

# 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
2020	Highlander, Highlander HV, RAV4, RAV4 HV, Tundra	

### REVISION NOTICE

**March 19, 2020 Rev1:**

- **The entire bulletin has been updated.**
- **Any previous printed versions of this bulletin should be discarded.**

## Introduction

Some 2020 model year Tundra vehicles equipped with Audio Plus (version 1186) or earlier may exhibit one or more of the following conditions:

- WiFi intermittently inoperative
- DTC B15DB present
- Changing the Auto Relock Timer setting also changes the Remote 2-Press unlock setting

Some 2020 model year Tundra, RAV4, RAV4 Hybrid, Highlander, or Highlander Hybrid vehicles equipped with Audio Plus (version 1210), or Premium Audio (version 1196) or earlier may exhibit one or more of the following conditions:

- Intermittent screen flashing
- Intermittent "Destination Assist Unavailable" pop-up message
- Intermittent blank screen
- Bluetooth® intermittently disconnects
- Abnormal radio playback after Destination Assist Call
- "There is no playable data" pop-up message when using USB Audio
- Unable to answer phone calls when using Apple CarPlay®
- Clock displays the incorrect time
- Intermittent rebooting

## Audio Head Unit Software Update (Denso-Ten)

### Introduction (continued)

- “The software version doesn’t correspond” pop-up is intermittently displayed
- Intermittent black screen when using projection navigation
- Abnormal noise after ACC OFF/ON when using AM mode and high volume
- “Please connect USB” pop-up message when USB is already connected

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	OFF	T1	T2
EL1916	Software Update	0.3	86140-0C350 86140-42A60 86140-42A70 86140-42A80 86140-42A90 86140-0R370 86140-0R380 86140-0R390 86140-0R400 86140-0E340 86140-0E550 86140-0E680 86140-0E570	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-Ten)

### Software Update Information

MODEL	HEAD UNIT	SOFTWARE UPDATE FILE
Tundra, RAV4, RAV4 HV, Highlander, Highlander HV	Audio Plus	<a href="#">17TDT1NA-CA31_1256.kwi</a>
RAV4, RAV4 HV, Highlander, Highlander HV	Premium Audio	<a href="#">17TDT2NA-CA31_1256.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 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](#)*.

### Software Update Procedure

1. Turn ON the ignition.
2. Press the Menu button on the radio faceplate, then select Setup.
3. Select General on the Setup screen.

Figure 1.

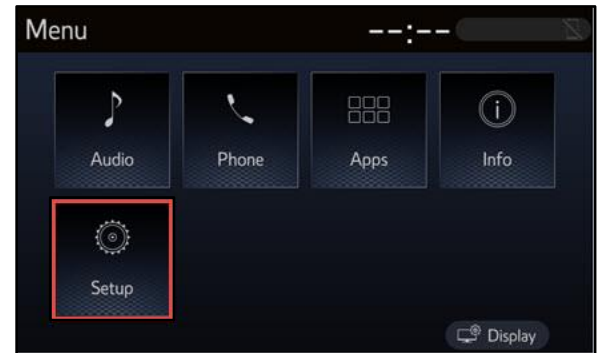
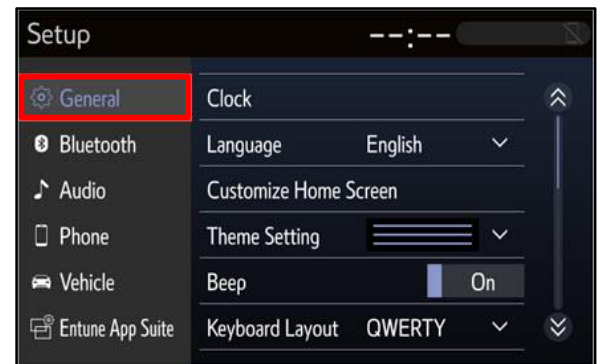


Figure 2.

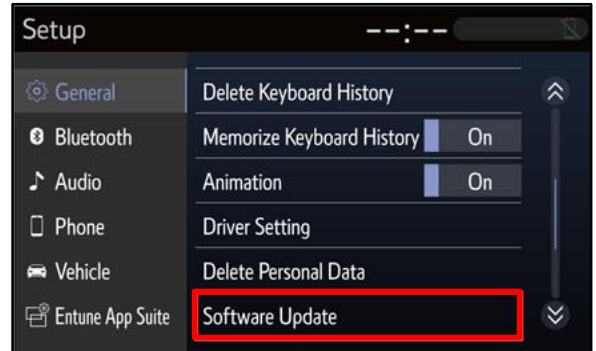


## Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

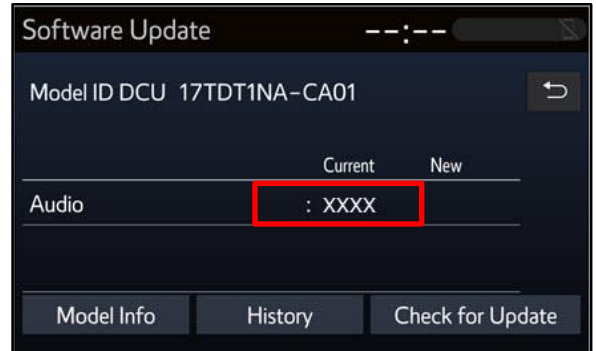
4. Scroll down and select Software Update.

**Figure 3.**



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	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW
Audio	1186 1210	1256	1191 1196	1256

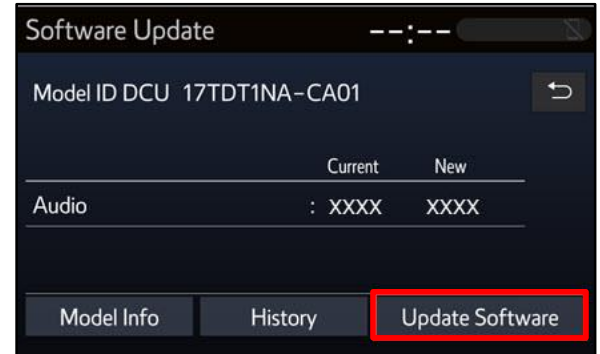
## Audio Head Unit Software Update (Denso-Ten)

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### Software Update Procedure (continued)

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

**Figure 5.**



10. Select OK on the Software Update Detail screen.

**Figure 6.**



11. Select Agree on the Terms of Service screen.

**Figure 7.**



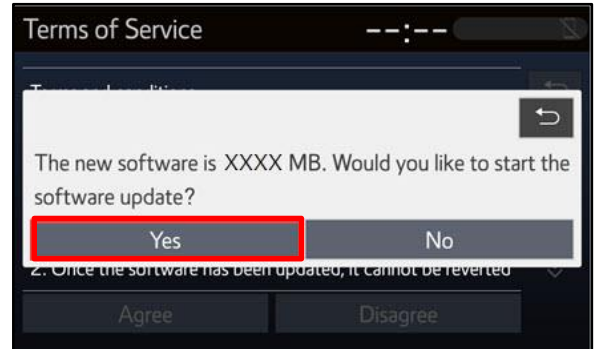
## Audio Head Unit Software Update (Denso-Ten)

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### Software Update Procedure (continued)

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

**Figure 8.**



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.**



## Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

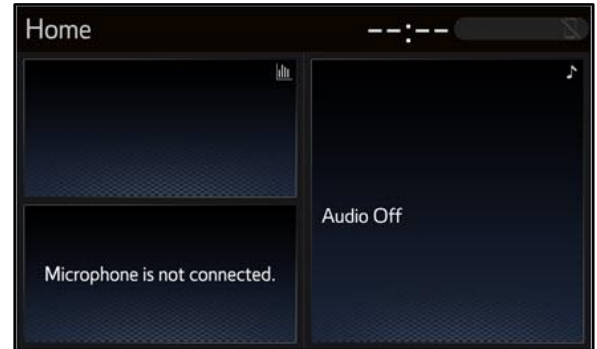
15. Turn the ignition ON to complete the software update.
16. AFTER turning the ignition ON, the Software Update screen will appear. Do NOT turn OFF the ignition or remove the USB flash drive. The head unit will reboot during this time.

**Figure 11.**



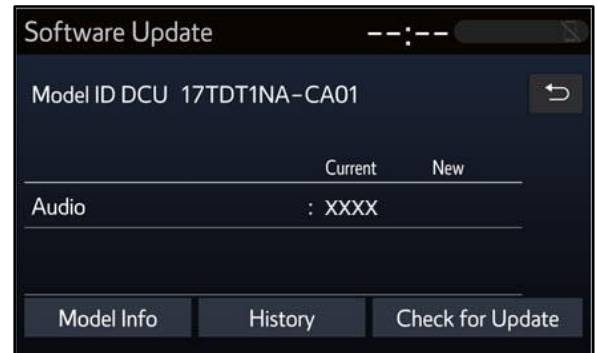
17. Once the software update is complete and the Home screen appears, remove the USB flash drive.

**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	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW
Audio	1256	–	1256	–