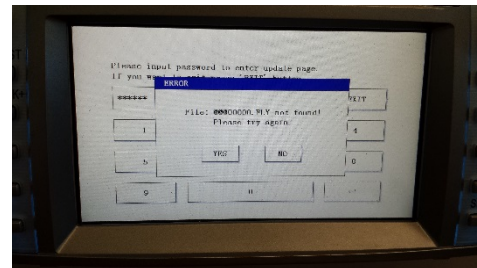
9. “Please input password to enter update page” and a keypad will display on the display panel.

Enter the code **952784** and press the ENTER button in the lower right corner of the keypad.



- If you get an error message “**@@@00000.FLY Not Found! Please try again**” press the NO button, then press EXIT and confirm by selecting YES.
- The error message indicates new software is required. To request updated software SD card, Contact Southeast Toyota Accessory Hotline (888)851-2722, Press prompt 3 for Technical Assistance.

ERROR MESSAGE



During the Hard Reset process the radio will flash status bars across the screen indicating progress. Let it run through the entire process and **DO NOT** shut the radio or vehicle off during this process as damage may occur to the radio. This process should take about 5 minutes.

Once complete, the radio will reboot and start up normally.

10. Reset all customer saved presets (if applicable) and test all functions of the system to ensure proper operation before returning the vehicle to the customer.
11. If the vehicle is equipped with a backup camera, turn the “Rearview Camera” function on in the settings screen.