

# Entune Audio Head Unit Software Update (Pioneer)

**Service Category** Audio/Visual/Telematics

**Section** Navigation/Multi Info Display

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	Avalon HV	
2019	Avalon	
2019	C-HR	
2019	Camry HV	
2019	Camry	
2020	Corolla HV	
2019	Corolla Hatchback	
2020	Corolla	
2019	RAV4 HV	
2019	RAV4	
2019	Sienna	

### REVISION NOTICE

January 15, 2020 Rev1:

- Applicability has been updated to include 2019 model year RAV4 and RAV4 Hybrid vehicles. Any previous printed versions of this bulletin should be discarded.

### SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0143-18. Service Bulletin No. T-SB-0143-18 is obsolete and any printed versions should be discarded.

## Entune Audio Head Unit Software Update (Pioneer)

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### Introduction

Some 2019 model year Avalon and Avalon Hybrid vehicles equipped with Entune™ Audio Plus (version 1002) or Entune™ Premium Audio (version 1002) or earlier may exhibit one or more of the following conditions:

- Incorrect GPS date and time
- Abnormal Bluetooth® operation
- Abnormal Wi-Fi operation
- Microphone remains on screen after voice recognition failure
- Unable to see text with headlights on (text is same color as background)

Some 2019 – 2020 model year Toyota vehicles equipped with Entune™ Audio (version 1007), Entune™ Audio Plus (version 1011), or Entune™ Premium Audio (version 1011) or earlier may exhibit one or more of the following conditions:

- Phone does not auto-connect on startup
- Intermittent black screen
- Apple CarPlay® home screen widget turns white when USB flash drive is disconnected
- Abnormal phone book sorting
- Unable to see DCM Status when in dark red or dark blue modes
- XM no signal banner appears at all times
- “Check antenna,” “ID Displaying,” or “Seeking” always displays on XM mode
- Unable to switch Bluetooth® devices
- Apps button inactive in the voice recognition hint screen when using Apple CarPlay®
- Incorrect Spanish translations
- Voice recognition is not canceled during a phone call
- Low Easy Speak volume
- Voice recognition “Web Search” is inoperative
- Entune™ apps are inoperative and “When it is safe and legal to do so, please ensure your Entune™ App Suite application is running and logged in on your phone” pop-up appears
- Download screen appears even though nothing is being downloaded
- Intermittent partially white screen
- Screen intermittently locked
- Text goes off the edge of the screen
- Screen is black for 10 seconds after Reverse when using Apple CarPlay®
- Unable to download Entune™ app
- Various software enhancements
- Amazon Alexa inoperative on iOS devices

## Entune Audio Head Unit Software Update (Pioneer)

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### Introduction (continued)

Some 2019 – 2020 model year Toyota vehicles equipped with Entune™ Premium Audio (Navigation version 1012) or earlier may exhibit one or more of the following conditions:

- Unable to play audio source after incoming call
- Software Enhancements
- Intermittent Rebooting
- Unable to register Bluetooth® devices from Bluetooth® Audio Mode
- Unable to pair Android devices after Google apps update
- Unable to access camera diagnosis system
- USB audio does not resume
- Intermittent Bluetooth® disconnection
- Abnormal voice recognition operation
- Phone call history does not update
- Bluetooth® loses connection after USB connection is made
- Navigation Inoperative
- Microphone disconnected pop-up message
- Clock not displayed on the map screen

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

### Warranty Information

OP CODE	DESCRIPTION	TIME	MODEL YEAR	MODEL	OFF	T1	T2
EL1813	Software Update	0.3	2019	Avalon, Avalon HV	86140-07180 86140-07160 86140-07130 86840-07052	87	74

## Entune Audio Head Unit Software Update (Pioneer)

### Warranty Information (continued)

OP CODE	DESCRIPTION	TIME	MODEL YEAR	MODEL	OFF	T1	T2
EL1813	Software Update	0.3	2019	Sienna	86140-08160	87	74
				Camry, Camry HV	86140-06420 86140-33D10 86140-06410		
				Corolla Hatchback	86140-12230 86140-12380 86140-12320 86140-12210 86840-42041		
				C-HR	86140-10040 86140-10020 86140-10010 86840-F4012 86840-42012		
				RAV4, RAV4 HV	86140-42491 86140-42481 86140-42700 86140-0R330 86140-42690 86140-0R320		
			2020	Corolla, Corolla HV	86140-02A50 86140-02620 86140-02650 86140-02780 86140-12350 86140-12110 86140-12250 86840-42041 86840-0R011		

#### 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 (Pioneer)

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### Software Update Information

MODEL YEAR	MODEL	HEAD UNIT	SOFTWARE UPDATE FILE	
2019	Avalon, Avalon HV	Entune™ Audio Plus	<a href="#">17TDT1NA-EA04_1013.kwi (USA_HV)</a> <a href="#">17TDT1NA-EA14_1013.kwi (USA_Gas)</a>	
		Entune™ Premium Audio	<a href="#">17TDT2NA-EA04_1013.kwi (USA_HV)</a>	
			<a href="#">17TDT2NA-EA14_1013.kwi (USA_Gas)</a>	
	Camry, Camry HV	Entune™ Audio	<a href="#">17TMT2NA-DA01_0011.kwi</a>	
			<a href="#">17TDT0NA-EA0D_1008.kwi (USA)</a>	
	Sienna	Entune™ Audio	<a href="#">17TDT0NA-EA0C_1008.kwi (w/DCM)</a>	
			<a href="#">17TDT0NA-EA2C_1008.kwi (w/o DCM)</a>	
	C-HR	Entune™ Audio	<a href="#">17TDT0NA-EA07_1008.kwi</a>	
			Entune™ Audio Plus	<a href="#">17TDT1NA-EA07_1013.kwi (USA)</a>
			Entune™ Premium Audio	<a href="#">17TDT2NA-EA07_1013.kwi (USA)</a>
				<a href="#">17TMT2NA-DA01_0011.kwi</a>
	Corolla Hatchback	Entune™ Audio	<a href="#">17TDT0NA-EA22_1008.kwi (Single Mic)</a>	
			<a href="#">17TDT0NA-EA72_1008.kwi (Array Mic)</a>	
		Entune™ Audio Plus	<a href="#">17TDT1NA-EA12_1013.kwi (USA Single Mic)</a>	
			<a href="#">17TDT1NA-EA72_1013.kwi (USA Array Mic)</a>	
		Entune™ Premium Audio	<a href="#">17TDT2NA-EA22_1013.kwi (USA Single Mic)</a>	
			<a href="#">17TDT2NA-EA72_1013.kwi (USA Array Mic)</a>	
	RAV4, RAV4 HV	Entune™ Audio	<a href="#">17TMT2NA-DA02_0031.kwi</a>	
			<a href="#">17TDT0NA-EA06_1008.kwi (8 inch w/o DCM)</a>	
			<a href="#">17TDT0NA-EA16_1008.kwi (7 inch w/o DCM)</a>	
<a href="#">17TDT0NA-EA26_1008.kwi (8 inch w/DCM)</a>				
			<a href="#">17TDT0NA-EA36_1008.kwi (7 inch w/DCM)</a>	

## Entune Audio Head Unit Software Update (Pioneer)

### Software Update Information (continued)

MODEL YEAR	MODEL	HEAD UNIT	SOFTWARE UPDATE FILE
2020	Corolla, Corolla HV	Entune™ Audio	<a href="#">17TDT0NA-EA02_1008.kwi (7 inch w/DCM)</a> <a href="#">17TDT0NA-EA12_1008.kwi (8 inch w/DCM)</a> <a href="#">17TDT0NA-EA52_1008.kwi (7 inch w/o DCM)</a> <a href="#">17TDT0NA-EA62_1008.kwi (8 inch w/o DCM)</a>
		Entune™ Audio Plus	<a href="#">17TDT1NA-EA02_1013.kwi (USA)</a>
		Entune™ Premium Audio	<a href="#">17TDT2NA-EA02_1013.kwi (USA)</a>
			<a href="#">17TMT2NA-DA02_0031.kwi</a>

#### MULTIMEDIA SOFTWARE FILE DOWNLOAD

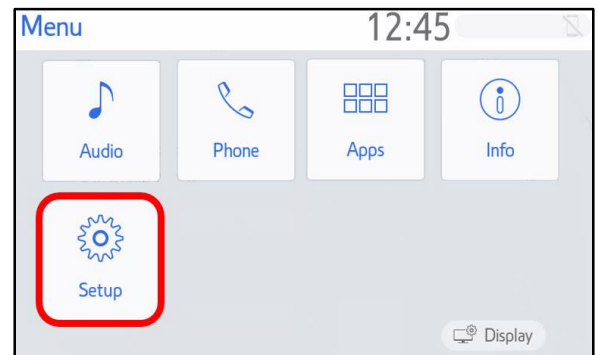
The multimedia software update file may be downloaded directly from this Service Bulletin by clicking on the file name in the table above. Once downloaded, the file may be extracted (unzipped) from the zip folder and saved directly to a blank USB flash drive.

For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – [Multimedia Software Download Instructions](#)*.

### Software Update Procedure

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

Figure 1.

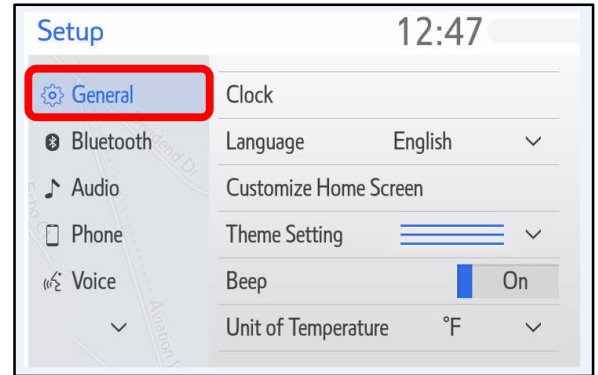


## Entune Audio Head Unit Software Update (Pioneer)

### Software Update Procedure (continued)

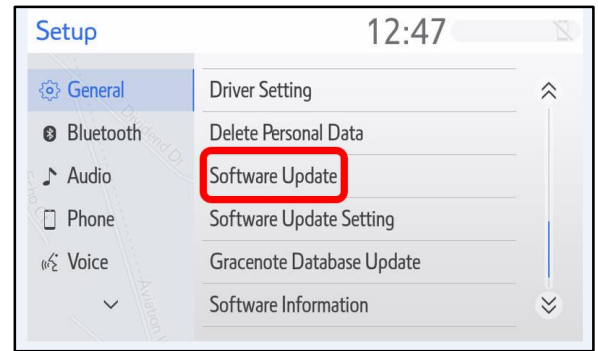
3. Select General on the Setup screen.

**Figure 2.**



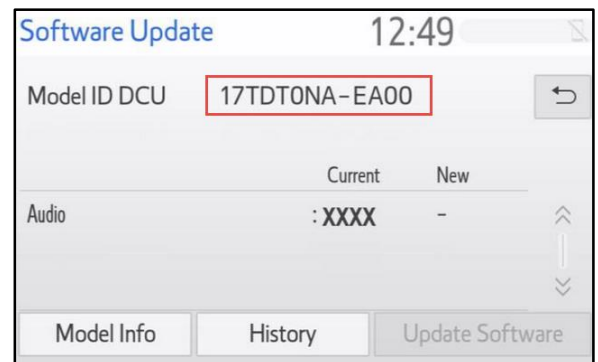
4. Scroll down and select Software Update.

**Figure 3.**



5. Record the Model ID.
6. Match the Model ID to the software update file, then download the appropriate multimedia software update file from the Software Update Information section.

**Figure 4.**



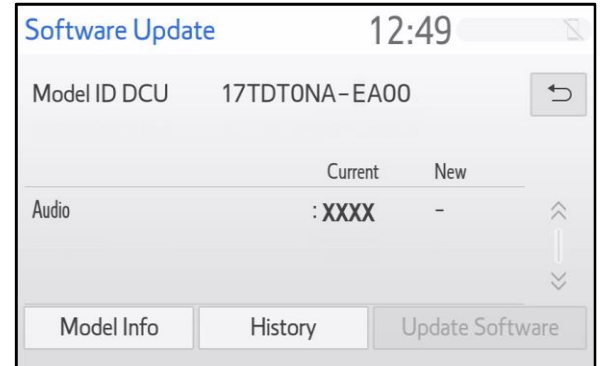
## Entune Audio Head Unit Software Update (Pioneer)

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### Software Update Procedure (continued)

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

**Figure 5.**



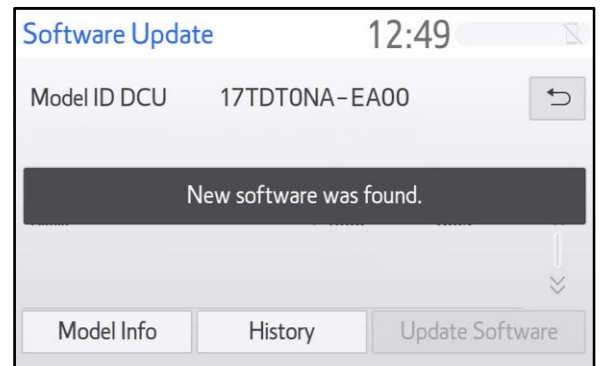
8. If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

**NOTE**

If the vehicle has been turned OFF, repeat steps 1 – 4 to re-enter the Software Update screen.

9. Insert the prepared USB flash drive into the vehicle's USB port.

**Figure 6.**





## Entune Audio Head Unit Software Update (Pioneer)

### Software Update Procedure (continued)

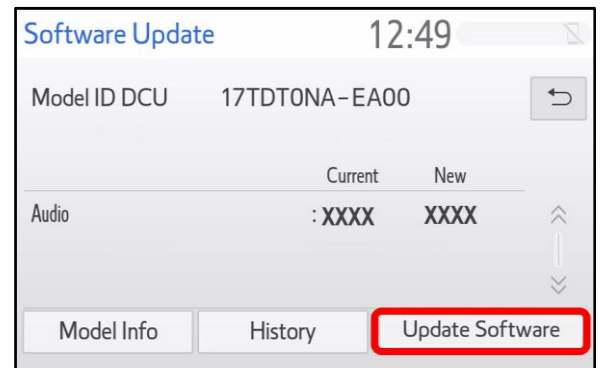
- Verify that the NEW software is up to date on the Software Update screen.

**Table 1. Software Version Information**

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW	CURRENT	NEW
Audio	1005	1008	1010	1013	1010	1013
	1006		1011		1011	
	1007					
Navigation	-				1000 1012 1021	1016 1031

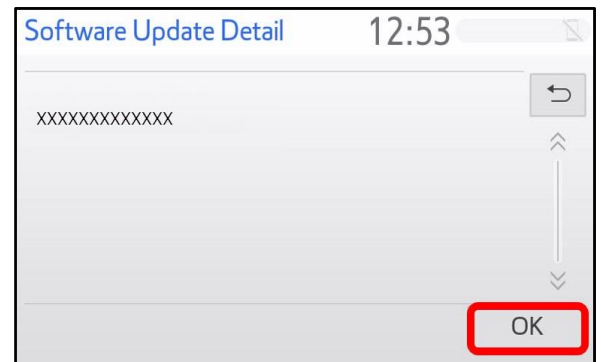
- Select the Update Software button in the lower right corner.

**Figure 7.**



- Select OK on the Software Update Detail screen.

**Figure 8.**

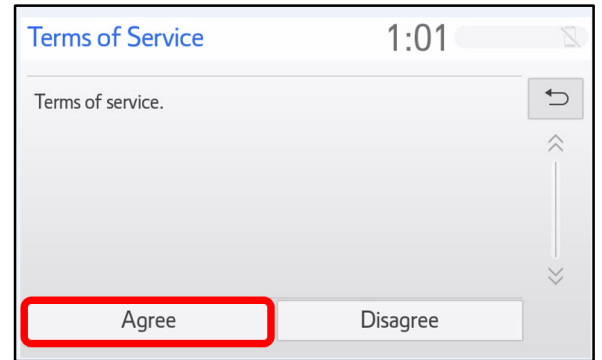


## Entune Audio Head Unit Software Update (Pioneer)

### Software Update Procedure (continued)

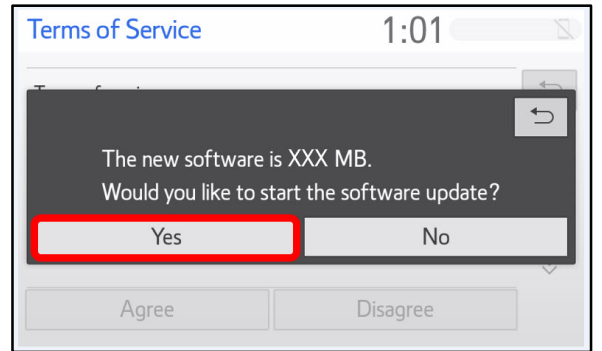
13. Select Agree on the Terms of Service screen.

**Figure 9.**



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

**Figure 10.**

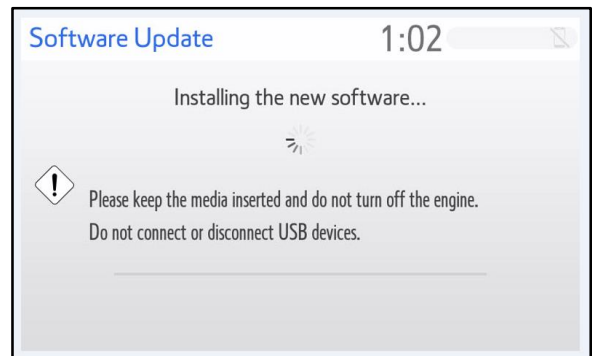


15. Once the head unit begins installation, the update will take approximately 10 minutes.

**NOTE**

- Do NOT turn OFF the engine or ACC before the software is ready for updating.
- Do NOT remove the USB flash drive until instructed in step 18.

**Figure 11.**

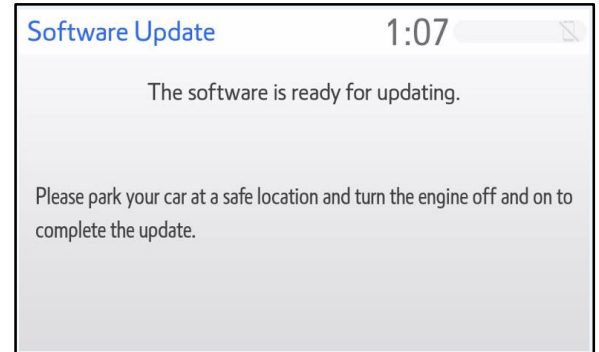


## Entune Audio Head Unit Software Update (Pioneer)

### Software Update Procedure (continued)

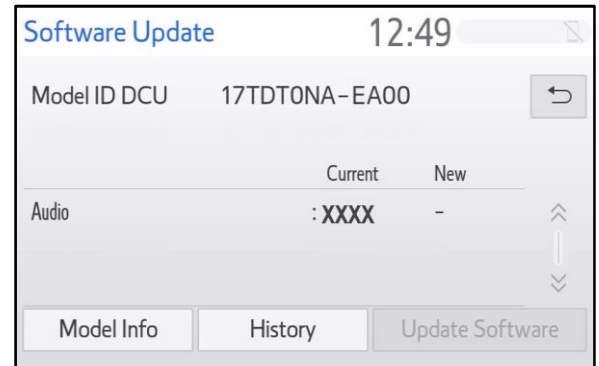
- When the “The software is ready for updating.” screen appears, turn OFF the vehicle.

**Figure 12.**



- Turn the vehicle ON to complete the software update.
- Once the software update is completed, remove the USB flash drive.
- Perform steps 1 – 4 to verify the software version matches the current software version information table below.

**Figure 13.**



**Table 2. Software Version Information**

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW	CURRENT	NEW
Audio	1008	–	1013	–	1013	
Navigation	–				1016	–
					1031	