

Entune Audio Head Unit Software Update (Panasonic)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016 - 2018	4Runner, Avalon, Avalon HV, Highlander, Highlander HV, Prius, Sequoia, Tacoma, Tundra	
2019	4Runner, Highlander, Highlander HV, Prius, Sequoia, Tacoma, Tundra	
2017 - 2018	Prius Prime, Prius V	
2016 - 2017	Sienna	
2018	Yaris	

REVISION NOTICE

February 08, 2021 Rev2:

- The Introduction, Multimedia Software Update Information, Software Update Procedure, and Software Version Confirmation sections have been updated.

November 17, 2020 Rev1:

- The Introduction, Multimedia Software Update Information, and Software Update Procedure 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-0279-17.

- The entire bulletin has been updated.

Service Bulletin No. T-SB-0279-17 is obsolete and ANY printed versions should be discarded.

Entune Audio Head Unit Software Update (Panasonic)

Introduction

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio (version 01013E), Entune™ Audio Plus (version 010156 or 01015C), or Entune™ Premium Audio (versions 010171, 010170, or 01017D) may exhibit one or more of the following conditions:

- Head unit reboots at a specific location.
- Abnormal Destination Search app operation.
- Rebooting caused by no songs on the USB-connected iPhone.
- A one-time reboot after ignition is cycled to ACC-ON.
- Audio stays muted after the key is cycled.

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio (version 010144), Entune™ Audio Plus (version 01015E), Entune™ Premium Audio (version 010182), or earlier may exhibit one or more of the following conditions:

- Head unit reboots intermittently.
- Home screen intermittently half blank after shifting out of reverse, if the driver uses reverse after using the maintenance reminder screen.
- Screen freezes during an incoming phone call.
- Incorrect time displays on the diagnostic menu.
- Radio station information does not match radio station that is playing.
- Abnormal playlist browsing operation.
- Mute stays enabled after key cycle.
- “Search along my route” is inoperative.
- Traffic data scales improperly.
- Unit of measure is missing from distance to destination (showing “11” instead of “11mi”).
- Multi-information display (MID) compass does not match navigation screen when switching to North up.
- Navigation does not match MID when switching from miles to kilometers.
- Speed limit is blank on navigation screen.
- Go button on VR screen is inoperative.

Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio (version 010145), Entune™ Audio Plus (version 010161), Entune™ Premium Audio (version 010189), or earlier may exhibit one of the following conditions:

- Map will not display after it has been reprogrammed from the map micro SD card.
- “Low Fuel” pop-up message does not display.
- Head unit continuously reboots.
- Abnormal POI operation.
- Head unit reboots while transferring phone book data.
- Volume cannot be changed on Bluetooth® (BT) audio when paused.
- Song information does not send when playing from BT audio.
- Diagnostic Trouble Code (DTC) B15F6 is set.
- The number of flashes for lane change signaling cannot be selected.

Some 2016 – 2018 model year Toyota vehicles equipped with the Entune™ Audio (version 010147), Entune™ Audio Plus (version 010166), Entune™ Premium Audio (version 01018C), or earlier may exhibit the following condition:

- Abnormal BT audio playback from iPhone when switching between devices after ignition is cycled to ACC-OFF.

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio (version 010148), Entune™ Audio Plus (version 010169), Entune™ Premium Audio (version 01018D), or earlier may exhibit one or more of the following conditions:

- “Contact and call history transfer complete” message pop-up does not display.
- “Would you like to set up messaging?” message pops up after BT connection.
- Intermittent rebooting.
- Audio sound settings reset intermittently.
- Surround sound setting turns back on after ACC-OFF/ON.
- Incorrect selection of navigation items while inputting an address.
- Low audio volume when switching to BT Audio.
- Unable to switch to BT device while driving.
- Dial pad is not available while driving.
- Phone contacts are not available while driving.
- Radio stations will play for a few seconds then cut out.
- Unable to read incoming messages.

Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2016 – 2019 model year Toyota vehicles equipped with Entune™ Audio (version 01014B, 013A4E), Entune™ Audio Plus (version 010176, 01016F), Entune™ Premium Audio (versions 010192 and 01019A), or earlier may exhibit one or more of the following conditions:

- Intermittent rebooting when making or receiving phone calls.
- Intermittent blank screen.

Some 2016 – 2019 model year Toyota vehicles equipped with Entune™ Premium Audio (versions 01019D, 01019E) or earlier may exhibit one or more of the following conditions:

- Radio Intermittently reboots.
- Auto-adjust inoperative when pressing the “Tire Change” button.
- Specific buildings cannot be searched via POI name search.
- Speed limit information is not displayed on the home screen.
- Navigation routes include unnecessary U-turns and detours.
- When entering an intersection, the 2nd digit is displayed abnormally.
- “New software is not compatible with the system” pop-up message.

Some 2016 – 2019 model year Toyota vehicles equipped with Entune™ Audio (version 010150, 013A4C, 01014F), Entune™ Audio Plus (versions 010177, 010178, 010179), Entune™ Premium Audio (versions 0101A0, 0101A1), or earlier may exhibit the following condition:

- Radio Intermittently reboots when an iPhone is connected via BT.

Updated system software is now available to address these conditions.

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

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1922	Software Update	4Runner	0.3	86100-35440	87	74
				86100-35441		
				86100-35450		
				86100-35451		
				86100-35460		
				86100-35470		
				86100-35480		
				86100-35490		
				86100-35500		
				86100-35501		
		86100-35510				
		86100-35520				
		86100-35570				
		Avalon, Avalon HV		86140-07100		
				86804-07110		
				86804-07120		
Highlander, Highlander HV	86804-0E270					
	86804-0E280					
	86804-0E290					
	86804-0E300					
	86804-0E291					
	86804-0E301					
Prius	86140-47270					
	86804-47340					
	86804-47330					
	86804-47331					

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information (continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1922	Software Update	Prius Prime	0.3	86804-47330 86804-47331	87	74
		Prius V		86140-47450 86804-47290 86804-47300 86804-47310		
		Sequoia		86140-0C150 86140-0C160 86140-0C220 86140-0C221 86140-0C231 86804-0C160 86804-0C170 86804-0C180 86804-0C190 86140-0C221 86804-0C230 86804-0C231 86804-0C241		
		Sienna		86804-08030 86804-08040		
		Tacoma		86140-04100 86140-04101 86140-04160 86140-04161 86140-04170 86140-04171 86140-04180 86140-04181 86804-04090 86804-04120 86804-04130		

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information (continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1922	Software Update	Tundra	0.3	86140-04101	87	74
				86140-04161		
				86140-04171		
				86140-04181		
				86140-0C100		
				86140-0C110		
				86140-0C120		
				86140-0C130		
				86140-0C180		
				86140-0C181		
				86140-0C190		
				86140-0C191		
				86140-0C200		
				86140-0C201		
				86140-0C211		
				86804-04091		
				86804-04121		
		86804-04131				
		86804-0C120				
		86804-0C130				
86804-0C140						
86804-0C150						
		Yaris		86140-0D420		
				86140-0D430		

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.

Entune Audio Head Unit Software Update (Panasonic)

Multimedia Software Update Information

MODEL	MODEL YEAR	HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE
Avalon, Avalon HV	2016 – 2018	Entune™ Audio Plus	13TDDANA-DA11_0123.kwi
		Entune™ Premium Audio	13TDANNA-DA12_0164.kwi
Prius, Prius V, Tacoma, Tundra	2016 – 2018	Entune™ Audio	13TBDANA-DA10_0082.kwi
Sequoia, Tacoma, Tundra	2016 – 2018	Entune™ Audio Plus	13TDDANA-DA10_0123.kwi
4Runner, Highlander, Highlander HV, Sequoia, Sienna, Prius, Prius Prime, Prius V, Tacoma, Tundra	2016 – 2018	Entune™ Premium Audio	13TDANNA-DA11_0164.kwi
Yaris	2018 – 2019	Entune™ Audio	13TBDANA-DA11_0079.kwi
		Entune™ Audio Plus	13TDDANA-DA13_0120.kwi
Sequoia, Tacoma, Tundra	2019	Entune™ Audio Plus	13TDDANA-DA20_0122.kwi
Prius, Tacoma, Tundra	2019	Entune™ Audio	13TBDANA-DA20_0081.kwi
4Runner, Highlander, Highlander HV, Prius, Sequoia, Tacoma, Tundra	2019	Entune™ Premium Audio	13TDANNA-DA21_0165.kwi

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](#)*.

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure

1. Confirm the audio system type by checking the faceplate ID printed on the bottom-right or bottom-center of the head unit. See Table 1 for the applicable model faceplate ID number.

Figure 1. Avalon, Avalon HV, Highlander, Highlander HV, Prius, Prius V, Sienna, Sequoia, Tacoma, Tundra



Figure 2. 4Runner

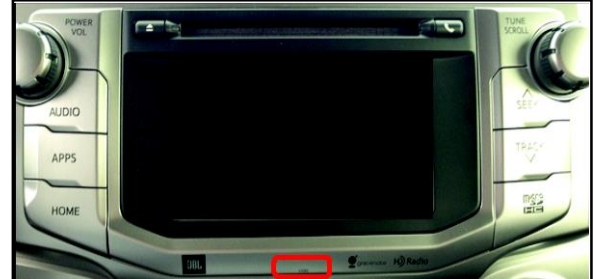


Table 1. Faceplate ID Information

MODEL	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM AUDIO
4Runner	–	–	510139 510140 510143 510144 510145 510147 510413 510414 510417 510418 510419 510421 510422 510424
Avalon, Avalon HV	–	510129	510130 510131
Highlander, Highlander HV	–	–	510159 510160 510179 510180 510390 510391
Prius	510028 510425	–	510053 510054 510426

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

Table 1. Faceplate ID Information (continued)

MODEL	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM AUDIO
Prius Prime	–	–	510053 510426
Prius V	510163	–	510164 510165 510166 510167
Sequoia	–	510151 510405 510205	510153 510155 510203 510211 510400 510404
Sienna	–	–	510157 510158
Tacoma	510100 510101 510403 510359	510102 510162 510361 510363	510103 510161 510104 510367 510365 510366
Tundra	510113 510207 510372	510114 510116 510117 510285 510286 510374 510376	510118 510119 510120 510121 510210 510288 510291 510395 510396 510401
Yaris	510281	510280	–

2. Start the engine.

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

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

4. Go to the Setup screen.
 - A. For Entune™ Audio: Press the Setup button on the panel.

Figure 3. Tacoma, Prius, Prius V



Figure 4. Tacoma, Prius, Prius V



- B. For Entune™ Audio Plus and Entune™ Premium Audio: Press the Apps button on the panel.

Figure 5. 4Runner, Avalon, Avalon HV, Highlander, Highlander HV, Prius, Prius V, Sienna, Sequoia, Tacoma



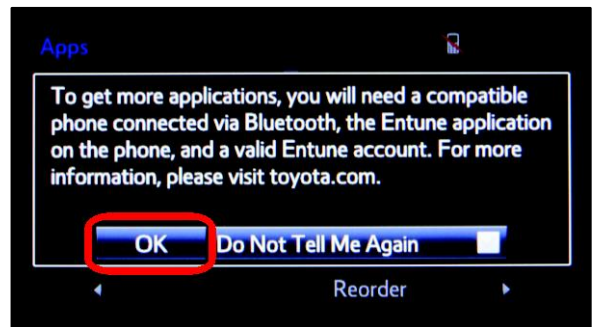
Figure 6. Tundra



NOTE

If the Entune™ pop-up displays, select OK.

Figure 7.

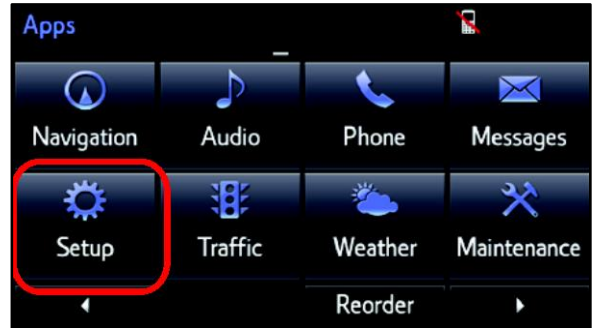


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

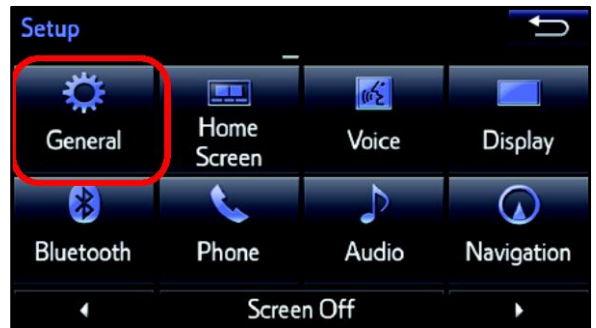
5. Select Setup on the Apps screen.

Figure 8.



6. Select General on the Setup screen.

Figure 9.

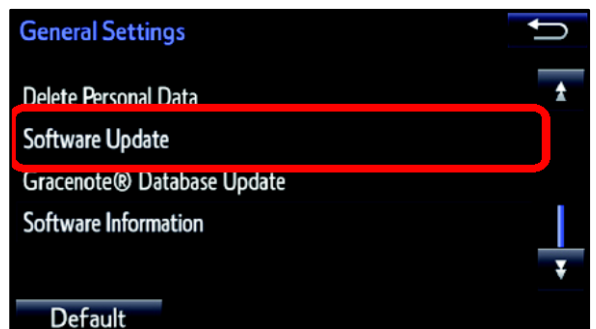


7. Select Software Update from the list on the General Settings screen.

HINT

Scroll down the list until Software Update displays.

Figure 10.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

8. Select Update on the Software Update screen.

Figure 11.

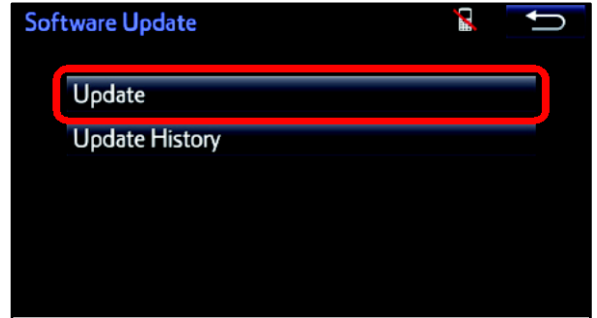
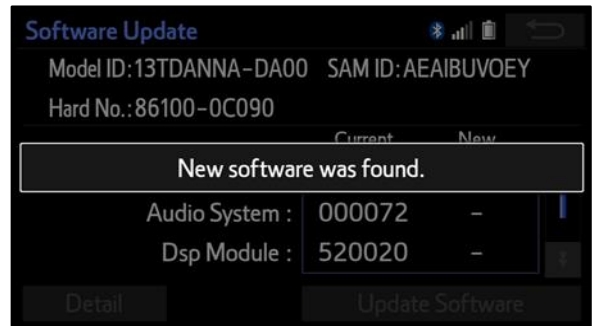


Figure 12.



9. Verify that the NEW software is up to date on the Software Update screen.

Figure 13.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

Table 2. Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	01013E 01014B 01014E 010144 010145 010147 010148 013A47 013A4C 010150 013A4F 01014F	010152 013A50 010151	010156 01015C 01015E 010161 010165 010166 010169 01016E 01016F 010176 010177 010178 010179	01017A 01017B 01017C	01017D 01018C 01018D 01019A 010170 010171 010182 010187 010189 010192 0101A0 0101A1	0101A4 0101A5
Audio System	0008E	–	000093 000094	–	000095 000099	–
DSP Module	910010 920020	–	A10010 A20020 920010	–	A10010 A20020	–
Sub	010001	–	010001	–	010001	–
Can	130209	–	130209	–	130209	–

- Select Update Software on the Software Update screen.

Figure 14.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

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

Figure 15.

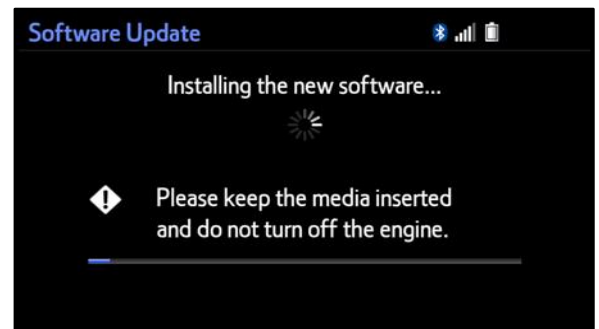


12. The unit will begin installation. The update will take about 10 minutes.

NOTE

- Do NOT turn off the engine or ACC BEFORE the software is ready for updating.
- Do NOT pull the USB flash drive out of the vehicle’s USB port.

Figure 16.



NOTE

For Entune™ Premium Audio:

- If the update fails and the error message “New software is not compatible with the system” displays, cycle the ignition OFF, remove the map micro SD card from the head unit, then repeat steps 3 – 12.
- A software update error is more likely to occur in areas with more traffic information.

Once the update is completed, reinsert the map micro SD card into the head unit, cycle the ignition OFF, then continue to step 13.

Figure 17.

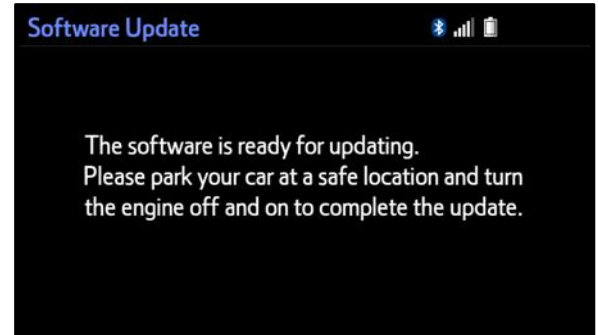


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

- When “The software is ready for updating” message displays, cycle the ignition OFF.

Figure 18.



- Remove the USB flash drive from the vehicle’s USB port.

Software Version Confirmation

- Perform steps 3 – 7 of the Software Update Procedure to re-enter the Software Update screen.
- Verify that the software information is updated on the Software Update screen. See Table 3 for the current software version.

Figure 19.



Table 3. Current Software Version Information

TYPE	ENTUNE™ AUDIO		ENTUNE™ AUDIO PLUS		ENTUNE™ PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	010151 010152 013A50	-	01017A 01017B 01017C	-	0101A4 0101A5	-
Audio System	0008E	-	000093 000094	-	000095 000099	-
DSP Module	910010 920020	-	A10010 A20020 920010	-	A10010 A20020	-
Sub	010001	-	010001	-	010001	-
Can	130209	-	130209	-	130209	-