

# Abnormal Entune/Navigation Operation for Display Audio (Non-HDD Type)

**Service Category** Audio/Visual/Telematics

**Section** Navigation/Multi Info Display

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2013	4Runner, Avalon, Avalon HV, Camry, Camry HV, Corolla, Highlander, Highlander HV, Prius, Prius C, Prius PHV, Prius V, RAV4, Tacoma, Venza	
2012	4Runner, Camry, Camry HV, Corolla, Prius, Prius C, Prius PHV, Prius V, RAV4, Tacoma	
2014	Avalon, Avalon HV, Camry, Camry HV, Prius, Prius C, Prius PHV, Prius V, Venza	

### REVISION NOTICE

#### January 27, 2014 Rev2:

- The Introduction, Required Tools & Equipment, and Repair Procedure sections have been updated.

#### November 6, 2013 Rev1:

- Applicability has been updated to include 2014 model year Avalon, Avalon HV, Camry, Camry HV, Prius, Prius C, Prius PHV, Prius V, Venza vehicles.
- The Introduction, Required Tools & Equipment, and Repair Procedure sections have been updated.

Any previous printed versions of this bulletin should be discarded.

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### **SUPERSESION NOTICE**

The information contained in this bulletin supersedes SB No. T-SB-0030-12.

- Applicability has been updated to include 2013 model year Avalon HV vehicles.
- Warranty OP Code has been updated.

Service Bulletin No. T-SB-0030-12 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

### Introduction

Some 2012 model year vehicles equipped with a Display Audio Navigation System and Entune™ (version less than 2.1.0) may exhibit one or more of the following conditions:

- Vehicle orientation slow to update after vehicle startup
- Five Bing™ search results are not all displayed on the map
- Voice recognition destination request does not provide feedback
- Voice recognition for POI search displays "*Function not available*" message
- "*Car Multimedia*" device name cannot be changed

Some 2012 – 2013 model year vehicles equipped with a Display Audio Navigation System (Non-HDD) and Entune™ (version less than 2.2.0) may exhibit one or more of the following conditions:

- "*Address non-navigable*" message when using the navigation system
- Head unit audio does not switch correctly between day and night modes
- Dynamic re-route navigation setting is not remembered after ignition cycle
- Traffic Radius Filter setting is not remembered after ignition cycle
- "*You have arrived at your destination*" message gives incorrect side of street
- Head unit does not display incoming iPhone® iOS 6 text message sender ID
- Head unit does not fully display incoming iPhone® iOS 6 text messages which include carriage returns (line breaks)

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### Introduction (Continued)

Some 2012 – 2014 model year vehicles equipped with a Display Audio Navigation System (Non-HDD) and Entune™ (version less than 3.1.0) may exhibit one or more of the following conditions:

- Turn-by-turn guidance is not given when routing through unverified roads (“*In Process Map Data*” message displays in turn list)
- Call volume through speakers is very loud upon first-time phone pairing (for Highlander, Tacoma, and Venza vehicles with JBL)
- iPod® and iPhone® (in iPod mode) autoplays when connected via USB
- Bluetooth® (BT) devices (in Bluetooth audio mode) autoplays when connected to the system

Some 2012 – 2014 model year vehicles equipped with a Display Audio Navigation System (Non-HDD) and Entune™ (version less than 3.2.0) may exhibit one or more of the following conditions:

- Roads flash on and off in certain zoom levels (when Entune is in use)
- Discolored bands appear across the screen (when Entune is in use)
- Map area on the screen is black and only buttons are visible (when Entune is in use)
- Navigation freezes (when Entune is in use)
- When Bluetooth is the last audio mode selected in previous ignition cycle, audio source switches back to Bluetooth when another source is selected immediately after the engine starts

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	OFF	T1	T2
EL1305	Entune/Navigation	0.3	PT296-47120-AA	99	99

#### APPLICABLE WARRANTY

- This repair is covered under the Toyota Comprehensive 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.

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### Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
USB Drive Firmware Update - Harman Becker*	<a href="#">01018-HBEKR-14A</a>	1

\* Essential SST.

**NOTE**

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

### Repair Procedure

1. Confirm that one or more of the conditions listed in the Introduction are present.
2. Check if software version is lower than version 3.2.0 (for example: 1.7.x, 1.8.4, 2.1.0, 2.2.0, or 3.1.0).  
  
Is the software version less than 3.2.0?
  - **YES** — Go to step 3.
  - **NO** (Version 3.2.0 is present) — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
3. Update software to version 3.2.0 per Service Bulletin No. [T-SB-0163-13](#), “Entune/Navigation Software Update Process for Display Audio (Non-HDD Type).”
4. Pair the dealership troubleshooting phone to perform general operation checks and confirm that the condition was corrected.
5. Delete the dealership troubleshooting phone from the paired devices list.