

Subject

New Software Not Compatible Pop-up Message During Radio Head Unit Software Update

Market

USA

Service Category

Audio/Visual/Telematics

Section

Navigation/Multi Info Display

Applicability

All Applicable Models

APPLICABLE VEHICLES

2016-2018	Avalon HV	2016-2019	Highlander
2018	Yaris	2016-2019	Highlander HV
2016-2019	Tacoma	2016-2019	Tundra
2016-2020	4Runner	2017-2018	Prius Prime
2016-2019	Prius	2016-2019	Sequoia
2017-2018	Prius V	2016-2018	Avalon

CONDITION

Some vehicles may experience a “New software is not compatible with the system.” Pop-up while performing T-SB-0003-20 during the head unit software installation process.



RECOMMENDATIONS

If this pop-up occurs during the installation process, please contact TAS or your FTS for further assistance.

If it's a Sunday or holiday, continue with diagnosis and repair, save all parts and details, then contact TAS on the next available work day to review with the TAS engineer.

LINK REFERENCES

This Tech Tip does not contain any link references