

Navigation System Software Update

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2015 - 2017	CT200H, GX460, NX200T, NX300H, RC F	
2015 - 2016	ES300H, ES350, IS350	
2015	GS350, GS450H, IS250, LS460, LS600H	
2016	IS200T, IS300	
2016 - 2017	RC200T, RC300	

SUPERSESION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. L-SB-0035-15.

- The entire bulletin has been updated.

Service Bulletin No. L-SB-0035-15 is obsolete and any printed versions should be discarded.

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

Introduction

Some 2015 – 2017 model year Lexus vehicles equipped with navigation (version older than V1##8940) may exhibit one or more of the following conditions:

- Unable to download Destination Assist
- Software update date does not display
- “Calculating” message displays on the map screen without displaying street name and remaining distance
- Unable to guide a route on the Home screen
- Black display screen
- Bluetooth® disconnects intermittently

Navigation System Software Update

Introduction (continued)

Some 2015 – 2016 model year Lexus vehicles equipped with navigation (version older than V1##8910) may exhibit one or more of the following conditions:

- Inoperative Voice Recognition
- Same XM channel icon is used for different channels
- Loss of traffic information intermittently when using Lexus Enform
- Traffic incident mark "!" on the map screen, but no information on the traffic incident screen
- iPod® scroll is stopped changing by tune knob
- Inoperative Home button
- Reset occurs while making a turn off the highlighted route
- After correction of text in Quick Message¹⁵, the corrected text displays in Quick Message¹³
- Navigation system reboots intermittently
- Navigation system reboots after receiving errant weather data
- Some screens with clock information display “12:00” as “0:00”

Some 2015 model year Lexus vehicles equipped with navigation (version older than V1##8871) may exhibit one or more of the following conditions:

- Navigation system becomes frozen/has no response or slow response
- Missing or incorrect HD traffic incidents and/or flow data displays on the screen
- Navigation system resets
- iPod® error displays with Apple® device connected to the USB port
- Song title does not update when using Siri
- Display is blank after a Bluetooth® Audio device is connected
- No audio sound after completing a phone call
- Navigation system resets when playing an audio book on a CD
- Unable to load multiple destinations when using Destination Assist feature

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

Navigation System Software Update

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1513	Software Update	0.3	86804-33860 86804-33870 86804-78010 86804-78270 86804-24210 86804-24220 86804-53T40 86804-53T50 86804-60C90 86804-60C60 86804-76820 86804-76810 86804-30B10 86804-30B20 86130-30660 86804-50720 86804-50750	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.

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Software Update Information

MULTIMEDIA TYPE	YEAR	MODEL	APPLICABLE USB DRIVE FILE
Navigation With 7-in. Screen	2015	IS 250	13LHENNA-AB01_0006.kwi
	2015 – 2016	ES 300h, ES 350, IS 350	
	2015 – 2017	CT 200h, NX 200t, NX 300h, RC 350, RC F	
	2016 – 2017	RC 200t, RC 300	
	2016	IS 200t, IS 300	
Navigation With 12.3-in. Screen	2015	LS 460, GS 350, GS 450h, LS 600h	13LWENNA-AB01_0004.kwi
Non-navigation With 8-in. Screen		GS 350, GS 450h	13LHEANA-AB01_0004.kwi
Navigation With 8-in. Screen	2015 – 2017	GX 460	13LHENNA-AA01_0007.kwi

MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file(s) may be downloaded directly from this Service Bulletin by clicking on the applicable file name(s) in the table above. Once downloaded, the file(s) may be copied directly to a commonly available blank USB flash drive.

For USB flash drive requirements and download instructions:
Refer to *TIS – Diagnostics – Reprogramming – Reference Documents – “[Multimedia Software Download Instructions](#)”*

Software Update Procedure

1. Confirm the software version.
 - A. Start the engine.
The Lexus emblem will display on the navigation screen.

Figure 1.

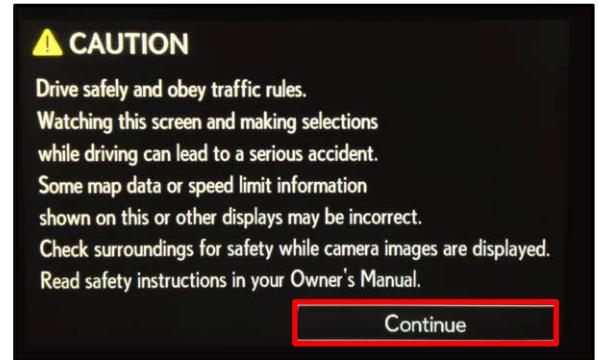


Navigation System Software Update

Software Update Procedure (continued)

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

Figure 2.



- C. Connect the USB flash drive to the USB port.
- D. From the navigation menu, select Setup.

Figure 3.



- E. From the Setup menu, select General.

Figure 4.

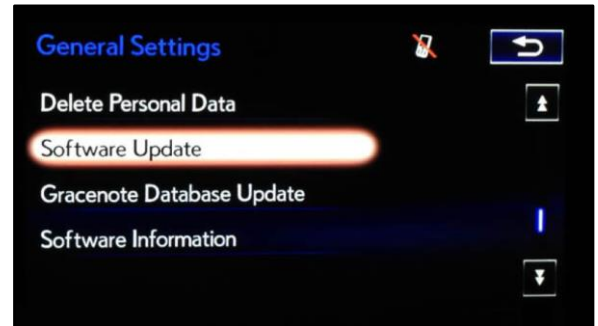


Navigation System Software Update

Software Update Procedure (continued)

F. From the General Settings menu, select Software Update.

Figure 5.



G. From the Software Update menu, select Update.

Figure 6.



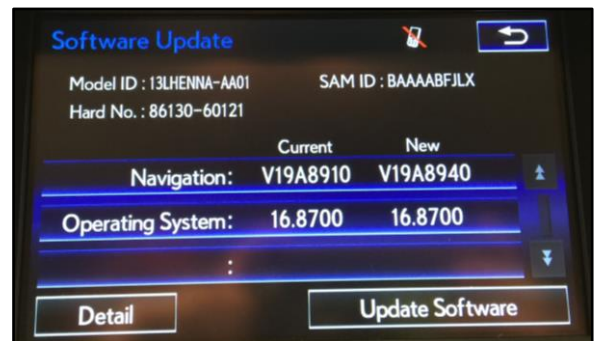
H. Confirm that the current version is OLDER than the NEW version.

- If the current version is V1##8940 or newer, this bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- If the current version is older than V1##8940, continue to step 2.

2. Update the software version.

A. Select Update Software.

Figure 7.



Navigation System Software Update

Software Update Procedure (continued)

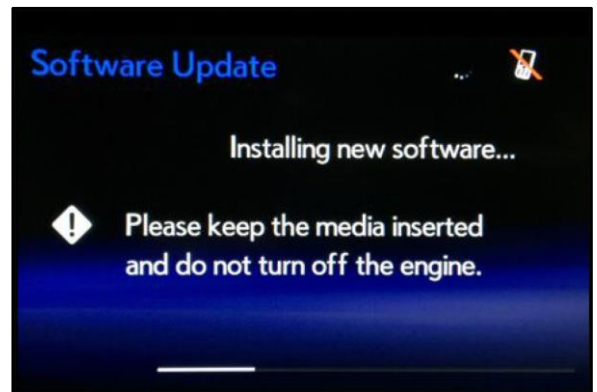
- B. Select Yes on the “Would you like to start the software update?” pop-up.

Figure 8.



- C. Wait for the software to complete installation.

Figure 9.

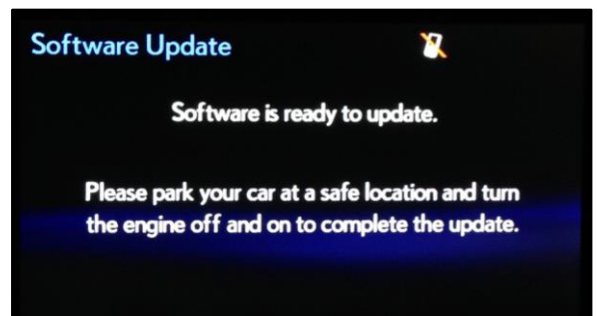


- D. Cycle the ignition OFF and ON to complete the update.

NOTE

AFTER the ignition is turned OFF and ON, the update will take several minutes to complete.

Figure 10.



Navigation System Software Update

Software Update Procedure (continued)

- E. Do NOT remove the USB flash drive or turn off the ignition until the navigation screen displays.

Figure 11.



- F. Confirm that the current software version is updated on the Software Update screen.

Figure 12.

