LEXUS

Technical Service Information Bulletin

Navigation System Software Update (Panasonic)

**Service
Category**   Audio/Visual/Telematics

Section   Audio/Video   **Market** USA

Lexus Supports
ASE Certification **ASE**

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	ES300H, ES350, UX200, UX250H	
2018 - 2020	LC500, LC500H, LS500, LS500H, NX300, NX300H, RC F, RC300, RC350	

REVISION NOTICE

August 13, 2020 Rev1:

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

Any previous printed versions of this bulletin should be discarded.

NOTE

This bulletin applies to 2018 LC 500, LC 500h, LS 500, LS 500h, NX 300, NX 300h, RC F, RC 300, and RC 350 and 2019 NX 300, NX 300h, and RC F vehicles ONLY if L-SB-0028-19 has been completed before performing the Software Update Procedure in this bulletin.

Introduction

Some 2018 – 2020 model year Lexus vehicles with Panasonic navigation (version 1050) or earlier may exhibit one or more of the following conditions:

- The analog clock shows one hour ahead, then immediately adjusts back one hour after ACC ON.
- No Sound and Reset when playing Spotify via Bluetooth Audio.

Some 2018 – 2020 model year Lexus vehicles with Panasonic navigation (version 1030) or earlier may exhibit one or more of the following conditions:

- WiFi becomes inoperative/could not be enabled.
- Navigation reset while driving.
- Navigation shows vehicle in the wrong location.

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Introduction (continued)

Some 2019 model year ES 300h and ES 350 vehicles with Panasonic navigation (version 1000) may exhibit one or more of the following conditions:

- No sound after an incoming Bluetooth® phone call.
- Excessive severe weather alert messages.

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

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFP	T1	T2
EL1933	Software Update	ES	0.3	86120-33J70 86120-06440	87	74
		LC		86120-11040 86120-11041 86120-11050 86120-11051 86120-11500 86120-11510 86120-11E30 86120-11E40		
		LS		86120-5A170 86120-50W60		
		NX		86120-78010 86120-78530 86120-78590 86120-78610 86120-78A60		
		RC		86120-24A00 86120-24A10 86120-24520 86120-24530 86120-24D80 86120-24D90		
		UX		86120-76090		

APPLICABLE WARRANTY
- **This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.**

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Calibration Information

MULTIMEDIA TYPE	MODEL	COMPONENT	APPLICABLE USB DRIVE FILE
Panasonic Navigation	ES 300, ES 300h, LC 500, LC 500h, LS 500, LS 500h NX 300, NX 300h, RC 300, RC 350, RC F, UX 200, UX 250h	DCU	17LDL2NA-DB02_0050.kwi
		MEU	17LML2NA-DB02_0050.kwi

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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.

Be sure to copy both the DCU and MEU files to the USB flash drive.

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

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Software Update Procedure

1. Confirm the software version.

   A. Start the engine. The Lexus emblem will display on the navigation screen.

   Figure 1.

   B. Wait for the display to switch to the Caution screen, then select Continue.

   Figure 2.

Navigation System Software Update (Panasonic)
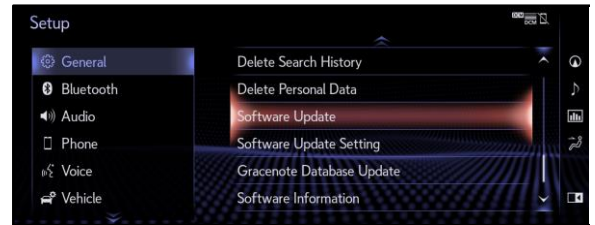
Software Update Procedure (continued)

C. Connect the USB flash drive to the USB port.

D. From the navigation menu, select Setup.

Figure 3.

E. In the General menu, scroll to and select Software Update.

Figure 4.

F. Confirm the current Audio and Navigation versions.

Is the current Audio version OLDER than 1065 and the current Navigation version OLDER than 1065?

- **YES —** Go to step 2.
- **NO —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 5.

Navigation System Software Update (Panasonic)

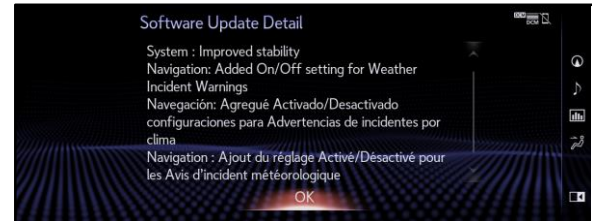**Software Update Procedure (continued)**

2. Update the software version.

    A. Select Update Software.

    Figure 6.

    B. Review the Software Update Detail and select OK.

    Figure 7.

    C. Confirm the Terms of Service and select Agree.

    Figure 8.

    D. Select Yes.

    Figure 9.

Navigation System Software Update (Panasonic)

Software Update Procedure (continued)

E. While installing the NEW software, do NOT turn off the engine.

Figure 10.

Software Update
Installing the new software...
Please keep the media inserted
and do not turn off the engine.
Do not connect or disconnect USB devices.

F. When prompted, turn the engine OFF and ON to complete the update.

Figure 11.

Software Update
The software is ready for updating.
Please park your car at a safe location
and turn the engine off
and on to complete the update.

G. Confirm the current software version has been updated on the Software Update screen.

Figure 12.

Software Update
Model ID DCU 17LDL2NA-DB02
Model ID MEU 17LML2NA-DB02
Current New
Audio: 1065 –
Navigation: 1065 –
Model Info History Check for Update