

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	

SUPERSESSION NOTICE

The information contained in this bulletin supersedes SB No. T-SB-0103-16.

- The entire bulletin has been updated.

Service Bulletin No. T-SB-0103-16 is obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Introduction

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

- Head unit reboots at a specific location
- Destination Search app operates abnormally
- Rebooting is caused by no songs on the USB connected iPhone
- There is a one-time reboot after ignition is cycled to “ACC-ON”
- Audio stays muted after the key is cycled

Entune Audio Head Unit Software Update (Panasonic)

Introduction (Continued)

Some 2016 – 2017 model year 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:

- Head unit reboots intermittently
- Half blank screen appears when on the maintenance screen and shifting to Reverse
- Screen freezes during an incoming phone call
- Incorrect time is displayed in the diagnostic menu
- Radio station information does not match radio station that is playing
- Playlist browsing operates abnormally
- Mute stays enabled after key cycle
- “Search along my route” is inoperative
- Traffic data scales improperly
- Unit of measure is missing from distance to destination (showing “11” instead of “11mi”)
- MID compass does not match navigation screen when switching to North up
- Navigation does not 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 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:

- Map will not display after it has been reprogrammed from the map micro SD card
- “Low Fuel” pop-up message is not displayed
- The head unit continuously reboots
- The POI operates abnormally
- The head unit reboots while transferring phone book data
- Volume cannot be changed on Bluetooth (BT) audio when paused
- Song information is not sent when playing from BT audio
- Diagnostic Trouble Code (DTC) B15F6 is set
- The number of flashes for lane change signaling cannot be selected

Entune Audio Head Unit Software Update (Panasonic)

Introduction (Continued)

Some 2016 – 2017 model year vehicles equipped with the Entune™ Audio (version 010147), Entune™ Audio Plus (version 010166), Entune™ Premium Audio (version 01018C), or earlier may exhibit the following condition:

- Abnormal BT audio playback from iPhone when switching between devices after ignition is cycled to “ACC-OFF”

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

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1701	Software Update	4Runner	0.3	86100-35350	87	74
				86100-35351		
				86100-35352		
				86100-35360		
				86100-35361		
				86100-35362		
				86100-35370		
				86100-35371		
				86100-35372		
				86100-35380		
				86100-35381		
				86100-35382		
				86100-35390		
				86100-35391		
				86100-35392		
				86100-35400		
				86100-35401		
				86100-35402		
				86100-35410		
				86100-35411		
86100-35412						
86100-35420						
86100-35421						
86100-35422						
86100-35430						
86100-35431						

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information (Continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1701	Software Update	4Runner	0.3	86100-35432 86100-35460 86100-35470 86100-35510 86100-35440 86100-35450 86100-35480 86100-35490 86100-35500 86100-35520	87	74
		Avalon, Avalon HV		86140-07100 86804-07110 86804-07120 86100-07130 86100-07131 86100-07132 86100-07133 86100-07140 86100-07141 86100-07142 86100-07143		
		Highlander, Highlander HV		86100-0E270 86100-0E271 86100-0E272 86100-0E280 86100-0E281 86100-0E282 86100-0E290 86100-0E291 86100-0E300 86100-0E301 86804-0E270 86804-0E280 86804-0E290 86804-0E300		
		Prius		86100-47460 86100-47462 86100-47560 86100-47561 86100-47562 86100-47461 86140-47270 86804-47340 86804-47330		
		Prius Prime		86804-47330		

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information (Continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1701	Software Update	Prius V	0.3	86100-47600	87	74
				86100-47601		
				86100-47602		
				86100-47610		
				86100-47611		
				86100-47612		
				86100-47620		
				86100-47621		
				86100-47622		
				86100-47630		
				86100-47631		
				86100-47632		
				86140-47450		
				86804-47290		
				86804-47300		
		86804-47310				
		86804-47320				
		Sequoia		86140-0C150		
				86140-0C160		
				86804-0C160		
				86804-0C170		
				86804-0C180		
				86804-0C190		
				86100-0C220		
				86100-0C221		
				86100-0C230		
				86100-0C231		
		Sienna		86100-0C240		
				86100-0C241		
				86100-0C250		
				86100-0C251		
				86804-08030		
				86804-08040		
86100-08061						
86100-08062						
86100-08063						
86100-08071						
86100-08072						
86100-08073						

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information (Continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1701	Software Update	Tacoma	0.3	86804-04090 86140-04100 86804-04120 86804-04130 86100-04160 86100-04161 86100-04170 86100-04171 86100-04180 86100-04181 86140-04160 86140-04170 86140-04180	87	74
		Tundra		86100-0C180 86100-0C181 86100-0C182 86100-0C190 86100-0C191 86100-0C192 86100-0C200 86100-0C201 86100-0C202 86100-0C210 86100-0C211 86100-0C212 86804-0C120 86804-0C130 86804-0C140 86804-0C150 86140-0C100 86140-0C110 86140-0C120 86140-0C130		

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.

Entune Audio Head Unit Software Update (Panasonic)

Multimedia Software Update Information

MODEL	HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE
Avalon, Avalon HV	Entune™ Audio Plus	13TDDANA-DA11_0105.kwi
	Entune™ Premium Audio	13TDANNA-DA12_0141.kwi
Tacoma, Tundra, Prius, Prius V	Entune™ Audio	13TBDANA-DA10_0072.kwi
Tacoma, Tundra, Sequoia	Entune™ Audio Plus	13TDDANA-DA10_0105.kwi
Tacoma, Tundra, Prius, Prius Prime, Prius V, Sequoia, Highlander, Highlander HV, 4Runner, Sienna	Entune™ Premium Audio	13TDANNA-DA11_0141.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 – Calibrations – Reference Documents – “[Multimedia Software Download Instructions](#)”*

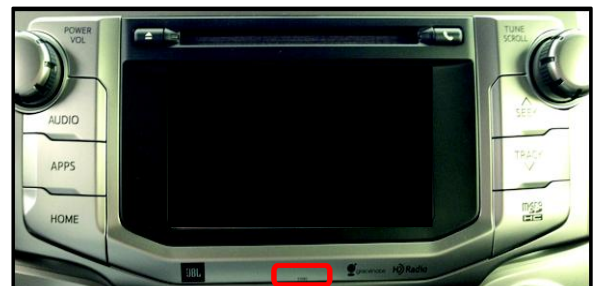
Software Update Procedure

1. Confirm the audio system type by checking the faceplate ID printed on the bottom-right or bottom-center of the head unit. See Table 1 for the applicable model faceplate ID number.

Figure 1. Avalon, Avalon HV, Highlander, Highlander HV, Prius, Prius V, Sienna, Sequoia, Tacoma, and Tundra



Figure 2. 4Runner



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (Continued)

Table 1. Faceplate ID Information

MODEL	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM AUDIO
4Runner	N/A	N/A	510139 510140 510141 510142 510143 510144 510145 510146 510147
Avalon, Avalon HV	N/A	510129	510130 510131
Highlander, Highlander HV	N/A	N/A	510159 510160 510179 510180
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

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

Entune Audio Head Unit Software Update (Panasonic)

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 and Entune™ Premium Audio: Press the *APPS* button on the panel.

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



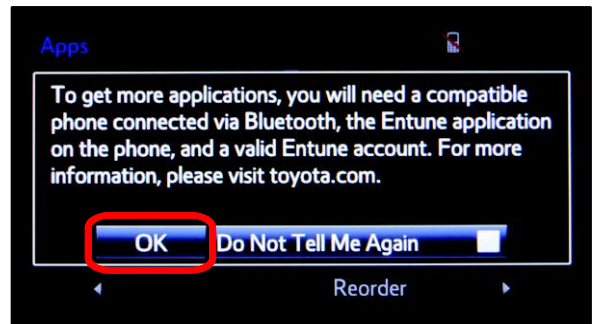
Figure 6. Tundra



NOTE

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

Figure 7.

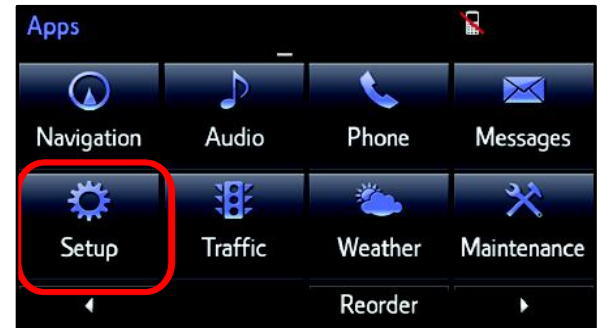


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (Continued)

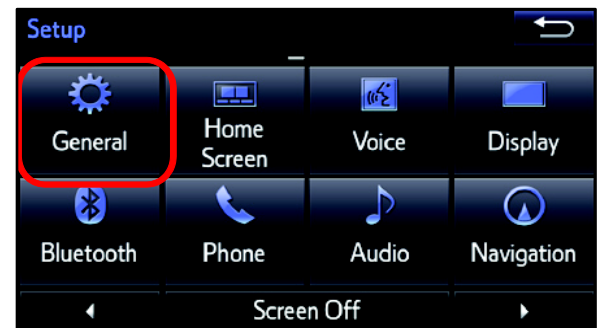
5. Select *Setup* on the “Apps” screen.

Figure 8.



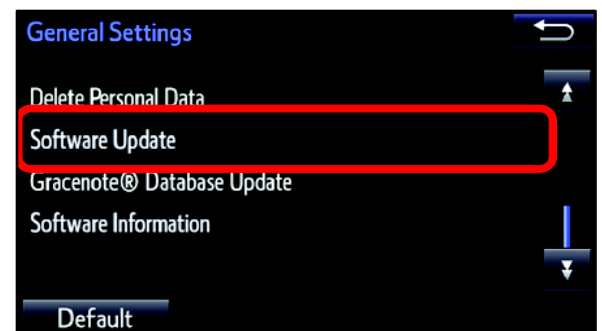
6. Select *General* on the “Setup” screen.

Figure 9.



7. Select *Software Update* from the list on the “General Settings” screen.

Figure 10.

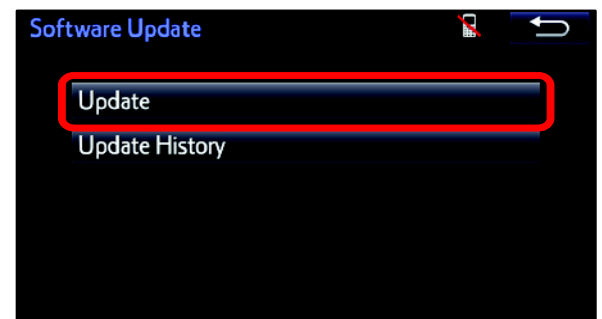


HINT

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

8. Select *Update* on the “Software Update” screen.

Figure 11.



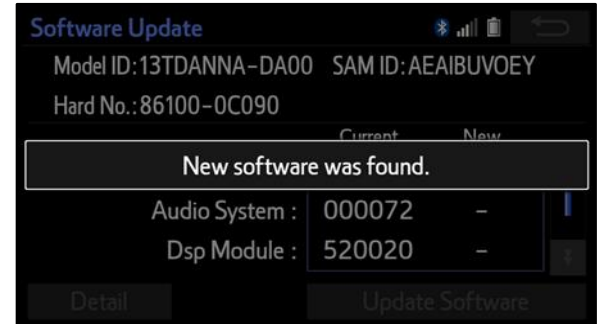
Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (Continued)

NOTE

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

Figure 12.



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

Figure 13.



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	010148	010156 01015C 01015E 010161 010166	010169	010170 010171 01017D 010182 010189 01018C	01018D
Audio System	0008E	-	000093	-	000095 000099	-
DSP Module	910010	-	A10010	-	A100010	-
Sub	010001	-	010001	-	010001	-
Can	130209	-	130209	-	130209	-

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (Continued)

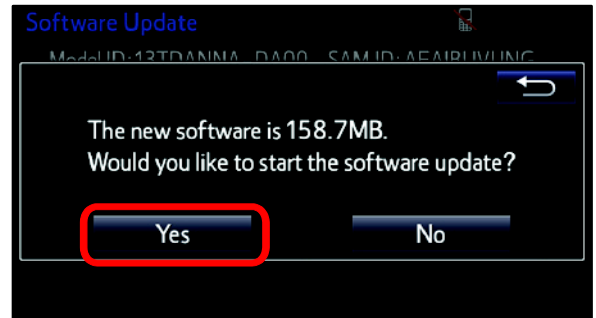
10. Select *Update Software* on the “Software Update” screen.

Figure 14.



11. 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)

12. The unit will begin 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.

NOTE

For Entune™ Premium Audio:

- If the 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 – 12.
- Software update error is more likely to occur in areas with more traffic information.

Once the update is complete, reinsert the map micro SD card into the head unit, cycle the ignition OFF, and proceed to step 13.

Figure 16.

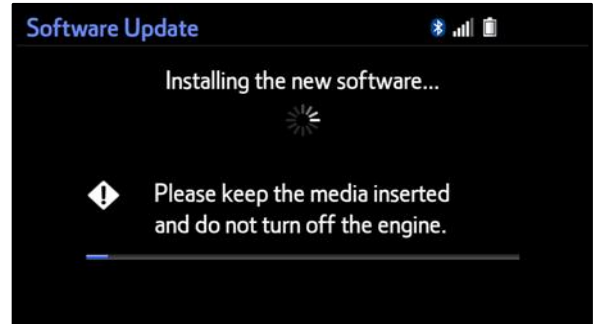


Figure 17.

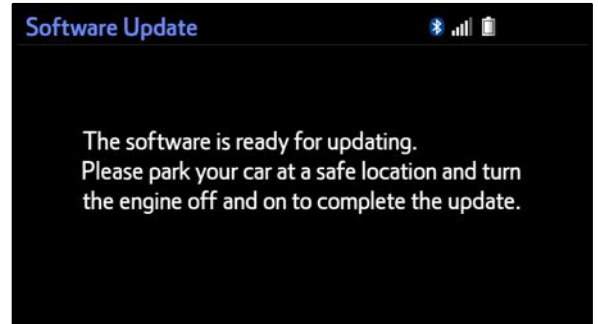


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (Continued)

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

Figure 18.



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

Software Version Confirmation

- Perform steps 3 – 7 of the Software Update Procedure to re-enter the “Software Update” screen.
- Verify that the software information is updated on the “Software Update” screen. See Table 3 for the current software version.

Figure 19.

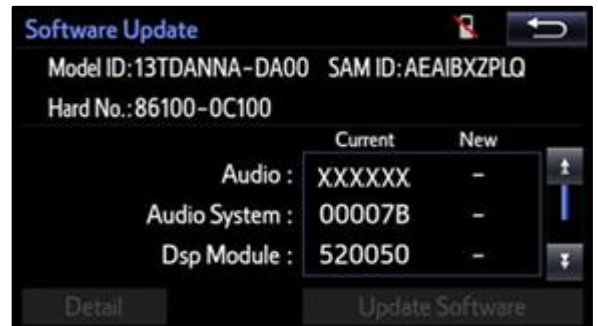


Table 3. New Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	010148	–	010169	–	01018D	–
Audio System	0008E	–	000093	–	000095 000099	–
DSP Module	910010	–	A10010	–	A100010	–
Sub	010001	–	010001	–	010001	–
Can	130209	–	130209	–	130209	–