LEXUS

Technical Service Information Bulletin

Navigation System Software Update

Service Category   Audio/Visual/Telematics

Section   Navigation/Multi Info Display   **Market** USA

Lexus Supports
ASE Certification **ASE**

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2015 - 2017	CT200H, GX460, NX200T, NX300H, RC F, RC350	
2015 - 2016	ES300H, ES350, IS350	
2015	GS350, GS450H, IS250, LS460, LS600H	
2016	IS200T, IS300	
2016 - 2017	RC200T, RC300	

REVISION NOTICE

July 19, 2018 Rev1:

- **Applicability has been updated to include 2015 – 2017 model year RC350 vehicles.**

Any previous printed versions of this bulletin should be discarded.

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Service Bulletin No. L-SB-0035-15 is obsolete and any printed versions should be discarded.

Navigation System Software Update

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

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"

Navigation System Software Update

Introduction (continued)

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.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	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	IS250	13LHENNA-AB01_0006.kwi
	2015 – 2016	ES300h, ES350, IS350	
	2015 – 2017	CT200h, NX200t, NX300h, RC350, RC F	
	2016 – 2017	RC200t, RC300	
	2016	IS200t, IS300	
Navigation With 12.3-in. Screen	2015	LS460, GS350, GS450h, LS600h	13LWENNA-AB01_0004.kwi
Non-navigation With 8-in. Screen		GS350, GS450h	13LHEANA-AB01_0004.kwi
Navigation With 8-in. Screen	2015 – 2017	GX460	13LHENNA-AA01_0007.kwi

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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.
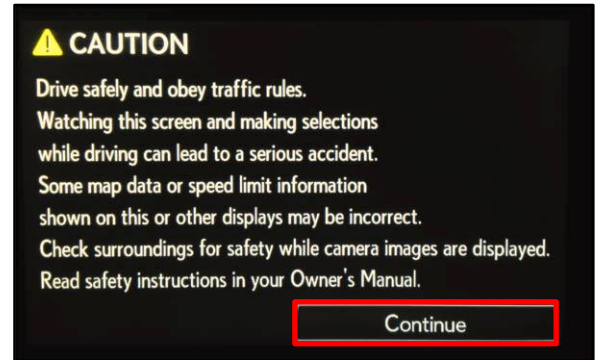   The Lexus emblem will display on the navigation screen.

Figure 1.

Check surroundings for safety while camera images are displayed.
Vérifiez l'absence de danger autour du véhicule lorsque la caméra est activée.

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.

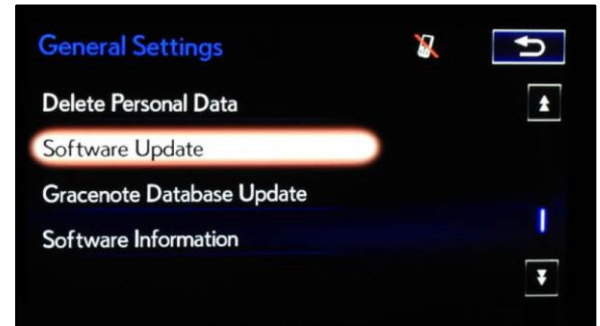Figure 3.

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.
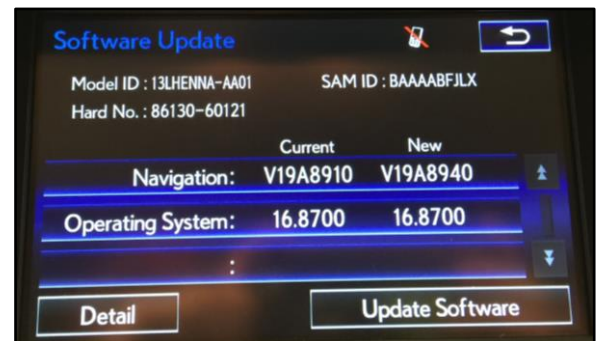
Figure 6.

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
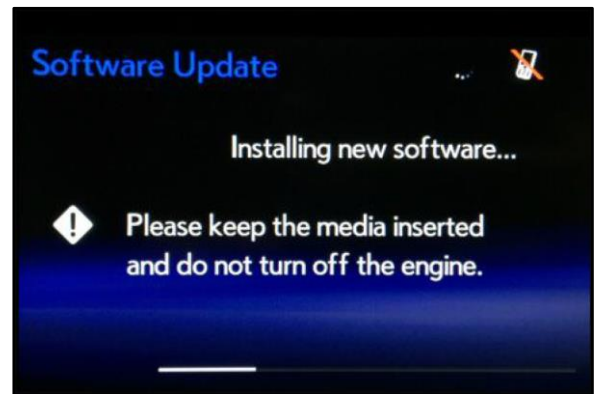
Software Update Procedure (continued)

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

Figure 8.

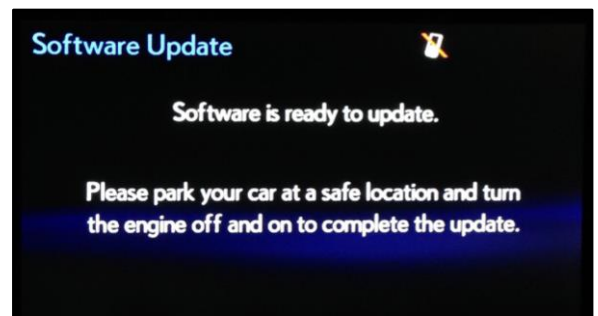C. Wait for the software to complete installation.

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.