TOYOTA
Technical Service Bulletin

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
2014 - 2015	4Runner, Highlander, Highlander HV, Sequoia, Tacoma, Tundra	
2015	Avalon, Avalon HV, Prius V, Sienna, Venza	
2016 - 2017	Mirai	

REVISION NOTICE

March 23, 2017 Rev1:

- **Applicability has been updated to include 2016 – 2017 model year Mirai vehicles.**
- **Software Version Information charts and the Introduction have been updated.**

Any previous printed versions of this bulletin should be discarded.

SUPERSESSION NOTICE

The information contained in this bulletin supersedes SB No. T-SB-0160-14.

- **The Required Tools & Equipment section has been updated.**

Service Bulletin No. T-SB-0160-14 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Introduction

Some 2014 model year applicable vehicles equipped with Entune™ Audio (version 010169) / Entune™ Audio Plus (version 010171) / Entune™ Premium Audio (version 010185) may exhibit one or more of the following conditions:

- Bluetooth® sometimes disconnects with Android™ phones
- Bluetooth® disconnects with iPhone® 4 when connected to USB
- Radio reboots with heavy radio load condition (e.g., dual map and POIs ON and Entune™ Audio music ON and multiple destinations set) (Entune™ Premium Audio only)
- Radio reboots after completing a navigation route by voice command system and pressing Talk Switch (Entune™ Premium Audio only)

Entune Audio Head Unit Software Update (Panasonic)

Introduction (Continued)

Some 2014 model year applicable vehicles equipped with Entune™ Audio (version 010173) / Entune™ Audio Plus (version 01017C) / Entune™ Premium Audio (version 010195) may exhibit one or more of the following conditions:

- Voice command screen is cancelled by pop-up screen
- Voice command system does not respond for an extended period of time
- Radio reboots and navigation route is deleted (Entune™ Premium Audio only)
- Bluetooth® disconnects when phone is connected to Bluetooth® Audio from USB connection
- Radio reboots after entering a particular address as destination (Entune™ Premium Audio only)
- Route guidance is lost after ACC is cycled and after arriving at second destination (Entune™ Premium Audio only)

Some 2014 model year applicable vehicles equipped with Entune™ Audio (version 010179) / Entune™ Audio Plus (software version 010183) / Entune™ Premium Audio (software version 0101A1) may exhibit one or more of the following conditions:

- Radio reboots after using voice command system or after screen goes blank (Entune™ Premium Audio only)
- Bluetooth® disconnects or repeats disconnect and connect
- Entune™ is inoperative (Entune™ Premium Audio only)
- Radio freezes when certain Home address is set as destination (Entune™ Premium Audio only)
- House number is not displayed in Home or preset locations (Entune™ Premium Audio only)

Some 2014 model year applicable vehicles equipped with Entune™ Audio (software version 01017B) / Entune™ Audio Plus (software version 010185) / Entune™ Premium Audio (software version 0101A5) may exhibit one or more of the following conditions:

- Navigation re-route pop-up comes up continuously (Entune™ Premium Audio only)
- No map is displayed with new vehicles (Entune™ Premium Audio only)
- "i" button is displayed when navigation route guidance is not used (Entune™ Premium Audio only)
- Radio screen goes blank or freezes occasionally while using navigation function (Entune™ Premium Audio only)
- Radio reboots when an Apple® device which has 9,999 songs or more is connected
- Unselected music is played when certain playlists are selected by voice commands

Entune Audio Head Unit Software Update (Panasonic)

Introduction (Continued)

- CD does not play occasionally
- Voice prompt ends unexpectedly while trying to make a call by voice commands
- Voice commands are inoperative for music
- Radio screen goes black after using voice commands

Some 2014 model year applicable vehicles equipped with Entune™ Audio (software version 010180) / Entune™ Audio Plus (software version 01018B or 010190) / Entune™ Premium Audio (software version 0101B1 or 0101BE) may exhibit one or more of the following conditions:

- Bluetooth® call cannot be muted
- Email/Text message does not display and keeps showing "Loading message list"
- Radio reboots when text message is received
- Pandora® sound is interrupted
- No sound if "Ringtone Volume" and "Message Readout Volume" are changed during Bluetooth® connection
- Radio reboots when some HD radio channels are received
- Radio reboots with Bluetooth® operation.
- iPod® is paused after Bluetooth® phone call
- Pop noise from AM radio
- Noise on AM radio when brake is pressed in hybrid vehicles
- Destination cannot be set (Entune™ Premium Audio only)
- Distance to traffic incident is shown incorrectly (Entune™ Premium Audio only)
- Intersection map is not displayed (Entune™ Premium Audio only)
- Traffic incident icon is not displayed (Entune™ Premium Audio only)
- Radio freezes with navigation operation (Entune™ Premium Audio only)
- Touch screen becomes unresponsive after setting destination nearby and pop-up screen of "You are nearby" is displayed (Entune™ Premium Audio only)
- Arrival time shows incorrectly after destination is set (Entune™ Premium Audio only)
- Radio reboots with navigation operation (Entune™ Premium Audio only)
- Along My Route POI search does not show any results (Entune™ Premium Audio only)
- Traffic information icon is not displayed after returning from future time prediction to Now (Entune™ Premium Audio only)
- Traffic event icon disappears after going to traffic forecast (Entune™ Premium Audio only)
- Doppler traffic is not displayed after removing map SD card and reinserting it. (Entune™ Premium Audio only)
  Traffic event does not display intermittently (Entune™ Premium Audio only)

Entune Audio Head Unit Software Update (Panasonic)

Introduction (Continued)

Some 2014 and 2015 model year applicable vehicles equipped with Entune™ Audio Version (software version 010185) / Entune™ Audio Plus (software version 010190 or 010191) / Entune™ Premium Audio (software version 0101BE or 0101C1) may exhibit one or more of the following conditions:

- Intermittent radio rebooting
- Bluetooth® inoperative (grey icon)
- Unable to delete certain Bluetooth registered devices
- Stuck on Toyota logo screen for 3 to 4 minutes before booting up
- Touch screen becomes unresponsive on voice recognition screen
- Fuel consumption screen does not update when update button is pressed
- Sudden "Call Ended" during a call
- iPhone 6/6 plus will not charge or play music (non-detection of iPhone 6/6 plus via USB)
- Current time display changes frequently while driving
- HD traffic/weather system update
- Street name orientations corrected

Some 2014 and 2015 model year applicable vehicles equipped with Entune™ Audio Version (software version 01018A or 01012E) / Entune™ Audio Plus (software version 010197 or 01012A) / Entune™ Premium Audio (software version 0101D1 or 01014E) may exhibit one or more of the following conditions:

- Sonar screen intermittently comes up at startup
- Rebooting when phone is connected
- Unable to identify Cyrillic symbols
- Intermittent rebooting when XM and Navigation are being used
- Head unit and HVAC animation out of sync
- Abnormal Voice Recognition operation
- Intermittent rebooting when using the navigation
- Missing words from navigation screens
- Traffic information update
- Speed limit intermittently blank
- Unable to Delete the all destination text input with a long press of the back space key
- Slow screen transitions
- Pop-up screen sentence cut off
- Screen frozen when setting multiple destinations

Entune Audio Head Unit Software Update (Panasonic)

Introduction (Continued)

- "Go" button inoperative on VR screen
- Prius V ONLY: Intermittently inoperative radio/navigation touch screen

Some 2014 – 2017 model year applicable vehicles equipped with Entune™ Audio Version (software version 01018B or 010131) / Entune™ Audio Plus (software version 01019A or 01012C) / Entune™ Premium Audio (software version 0101D4 or 010154) or earlier may exhibit one or more of the following conditions:

- Intermittent rebooting
- Intermittent display freezing
- Incorrect CAN network clock
- Abnormal radio preset operation
- Abnormal playlist browsing operation
- Radio is muted after the key is cycled
- Incorrect intersection is displayed when using the navigation search function
- Navigation routing updates
- Black tile in traffic image on Entune™ Audio Plus
- Navigation map not displayed after updating the head unit using the Map SD
- "Low Fuel" pop-up message not displayed
- Abnormal POI operation

Updated system software is now available to address these conditions. Follow the software update procedure in this bulletin to install the latest software version.

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFP	T1	T2
EL1607	Software Update	Avalon Avalon HV	0.3	86140-07070 86140-07071 86804-07070 86804-07090 86804-07100	87	74
		4Runner		86100-35260 86100-35270 86100-35320		
		Highlander, Highlander HV		86804-0E110 86804-0E120		
		Prius V		86140-47210 86804-47230 86804-47250		
		Sequoia		86140-0C060 86140-0C070 86804-0C030 86804-0C050		
		Sienna		86804-08010 86804-08020		
		Tacoma		86140-04040 86140-04120 86140-04130 86140-04150 86804-04010 86804-04030 86804-04050 86804-04070		
		Tundra		86140-0C010 86140-0C021 86140-0C040 86140-0C050 86804-0C070 86804-0C080 86804-0C090 86804-0C100		
		Venza		86140-0T120 86140-0T130 86804-0T040 86804-0T050		
		Mirai		86804-62010		

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)

Required Tools & Equipment

MODEL	HEAD UNIT	MULTIMEDIA UPDATE ID
Sequoia, Tacoma, Tundra, Venza	Entune™ Audio	13TBDANA-DA00_0141.kwi
	Entune™ Audio Plus	13TDDANA-DA00_0156.kwi
4Runner, Highlander, Highlander HV, Sequoia, Tacoma, Tundra, Venza	Entune™ Premium Audio	13TDANNA-DA00_0215.kwi
Avalon, Avalon HV	Entune™ Audio Plus	13TDDANA-DA02_0046.kwi
	Entune™ Premium Audio	13TDANNA-DA02_0087.kwi
Sienna, Prius V, Mirai	Entune™ Premium Audio	13TDANNA-DA01_0087.kwi
Prius V	Entune™ Audio	13TBDANA-DA01_0051.kwi

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. The file may be 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"*

Software Procedure

1. Confirm the audio system type by checking the Panel ID printed on the bottom-right or bottom-center of the machine.

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

Figure 2. 4Runner

Entune Audio Head Unit Software Update (Panasonic)

Software Procedure (Continued)

Table 1. Panel ID Information

MODEL	Entune™ Audio	Entune™ Audio Plus	Entune™ Premium Audio
4Runner	N/A	N/A	57079 57080 57083 57084 57085 57087
Highlander, Highlander HV	N/A	N/A	57063 57064
Sequoia	57096	57097	57099 570A1
Tacoma	57089 510078	57090 510079 510080	57092 57094 510074 510075 510076 510077
Tundra	57067	57068 57070 57071	57072 57073 57074 57075
Avalon	N/A	510022	510023 510024 510081
Sienna	N/A	N/A	510026 510027
Prius V	510056	N/A	510057 510059
Venza	510018	510019	510020 510021
Mirai	N/A	N/A	510068

2. Start the engine.

Entune Audio Head Unit Software Update (Panasonic)

Software Procedure (Continued)

3. Go to the *Setup* screen.

   A. **For Entune™ Audio:**

      Press the SETUP button on the panel.

Figure 3. 4Runner, Highlander, Highlander HV, Sequoia, Tacoma & Tundra

Figure 4. 4Runner

   B. **For Entune™ Audio Plus / Entune™ Premium Audio:**

      (1) Press the *APPS* button on the panel.

Figure 5. 4Runner, Highlander, Highlander HV, Sequoia, Tacoma & Tundra

Figure 6. Tundra

NOTE

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

Figure 7.
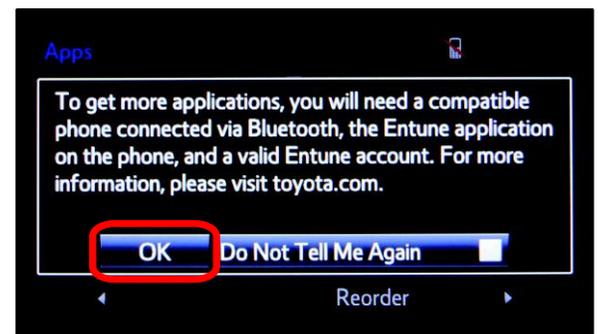
Entune Audio Head Unit Software Update (Panasonic)

Software Procedure (Continued)

(2) Select *Setup* on the Apps screen.

Figure 8.
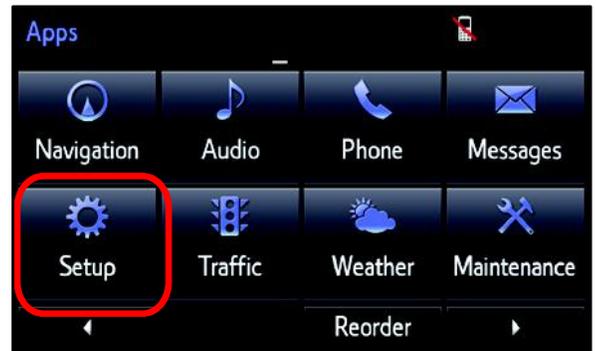
4. Select *General* on the Setup screen.

Figure 9.

5. Select *Software Update* from the list on the General Settings screen.

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

Figure 10.
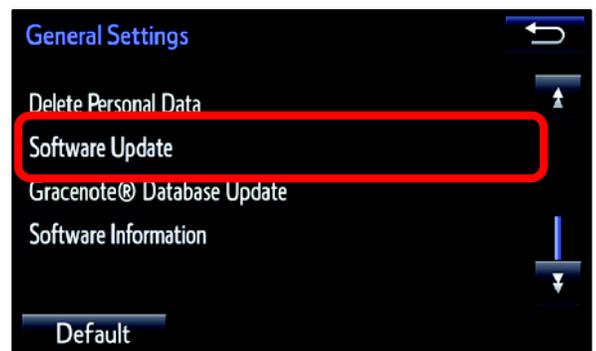
Entune Audio Head Unit Software Update (Panasonic)

Software Procedure (Continued)

6. Select *Update* on the Software Update screen.

Figure 11.

7. Insert the USB Drive containing the NEW software into the vehicle USB port.

> **NOTE**
>
> **If software has been detected properly, a "New software was found." pop-up will be displayed.**

Figure 12.
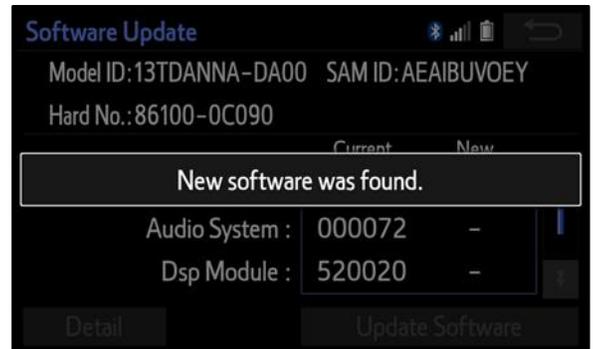
Entune Audio Head Unit Software Update (Panasonic)

Software Procedure (Continued)

8. 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	01012B 010169 010173 010179 01017B 010180 010185 01018A 01012E 01018B 010131	01018D 010133	010171 01017C 010183 010185 01018B 010190 010191 010121 010197 01012A 01019A 01012C	01019C 01012E	01013E 01014D 010185 010195 0101A1 0101A5 0101B1 0101BE 0101C1 010129 010130 0101D1 01014E 0101D4 010154	0101D7 010157
Audio System	000072	–	000072	–	000072 000074 00007B	–
Dsp Module	420020	–	520020	–	520020 520050	–
Sub	010001	–	010001	–	010001	–
Can	130209	–	130209	–	130209	–

Entune Audio Head Unit Software Update (Panasonic)

Software Procedure (Continued)

9. Select *Update Software* on the Software Update screen.

Figure 14.

10. Select *Yes* on the "Would you like to start the software update?" pop-up.

Figure 15.
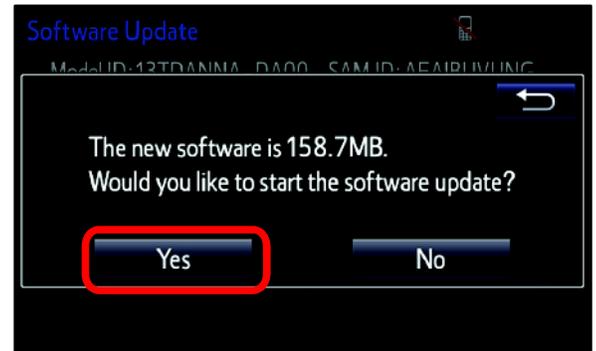
Entune Audio Head Unit Software Update (Panasonic)

Software Procedure (Continued)

11. The unit begins 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 Drive SST out of the vehicle USB port.**

Figure 16.

For Entune™ Premium Audio:

If 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 2 – 11.

> **NOTE**
> **Software update error is more likely to occur in areas with more traffic information.**

Once update is complete, reinsert the Map Micro SD card into the head unit, cycle the ignition OFF, and proceed to step 12.

Figure 17.

12. When *"The software is ready for updating."* displays, cycle the ignition OFF.

Figure 18.

13. Remove the USB Drive SST from the vehicle USB port.

Entune Audio Head Unit Software Update (Panasonic)

Software Version Confirmation

1. Perform steps 3 – 7 of the Software Update procedure to re-enter the Software Update screen.

2. Verify that the software information is updated on the Software Update screen.

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	010131* or 01018B*	–	01019A* or 01012C*	–	0101D4* or 010154*	–
Audio System	000072	–	000072	–	000072 000074 00007B	–
Dsp Module	420020	–	520020	–	520050	–
Sub	010001	–	010001	–	010001	–
Can	130209	–	130209	–	130209	–

*Updated version information