

# 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	Prius, Prius Prime	
2019	RAV4, RAV4 HV	
2018 - 2020	Sienna	

### REVISION NOTICE

**December 11, 2020 Rev2:**

- The entire bulletin has been updated.

**October 21, 2020 Rev1:**

- The Introduction and Software Update Information sections have been updated.

Any previous printed versions of this bulletin should be discarded.

### SUPERSESION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0039-19.

The aforementioned bulletin is obsolete, and any printed versions should be discarded.

Be sure to review the entire content of this service bulletin before proceeding.

### NOTE

This bulletin applies to 2018 model year Sienna vehicles ONLY if T-SB-0053-19 has been performed and completed BEFORE performing the Software Update Procedure in this bulletin.

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

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### Introduction

Some 2019 model year RAV4 and RAV4 Hybrid and 2018 – 2020 model year Sienna vehicles equipped with Audio Plus (version 1010) or Premium Audio (version 1010) or earlier may exhibit one or more of the following conditions:

- Toyota apps fail to download.
- Bluetooth® is unable to automatically connect after key cycle.
- Abnormal microphone operation.
- Sirius XM® antenna disconnection history Diagnostic Trouble Code (DTC) B15FE.
- No outgoing voice during phone calls when using Apple CarPlay®.
- Incoming calls incorrectly show on the multi-information display (MID) when using Apple CarPlay®.
- CAN networking DTC B1321.
- Volume inoperative after using Siri®.
- Unable to adjust the treble audio setting.
- Song information flickering.
- Unable to select Sirius XM® music genre by voice recognition.
- Noise when hanging up call on handset.
- Transferred contacts do not match the number of handset contacts.
- Sirius XM® sound slow to start.
- Abnormal Toyota apps and Scout Operation.

Some 2020 model year Prius and Prius Prime, 2019 model year RAV4 and RAV4 Hybrid, and 2018 – 2020 model year Sienna vehicles equipped with Audio Plus (version 1195), Premium Audio (version 1195), or Navigation (version 1035) 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.

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

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### Introduction (continued)

- Microphone disconnected pop-up message.
- Clock not displayed on the map screen.
- Intermittent phone ringing with no incoming phone call.
- Clock format changes from 12 to 24 hours intermittently.
- Screen intermittently goes blank.
- Sound changes from one speaker to both front speakers during phone calls while using Apple CarPlay®.
- Siri® and Voice Recognition operate at the same time when pushing and holding the PPT button.
- Audio is displayed at the top of the screen in Navigation VR screen.
- Voice Recognition outputs an incorrect weather value.
- Abnormal operation when selecting the phone steering wheel switch.
- Intermittent screen flickering.
- Terms of service screen has abnormal appearance.
- Intermittent slow screen transitions.
- Radio screen is intermittently blank.
- Steering wheel switches for changing the track are inoperative in Apple CarPlay®.
- Unable to display Hebrew characters in the phone book.
- Home screen is intermittently partially blank.
- Intermittently unable to make outgoing phone calls.
- Unable to connect devices to Bluetooth® hands free after disconnecting another device.
- Screen intermittently freezes.
- Bluetooth® intermittently disconnects during a phone call.

Some 2020 model year Prius and Prius Prime and 2019 – 2020 model year RAV4, RAV4 Hybrid, and Sienna vehicles equipped with Premium Audio (Navigation version 1040) or earlier may exhibit one or more of the following conditions:

- Navigation expiration pop-up that is more than a year in the future.
- Destination ETA calculation does not account for time zone change or daylight-saving time.

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### Introduction (continued)

Some 2019 – 2020 model year RAV4 and RAV4 Hybrid vehicles equipped with Premium Audio (Audio version 1211 and Navigation version 1045) or earlier may exhibit one or more of the following conditions:

- Unable to hear audio when using Bluetooth® audio.
- Clock inaccurate, time runs fast.
- Pop-up message “There is no playable data” when trying to use USB audio.
- Unable to load USB audio song list.
- Navigation map reverses and the movement is displayed backward.

Some 2020 model year Prius and Prius Prime, 2019 – 2020 model year RAV4 and RAV4 Hybrid, and 2018 – 2020 model year Sienna vehicles equipped with Audio Plus (version 1121), or Premium Audio (version 1301) or earlier may exhibit one or more of the following conditions:

- Bluetooth® audio intermittently inoperative.
- Unable to activate Toyota App.
- Pop-up message “There is no playable data” when trying to use USB Audio.
- Unable to load the USB audio song selection list.
- Audio repeats after Destination Assist call ends.
- Handset will not reconnect after unplugging and plugging it back in via USB.
- Pop-up message “The version of software doesn't match.”
- Screen intermittently black when using Bluetooth®.
- Pop-up message “Navigation app is not installed” intermittently displayed after pushing the MAP button.
- Bluetooth® Audio Now Playing list takes several minutes to load.
- Intermittent rebooting.
- Intermittent white screen.
- Temperature intermittently changes units.

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

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

### Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1907	Software Update	Sienna	0.3	86140-08170 86140-08180	87	74
		RAV4, RAV4 HV		86140-0R250 86140-0R310 86140-0R280 86140-42510 86140-0R260 86140-42520 86140-0R270 86140-0R290 86140-0R300		
		Prius, Prius Prime		86140-47620		

#### 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.

### Software Update Information

MODEL	HEAD UNIT	SOFTWARE UPDATE FILE
Sienna	Audio Plus	<a href="#">17TDT1NA-CA02_1312.kwi</a>
Prius, Prius Prime		
RAV4, RAV4 HV	Premium Audio	<a href="#">17TDT2NA-CA01_1312.kwi</a> <a href="#">17TMT2NA-DA02_0050.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](#)*.

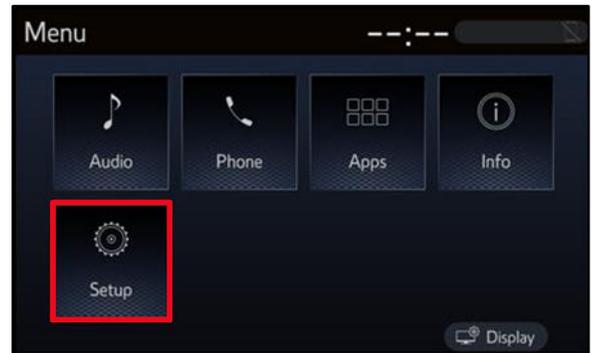
## Audio Head Unit Software Update (Denso-Ten)

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### Software Update Procedure

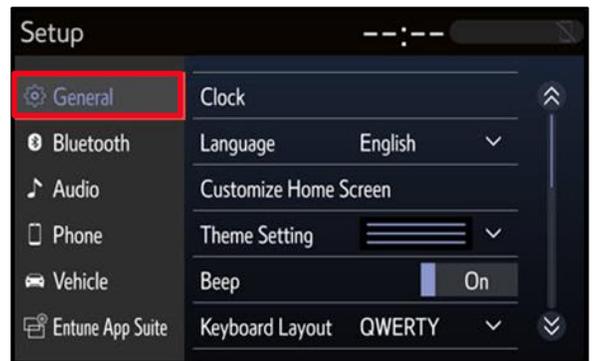
1. Turn the ignition ON.
2. Press the Menu button on the radio faceplate, then select Setup.

**Figure 1.**



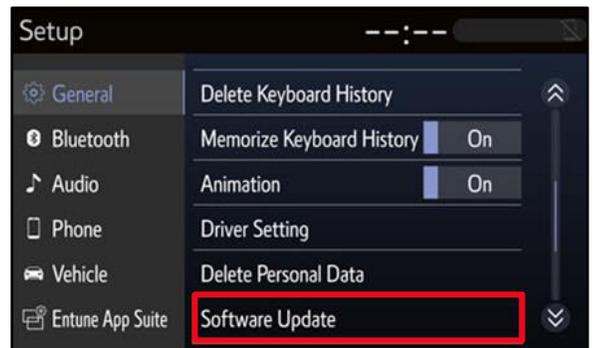
3. Select General on the Setup screen.

**Figure 2.**



4. Scroll down and select Software Update.

**Figure 3.**



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

### Software Update Procedure (continued)

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

**Figure 4.**



- 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.

- Insert the prepared USB flash drive into the vehicle’s USB port.
- 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	1000 1004 1102 1128 1090 1159 1195 1211	1312	1102 1128 1159 1195 1211 1301	1312
Navigation	-		1010 1015 1021 1031 1035 1040 1045	1050

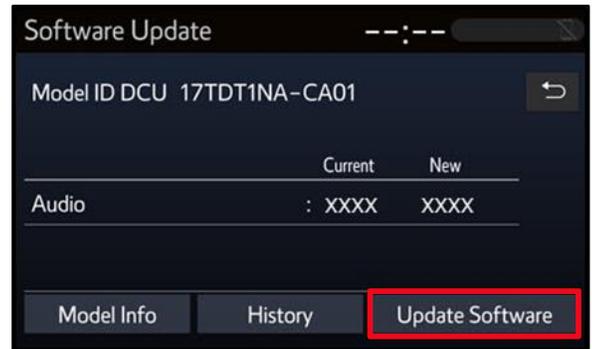
## Audio Head Unit Software Update (Denso-Ten)

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### Software Update Procedure (continued)

9. Select General on the Setup screen.

**Figure 5.**



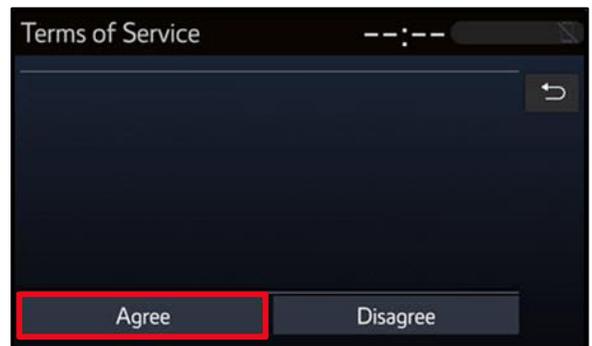
10. Select OK on the Software Update Detail screen.

**Figure 6.**



11. Select Agree on the Terms of Service screen.

**Figure 7.**



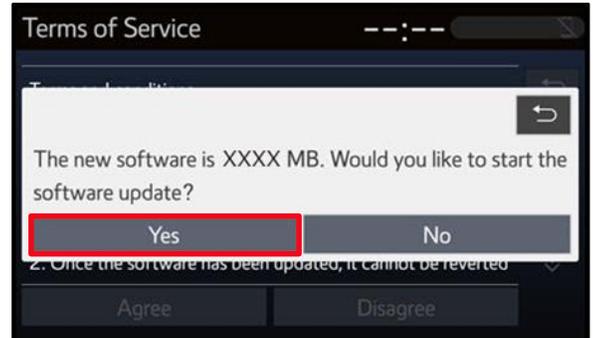
## Audio Head Unit Software Update (Denso-Ten)

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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.**



15. Turn the ignition ON to complete the software update.

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

### Software Update Procedure (continued)

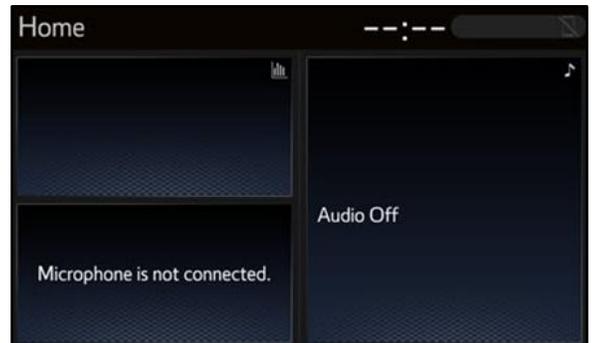
16. AFTER turning the ignition ON, the Software Update screen will appear. Do NOT turn off the ignition or remove the USB flash drive. The head unit will reboot during this time.

**Figure 11.**



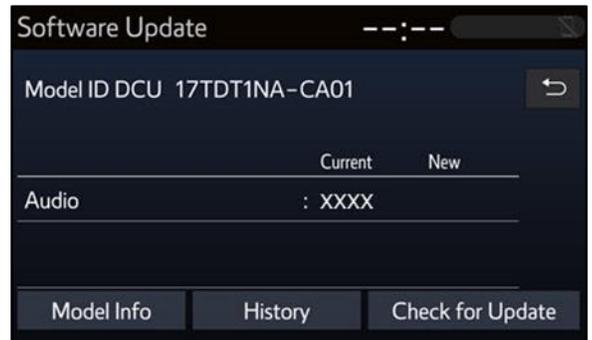
17. Once the software update is complete and the Home screen appears, remove the USB flash drive.

**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	1312	–	1312	–
Navigation	–	–	1050	–