TOYOTA
Technical Service Bulletin

Entune Audio Head Unit Software Update (Denso-Ten)

Service Category	Audio/Visual/Telematics		

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

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	RAV4, RAV4 HV, Sienna	

Introduction

Some 2019 model year RAV4, RAV4 Hybrid, and Sienna vehicles equipped with Entune™ 3.0 Audio Plus (version 1010) or Entune™ 3.0 Premium Audio (version 1010) or earlier may exhibit one or more of the following conditions:

- Entune™ fails to download
- Bluetooth® is unable to automatically connect after key cycle
- Abnormal microphone operation
- XM antenna disconnection history Diagnostic Trouble Code (DTC) B15FE
- No outgoing voice during phone calls when using Apple CarPlay®
- Incoming calls incorrectly shown on the multi-information display (MID) when using Apple CarPlay®
- CAN networking DTC B1321
- Volume inoperative after using Siri®
- Unable to adjust the treble audio setting
- Song information flickering
- Unable to select XM music genre by voice recognition
- Noise when hanging up call on handset
- Transferred contacts do not match the number of handset contacts
- XM sound slow to start
- Abnormal Entune™ and Scout Operation

A software update is now available to address these conditions. Follow the Software Update Procedure in this bulletin to update the software.

Entune Audio Head Unit Software Update (Denso-Ten)

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFP	T1	T2
EL1907	Software Update	Sienna	0.3	86140-08170 86140-08180	87	74
		RAV4, RAV4 HV		86140-0R250 86140-0R310 86140-0R280 86140-42510 86140-0R260 86140-42520 86140-0R270 86140-0R290 86140-0R300		

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.**

Software Update Information

MODEL	HEAD UNIT	SOFTWARE UPDATE FILE
Sienna	Entune™ 3.0 Audio Plus	17TDT1NA-CA02_1159.kwi
RAV4, RAV4 HV	Entune™ 3.0 Premium Audio	17TDT2NA-CA01_1159.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. Once downloaded, the file may be extracted (unzipped) from the zip file and saved to a blank USB flash drive.
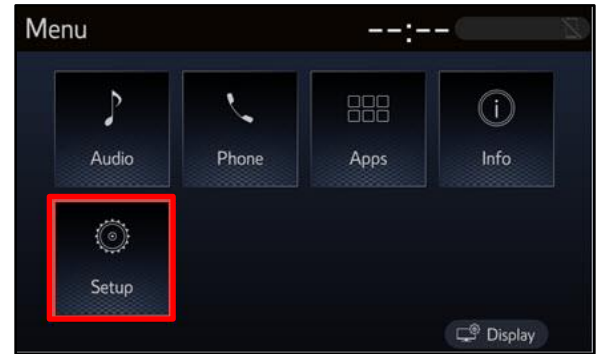
For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – Multimedia Software Download Instructions*.

Entune Audio Head Unit Software Update (Denso-Ten)
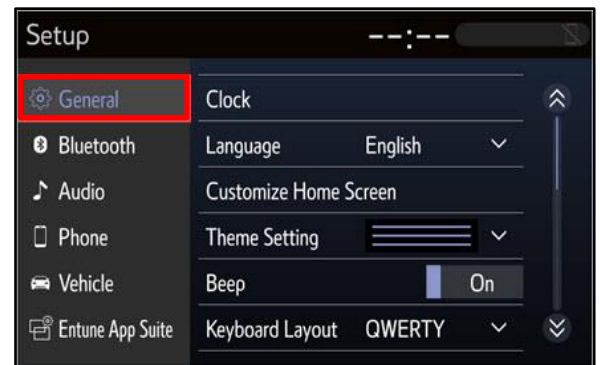
Software Update Procedure

1. Start the engine.

2. Press the Menu button on the radio faceplate, then select Setup.
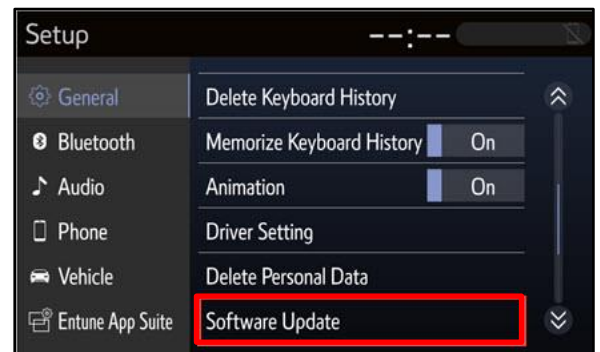
Figure 1.

3. Select General on the Setup screen.

Figure 2.

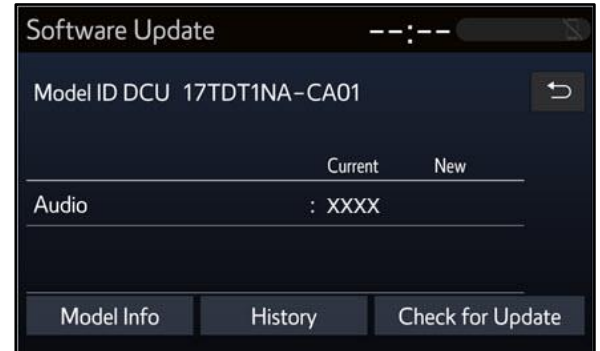4. Scroll down and select Software Update.

Figure 3.

Entune Audio Head Unit Software Update (Denso-Ten)

Software Update Procedure (continued)

5. Verify that the software version is the same or earlier than indicated in the Introduction.

Figure 4.

6. If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

> **NOTE**
>
> If the vehicle has been turned OFF, repeat steps 1 – 5 to re-enter the Software Update screen.
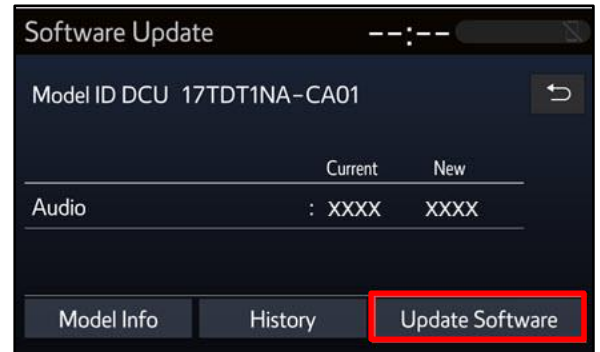
7. Insert the prepared USB flash drive into the vehicle's USB port.

8. Verify that the NEW software is up to date on the Software Update screen.

Table 1. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW
Audio	1000 1004 1102 1128 1090	1159	1102 1128	1159

9. Select the Update Software button in the lower right-hand corner.

Figure 5.

Entune Audio Head Unit Software Update (Denso-Ten)

Software Update Procedure (continued)

10. Select OK on the
    Software Update Detail screen.
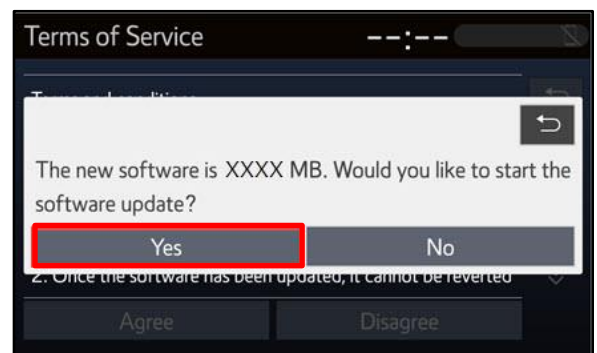
Figure 6.

11. Select Agree on the
    Terms of Service screen.

Figure 7.

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

Figure 8.

Entune Audio Head Unit Software Update (Denso-Ten)

Software Update Procedure (continued)

13. Once the head unit begins installation, the update will take approximately 10 minutes.

    > **NOTE**
    > - Do NOT turn off the ignition or ACC before the software is ready for updating.
    > - Do NOT remove the USB flash drive until instructed in step 17.

Figure 9.

14. When the "The software is ready for updating" screen appears, turn OFF the ignition.

Figure 10.

15. Turn the ignition ON to complete the software update.

16. After turning the ignition ON, the Software Update screen will appear. Do NOT turn off the ignition or remove the USB flash drive. The head unit will reboot during this time.
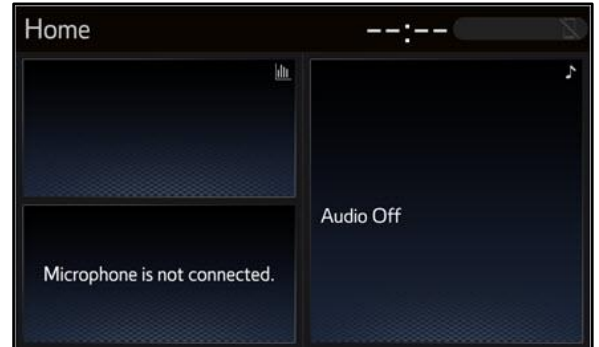
Figure 11.

Entune Audio Head Unit Software Update (Denso-Ten)
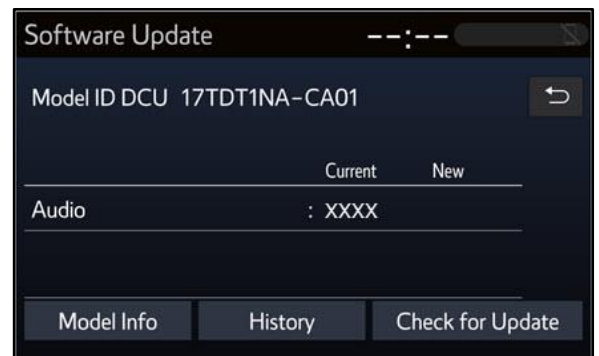
Software Update Procedure (continued)

17. Once the software update is complete and the Home screen appears, remove the USB flash drive.

Figure 12.

18. Perform steps 3 – 6 to verify the software version matches the current software version information table below.

Figure 13.

Table 2. Software Version Information

TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW
Audio	1159	–	1159	–