Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Service Category Audio/Visual/Telematics

Section Audio/Video   **Market** USA

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	Corolla	

Introduction

Some 2014 model year Corolla vehicles equipped with Entune™ (version BU.26.42) or Entune™ Premium (version AU.26.61) Audio may exhibit one or more of the following conditions:

- *APP* screen displays after re-route (Entune™ Premium only)

- Voice command system freezes during phone book transfer

- Voice command system freezes when radio is in XM mode (Entune™ Premium only)

- Bluetooth® is inoperative while using APPs

- Sent SMS message continually appears on display audio for BlackBerry® devices (Q10 & Z10)

Some 2014 model year Corolla vehicles equipped with Entune™ (version BU.30.05) or Entune™ Premium (version AU.30.08) Audio may exhibit one or more of the following conditions:

- Voice command system freezes when voice command is used right after ignition is ON (Entune™ Premium only)

- Entune™ function is inoperative (Entune™ Premium only)

- Cover art does not match with music playing (Entune™ Premium only)

- Music cannot be selected via voice command system (Entune™ Premium only)

- XM preset channels are removed (Entune™ Premium only)

- Radio freezes after inputting a certain address in navigation destination (Entune™ Premium only)

- Bluetooth® connection is dropped

- Phone book does not transfer

- Browse button does not appear in Bluetooth® Audio

- Bluetooth® connected device cannot be changed

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Introduction (Continued)

- Voice command system is inoperative after deleting all contacts

- Connected Bluetooth® device cannot be deleted

- User setting is deleted

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

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1317	Software Update	0.3	86140-02050 (Entune™ Audio)	87	74
			86100-02100 (Entune™ Premium Audio)		

> **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.**

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
USB Drive Firmware Update - Fujitsu Ten*	01017-FJTSU-13B	1

* Essential SST.

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

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Software Update

1. Confirm the audio system type by checking the Panel ID printed above the top-right of the display.

Figure 1. Entune™

1	Panel ID: 100149

Figure 2. Entune™ Premium

2	Panel ID: 100150

2. Start the engine.

3. Wait for the *Select Audio Source* screen to be displayed.

Figure 3.

4. Insert the USB Drive SST into the vehicle USB port.

5. Wait until the USB source icon highlights and displays the USB name with the icon.

Figure 4.

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Software Update (Continued)

6. Go to the *Setup* screen.

A. For Entune (Panel ID: 100149):

Press the *SETUP* button on the right of the panel.

Figure 5.

B. For Entune Premium (Panel ID: 100150):

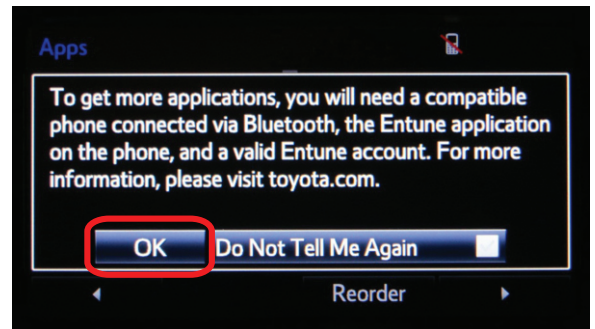Press the *APPS* button on the left of the panel.

Figure 6.

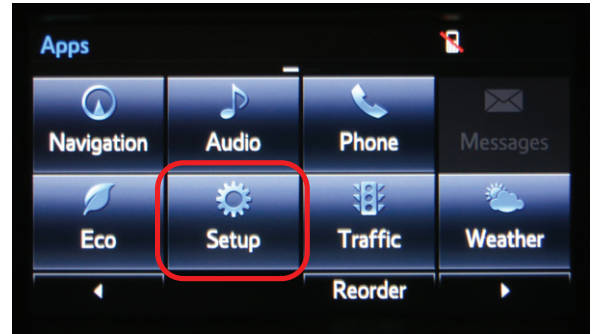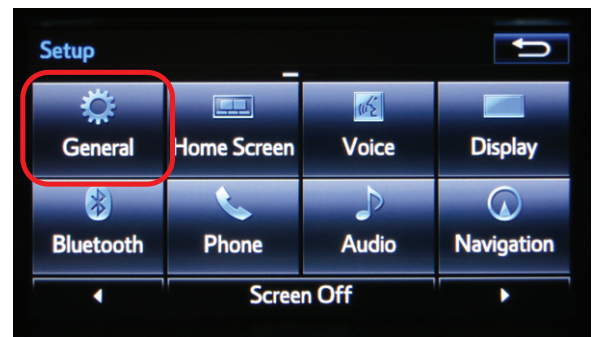| NOTE |
| --- |
| **If Entune pop-up displays, select *OK*.** |

Figure 7.

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Software Update (Continued)

Select *Setup* on the *Apps* screen.

Figure 8.

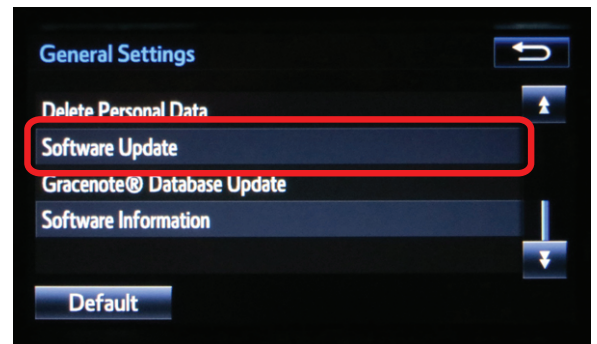7. Select *General* on the *Setup* screen.

Figure 9.

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

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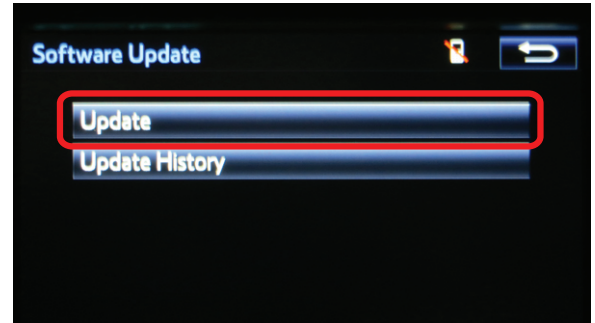> **Scroll down the list until *Software Update* is displayed.**

Figure 10.

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

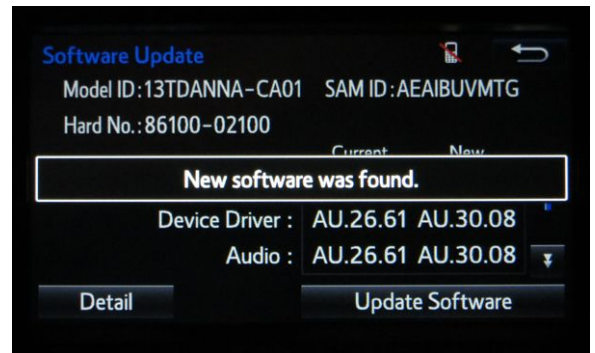9. Select *Update* on the *Software Update* screen.

Figure 11.

NOTE

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

Figure 12.

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

10. Verify that the new software is up-to-date on the *Software Update* screen.

NOTE
Update Software **is enabled only if there is an update newer than the current software.**
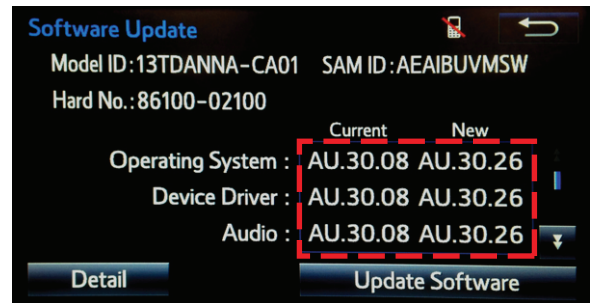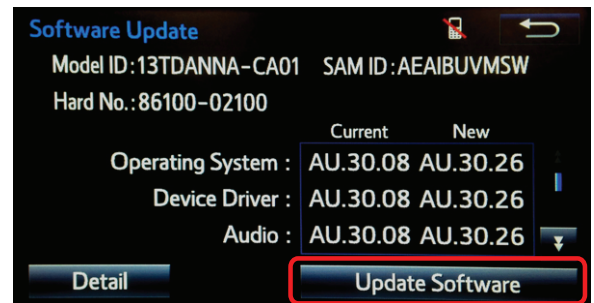
Figure 13.

Table 1. Software Version Information

Type	Entune (Panel ID: 100149)			Entune Premium (Panel ID: 100150)		
	Possible Current Version		New Version	Possible Current Version		New Version
	SOP	RC1		SOP	RC1	
Operating System	BU.26.42	BU.30.05	BU.30.18	AU.26.61	AU.30.08	AU.30.26
Device Driver	BU.26.42	BU.30.05	BU.30.18	AU.26.61	AU.30.08	AU.30.26
Audio	BU.26.42	BU.30.05	BU.30.18	AU.26.61	AU.30.08	AU.30.26
Navigation	–	–	–	AU.26.61	AU.30.08	AU.30.26
Bluetooth	BU.26.42	BU.30.05	BU.30.18	AU.26.61	AU.30.08	AU.30.26
GUI	BU.26.42	BU.30.05	BU.30.18	AU.26.61	AU.30.08	AU.30.26
Middle ware	BU.26.42	BU.30.05	BU.30.18	AU.26.61	AU.30.08	AU.30.26
Kernel	BU.26.42	BU.30.05	BU.30.18	AU.26.61	AU.30.08	AU.30.26
Voice Recognition	BU.26.42	BU.30.05	BU.30.18	AU.26.61	AU.30.08	AU.30.26

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

Figure 14.

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Software Update (Continued)

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

Figure 15.

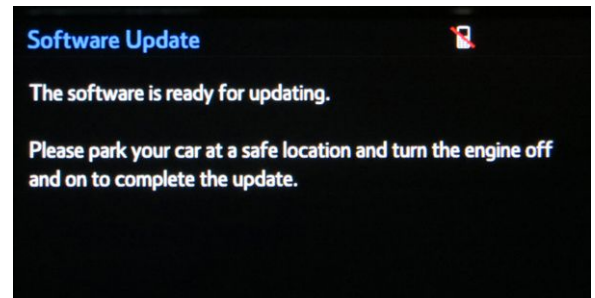13. The unit begins installation.

> **NOTE**
> **Do NOT turn off ACC before the software is ready for updating.**

Figure 16.

14. When *"The software is ready for updating."* displays, cycle the ignition OFF and wait for 30 seconds. Then cycle the ignition ON again.

Figure 17.

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)
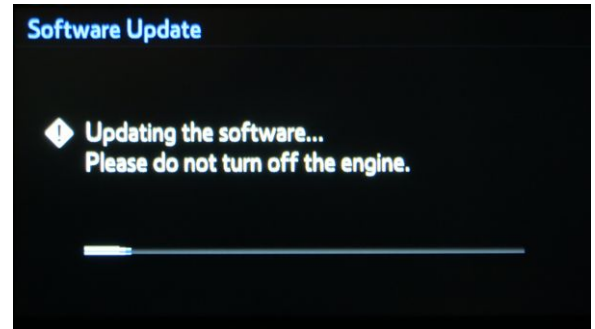
Software Update (Continued)

15. Wait for the audio system to finish the software update.

> **NOTICE**
> **Do NOT turn off ACC before the next Toyota logo screen displays.**

Figure 18.

16. When the Toyota logo screen is displayed, the update is finished.

Figure 19.

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

Software Version Confirmation

1. Wait for the *Select Audio Source* screen to be displayed.

Figure 20.

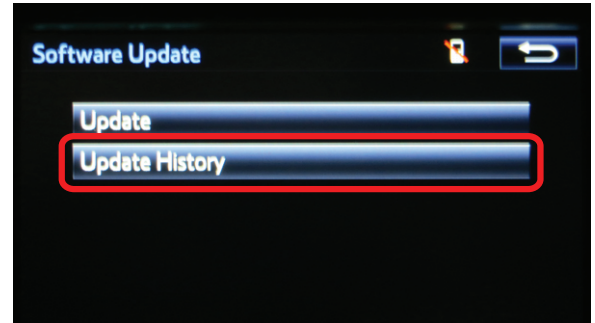2. Perform steps 6 – 8 of the Software Update procedure to re-enter the *Software Update* screen.

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Software Version Confirmation (Continued)

3. Select *Update History* on *Software Update* screen.

Figure 21.

4. Confirm the software information.

   A. Confirm that the "New" column is populated with the latest software version.

Figure 22.

Entune/Entune Premium Audio Head Unit Software Update (Fujitsu Ten)

Software Version Confirmation (Continued)

B. Scroll down to verify that all data is updated.

Table 2. New Software Version Information

Type	Entune (Panel ID: 100149)		Entune Premium (Panel ID: 100150)	
	New	**M/D/Y**	**New**	**M/D/Y**
Boot	BU.30.18		AU.30.26	
Voice Recognition	BU.30.18		AU.30.26	
GUI	BU.30.18		AU.30.26	
Audio	BU.30.18		AU.30.26	
Bluetooth	BU.30.18	_ _ / _ _ / _ _ _ _ *	AU.30.26	_ _ / _ _ / _ _ _ _ *
Navigation	–		AU.30.26	
Device Driver	BU.30.18		AU.30.26	
Kernel	BU.30.18		AU.30.26	
Operating System	BU.30.18		AU.30.26	
Middle ware	BU.30.18		AU.30.26	

*Date of update (If there is no GPS signal, the date may not be accurate.)