TOYOTA
Technical Service Bulletin

Audio Head Unit Software Update (Denso)

Service Category   Audio/Visual/Telematics

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

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2017 - 2020	Prius Prime	
2019 - 2020	Prius	

REVISION NOTICE

February 21, 2020 Rev2:

- **The entire bulletin has been updated.**

January 11, 2018 Rev1:

- **The entire bulletin has been updated.**

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2017 – 2018 model year Prius Prime vehicles equipped with Premium Audio (R10A5430) or earlier may exhibit one or more of the following conditions. Updated multimedia software is now available to address these conditions. Follow the Multimedia Software Update Procedure in this bulletin to install the latest software version.

- No iPod® connection when connecting via USB
- Intermittent rebooting when connecting/disconnecting the iPod® USB
- Intermittent error screen when connecting/disconnecting the iPod® USB
- Navigation screen is locked after ACC/ON
- Internet radio is inoperative after connecting/disconnecting the iPod® USB
- Screen flick operation updates
- Navigation voice guidance is intermittently in the wrong language
- Audio does not mute when using Siri® Eyes Free
- Hands-free call is disconnected when another call is received
- Voice cannot be heard for several seconds on the handset after the navigation unit is turned off

Audio Head Unit Software Update (Denso)

Introduction (continued)

Some 2017 – 2018 model year Prius Prime vehicles equipped with the large screen Premium Audio (RA10A5520) or earlier may exhibit one or more of the following conditions. Updated multimedia software is now available to address these conditions. Follow the Multimedia Software Update Procedure in this bulletin to install the latest software version.

- Sound settings reset after ACC OFF/ON
- Volume control intermittently inoperative
- Unable to switch between audio modes
- Ending video playback concerns
- Intermittent rebooting
- Unable to connect to an Apple® device via USB
- Navigation map inoperative after software update
- Navigation map does not display
- Screen will not dim
- Abnormal operation after using Siri® Eyes Free
- Abnormal operation when using BT Audio
- My Car Log does not show mileage
- Flickering screen
- CAN date/time shift
- Intermittent sound from JBL equipped vehicles
- Backup camera stays on
- Abnormal noise when during ACC ON
- Cannot change songs when playing PANDORA®
- Intermittent black screen
- Intermittent rebooting
- Delay when using navigation

Audio Head Unit Software Update (Denso)

Introduction (continued)

Some 2017 – 2019 model year Prius Prime and 2019 Prius vehicles equipped with the large screen Premium Audio (version R10A8000) or earlier or 2020 model year Prius and Prius Prime vehicles equipped with the large screen Premium Audio (version R20A2200) or earlier may exhibit one or more of the following conditions:

- Intermittently Rebooting
- Intermittent screen flashing
- Intermittent screen going blank
- Abnormal phone touch tone operation during Apple CarPlay® (if equipped)
- Sound settings intermittently reset
- Unable to switch audio modes

Follow the Multimedia Software Update Procedure in this bulletin to install the latest software version.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL9055	Multimedia Software Update	0.3	86804-47420 86804-47430 86804-47530 86804-47540 86804-47570 86804-47580 86804-47490 86804-47500 86804-47421 86804-47431	87	74

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.**

Audio Head Unit Software Update (Denso)

Multimedia Software Update

HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE	QTY
Premium Audio	16TABDNA-AA01_1001	1

> **MULTIMEDIA SOFTWARE FILE DOWNLOAD**
>
> **The Multimedia software update file may be downloaded directly from this Service Bulletin by clicking on the applicable file name in the table above. Once downloaded, the file may be copied directly to a commonly available blank USB flash drive.**
>
> **For USB flash drive requirements and download instructions: Refer to** *TIS – Diagnostics – Calibrations – Reference Documents – "Multimedia Software Download Instructions"*

Multimedia Software Update Procedure

1. Confirm the audio system type by checking the panel ID printed on the bottom of the head unit.

   Table 1.

MODEL	PREMIUM AUDIO
Prius Prime Prius	E7051
	E7052
	E7057
	E7058

Figure 1.

2. Perform steps 6 – 11 to check the current software version.

   Does the head unit need the update performed?

   - **YES —** Continue to step 3.
   - **NO —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

3. Download the correct multimedia software update file for the vehicle and install it onto a USB flash drive.

Audio Head Unit Software Update (Denso)

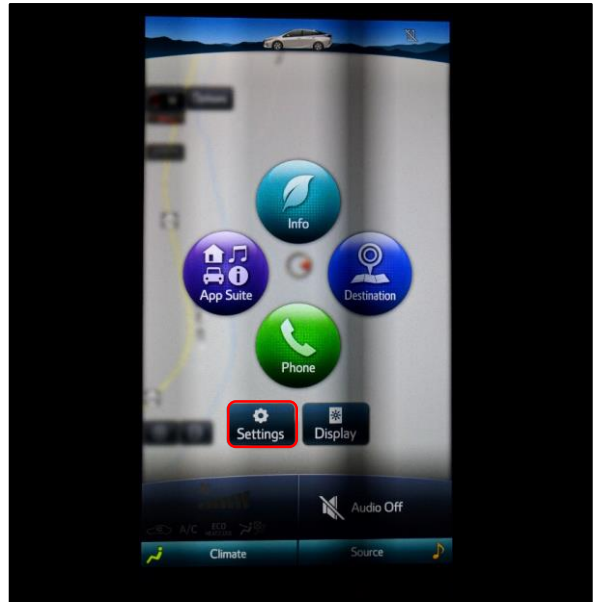**Multimedia Software Update Procedure (continued)**

4. Ready "ON" the vehicle.

5. Insert the USB flash drive with the downloaded
   multimedia software update file into the vehicle's USB port.

6. Select Menu.
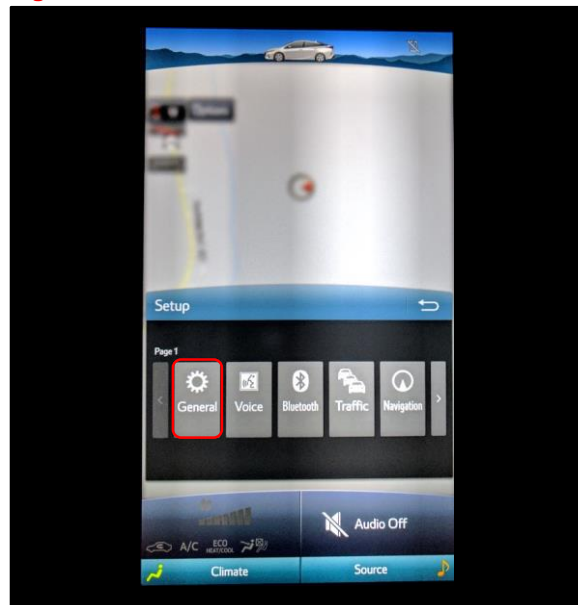
Figure 2.

7. Select Settings.

Figure 3.

Audio Head Unit Software Update (Denso)
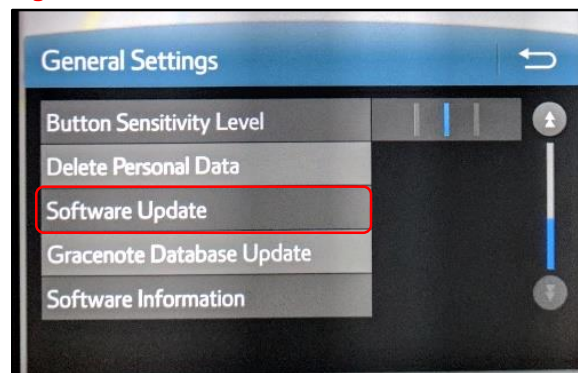
Multimedia Software Update Procedure (continued)

8. Select General.

Figure 4.
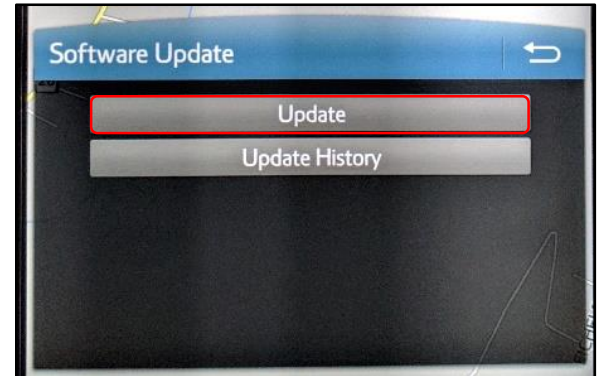

9. Scroll down and select Software Update.

Figure 5.

Audio Head Unit Software Update (Denso)

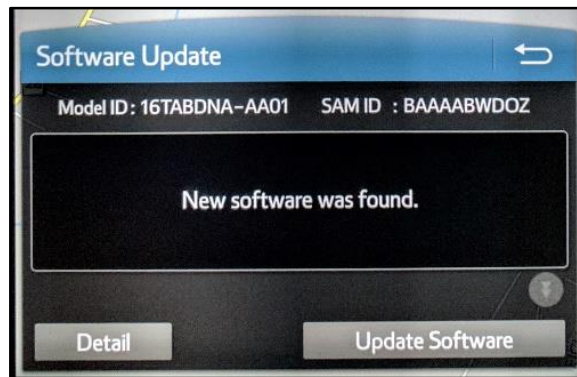**Multimedia Software Update Procedure (continued)**

10. Select Update.

Figure 6.

> **NOTE**
>
> If the software is detected properly, a "New software was found" pop-up will display.
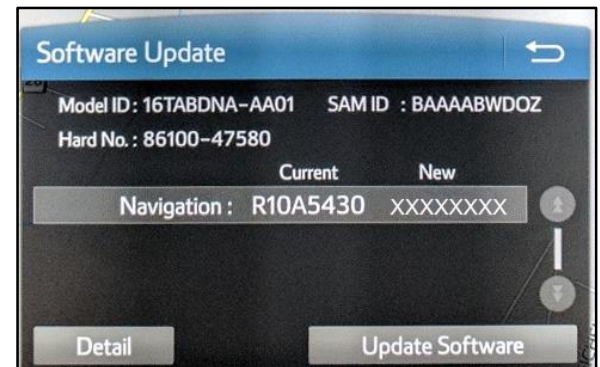>
> **Figure 7.**
>
>

11. Verify that the NEW software is the most up to date by referring to the Software Version Information table below.

Figure 8.

Table 2. Software Version Information

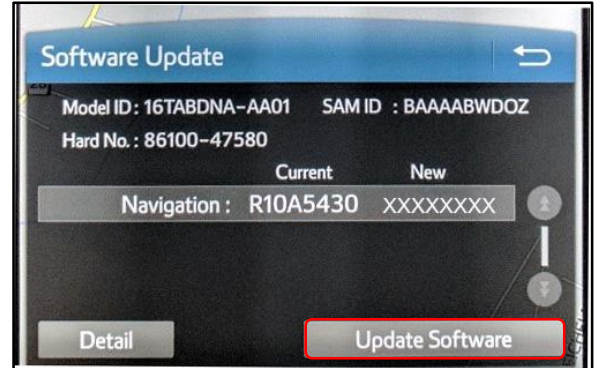| TYPE	PREMIUM AUDIO	
	CURRENT	NEW
Navigation	R10A5400 R10A5430 R10A5500 R10A5520 R10A5530 R10A7200 R10A8000 R20A2200	R10A8100 R20A2300

Audio Head Unit Software Update (Denso)

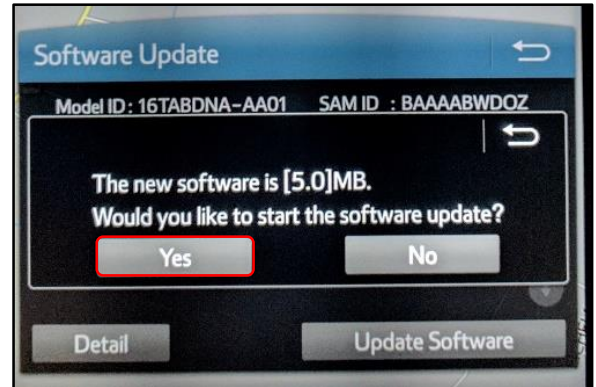**Multimedia Software Update Procedure (continued)**

12. Select Update Software on the Software Update screen.

Figure 9.

13. Select Yes on the Software Update screen.

Figure 10.

14. Once the head unit begins the installation, the update will take about 10 minutes to complete.

> **NOTE**
> - Do NOT turn OFF the ignition or Ready "OFF" the vehicle BEFORE the software is ready for updating.
> - Do NOT pull the USB flash drive out of the vehicle's USB port.
>
> **Figure 11.**
>
>

Audio Head Unit Software Update (Denso)

Multimedia Software Update Procedure (continued)

15. When the "Software is ready to update" screen displays, Ready "OFF" and "ON" the vehicle.

Figure 12.

16. Remove the USB flash drive from the vehicle's USB port.

Multimedia Software Version Confirmation

1. Perform steps 6 – 11 of the Multimedia Software Update Procedure to reenter the Software Update screen.

2. Verify that the multimedia software information is updated on the Software Update screen.

Figure 13.

Table 3. New Multimedia Software Version Information

TYPE	PREMIUM AUDIO	
	CURRENT	NEW
Navigation	R10A8100 R20A2300	–