TOYOTA
Technical Service Bulletin

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
2020 - 2022	4Runner, Camry, Camry HV, Highlander, Highlander HV, Sequoia	
2021 - 2022	Mirai, Sienna HV, Venza HV	
2020 - 2021	Tundra	

REVISION NOTICE

July 14, 2022 Rev2:

- **Applicability has been updated to include 2021 – 2022 model year Mirai vehicles.**
- **The Introduction, Software Update Information, and Software Update Procedure sections have been updated.**

January 07, 2022 Rev1:

- **Applicability has been updated to include 2022 model year 4Runner, Camry, Camry Hybrid, Highlander, Highlander Hybrid, Sequoia, Sienna Hybrid, and Venza Hybrid vehicles.**

Any previous printed versions of this bulletin should be discarded.

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0066-20.

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

Service Bulletin No. T-SB-0066-20 is obsolete and any printed versions should be discarded.

Audio Head Unit Software Update (Panasonic)

Introduction

Some 2020 model year vehicles equipped with Audio Plus (version 1060) or Premium Audio (version 1060) or earlier may exhibit the following condition:

- Distorted screen when using Apple CarPlay® while making a hands-free phone call.

Some 2020 model year vehicles equipped with Audio Plus (version 1021) or Premium Audio (version 1021) or earlier may exhibit one or more of the following conditions:

- Barge in function defaulted to OFF.
- Limited phone book grammar.
- Difficult Hand Free operation.
- Abnormal Electronic Owner's Manual operation.
- Music does not automatically resume when using Android Auto™.
- Cover art is not displayed.
- Vehicle position is not sent to Destination Assist server.
- System inoperative after using the return button when using voice recognition.

Some 2020 model year vehicles equipped with Audio Plus (version 1035) or Premium Audio (version 1035) or earlier may exhibit one or both of the following conditions:

- Abnormal screen play while using Apple CarPlay® (primarily during phone calls).
- Poor sound quality during phone calls while using Apple CarPlay®.

Some 2020 model year vehicles equipped with Audio Plus (version 1047) or Premium Audio (version 1047) or earlier may exhibit one or more of the following conditions:

- USB audio does not resume after ignition cycle.
- Intermittent rebooting.
- Bluetooth disconnecting during a phone call when using Apple CarPlay®.
- Intermittent screen freezing.
- Navigation intermittently will not boot up.
- Home Screen Audio widget is blank after a Destination Assist call.
- Song, artist, or album data missing.
- Abnormal clock operation.
- Apple CarPlay® intermittently inoperative.
- Radio takes a long time to boot up.

Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2020 – 2021 model year vehicles equipped with Audio Plus (version 1065) or Premium Audio (version 1065) or earlier may exhibit one or more of the following conditions:

- Bluetooth Audio not displayed on the MID (Multi-information Display).
- Unable to connect iPhone® device via USB.
- iOS device inoperative until IG-OFF/ON.

Some 2020 – 2021 model year vehicles equipped with Audio Plus (version 1101) or Premium Audio (version 1101) or earlier may exhibit one or more of the following conditions:

- Audio does not resume after playing voicemail in Apple CarPlay®.
- Repeat icon does not match what is displayed on the handset in Apple CarPlay®.
- No sound from Siri®.
- Abnormal Voice Recognition Operation when connecting a phone for Projection Mode.
- Apple CarPlay® music will stop intermittently after IG-ON.
- Incorrect cover art is intermittently displayed during Apple CarPlay®.
- Unable to change volume while listening to voicemail.
- Apple CarPlay® audio intermittently resumes.
- MAP switch intermittently does not work with Android Auto™.
- Intermittent pop noise when listening to USB audio.
- Intermittent blank screen.
- Blower speed incorrectly displayed.

Some 2020 – 2022 model year vehicles equipped with Audio Plus (version 1122) or Premium Audio (version 1124) or earlier may exhibit one or more of the following conditions:

- Intermittent Radio Rebooting.
- Tune knob doesn't change the track in all audio sources.
- "Waiting for the beep" is displayed, but voice recognition does not start.
- Music does not resume when changing the volume, and the audio source is paused.
- Blower motor mode does not match the actual blower mode.
- Apple CarPlay® does not start immediately after connecting iPhone®.
- Rear Seat Entertainment equipped vehicles have inoperative track controls.
- Incorrect FM and XM® genre information.

Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2021 – 2022 model year Mirai vehicles equipped with Teammate™ may exhibit the following condition:

- No OTA update icon for Teammate™.

Some 2020 – 2022 model year vehicles equipped with Audio Plus (version 1162) or Premium Audio (version 1150) or earlier may exhibit one or more of the following conditions:

- Multimedia system reboots when iPhone® is connected via USB.
- Energy flow information is missing on energy monitor screen.
- Clearance sonar indication on backup camera screen is missing.
- Audio from USB devices intermittently works.
- iPhone® ringer continues after answering call.

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	OFP	T1	T2
EL1920	Software Update	0.3	86120-#####* 86140-#####* 86840-#####* 86800-#####*	87	74

*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

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 (Panasonic)

Software Update Information

MODEL	HEAD UNIT		SOFTWARE UPDATE FILE
4Runner	Audio Plus	DCU	17TDT1NA-DA30_0111.kwi
	Premium Audio		17TDT2NA-DA30_0111.kwi
		MEU	17TMT2NA-DA50_0111.kwi
Camry, Camry HV	Audio Plus	DCU	17TDT1NA-DA30_0111.kwi 17TDT1NA-DA35_0111.kwi
	Premium Audio		17TDT2NA-DA30_0111.kwi 17TDT2NA-DA35_0111.kwi
		MEU	17TMT2NA-DA50_0111.kwi
Highlander, Highlander HV	12.3-in. Touch Screen Premium Audio	DCU	17TDTENA-DA30_0111.kwi
		MEU	17TMTENA-DA50_0111.kwi
Mirai	Premium Audio		17TMTENA-DA52_0011.kwi
		DCU	17TDT2NA-DA55_0111.kwi
Sequoia	Audio Plus	DCU	17TDT1NA-DA30_0111.kwi
	Premium Audio		17TDT2NA-DA30_0111.kwi
		MEU	17TMT2NA-DA50_0111.kwi
Tundra		DCU	17TDT2NA-DA30_0111.kwi
		MEU	17TMT2NA-DA50_0111.kwi
Venza HV	12.3-in. Touch Screen Premium Audio	DCU	17TDTENA-DA50_0111.kwi
		MEU	17TMTENA-DA53_0106.kwi
Sienna HV	Premium Audio	DCU	17TDT2NA-DA55_0111.kwi
		MEU	17TMT2NA-DA50_0111.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 directly to a blank USB flash drive.
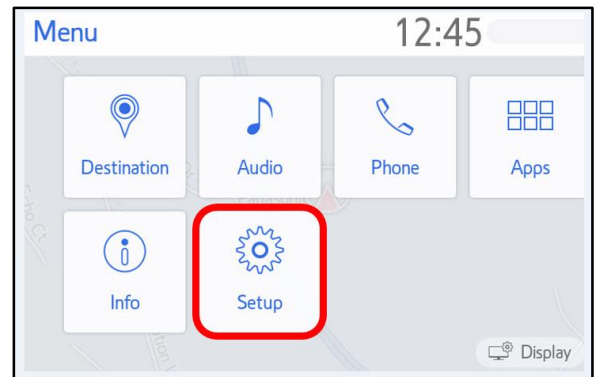
For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – Multimedia Software Download Instructions*.

Audio Head Unit Software Update (Panasonic)
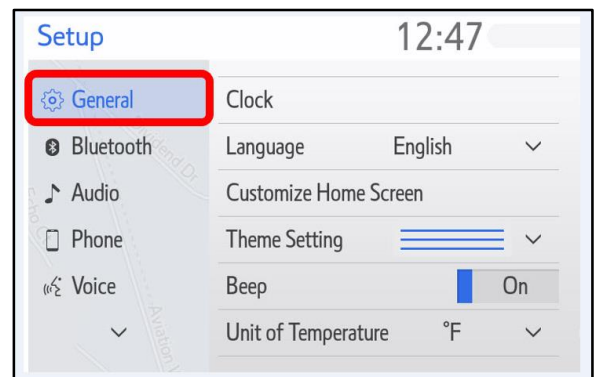
Software Update Procedure

1. Turn ON the ignition.

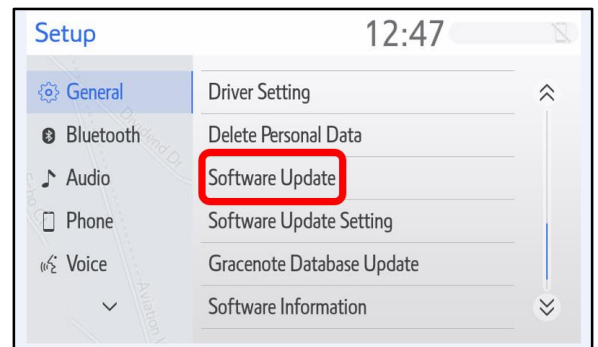2. Press the Menu button on the radio faceplate, then select Setup.

   Figure 1.

3. Select General on the Setup screen.

   Figure 2.

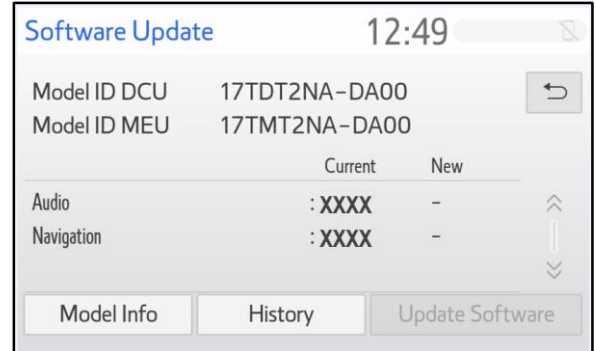4. Scroll down and select Software Update.

   Figure 3.

Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

5. Verify that the software version is the same or earlier as indicated in the Introduction.
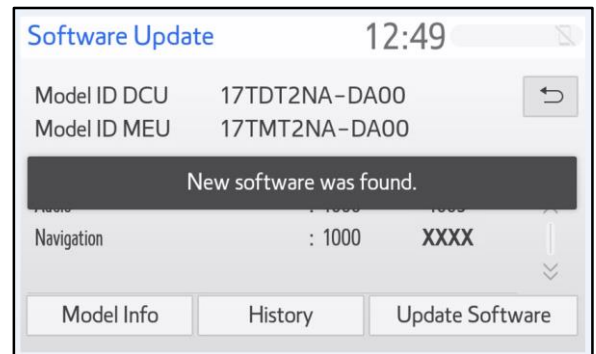
Figure 4.

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 is turned OFF, repeat steps 1 – 4 to re-enter the Software Update screen.

7. Insert the prepared USB flash drive into the vehicle's USB data port.

Figure 5.

Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

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

Table 1. Software Version Information for All Models Except for Venza and Mirai

TYPE	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	<1162	1225	<1162	1225
Navigation	–	–	<1150	

Table 2. Software Version Information for Venza 12.3-in Touch Screen

TYPE	PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION
Audio	<1162	1225
Navigation	<1100	1100

Table 3. Software Version Information for Mirai

TYPE	PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION
Audio	<1162	1225
Navigation	<1045	1045

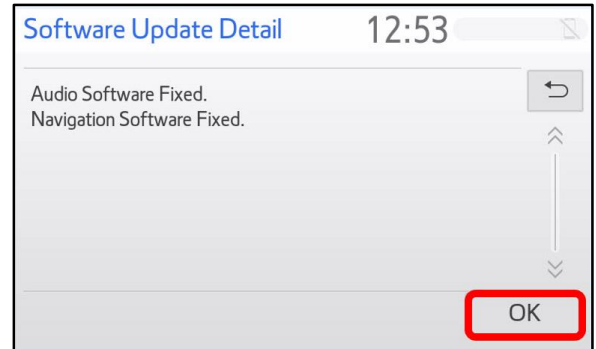9. Press the Update Software button in the lower right-hand corner.

Figure 6.
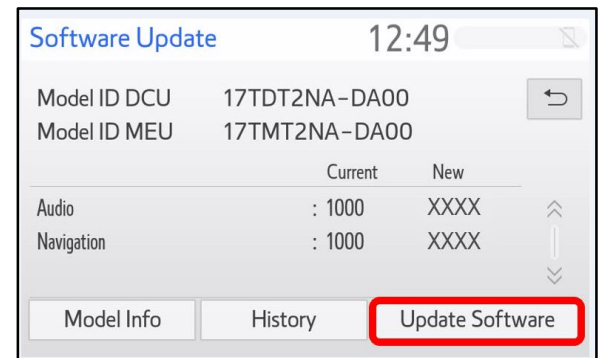
Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

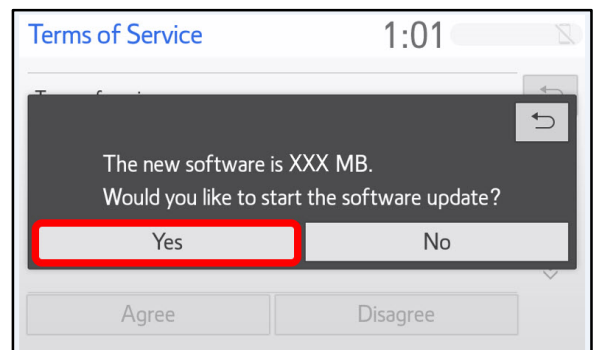10. Select OK on the Software Update Detail screen.

Figure 7.

11. Select Agree on the Terms of Service screen.

Figure 8.

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

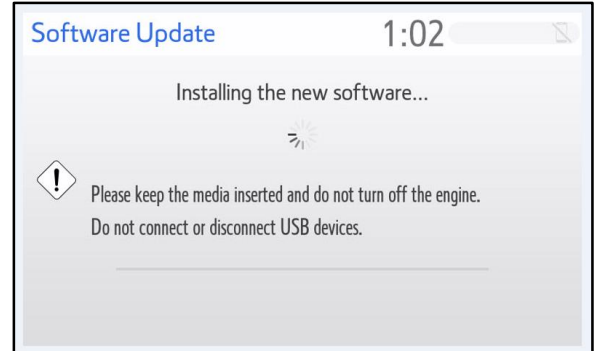**Figure 9.**

Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

13. Once the head unit begins installation, the update will take about 10 minutes.
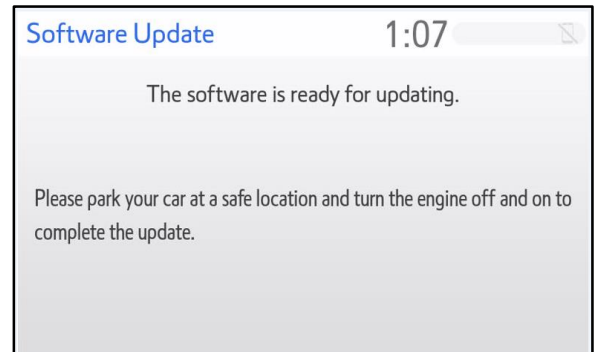
    > **NOTE**
    > - Do NOT turn OFF the engine or ACC BEFORE the software is ready for updating.
    > - Do NOT remove the USB flash drive out of the vehicle USB port before the software is ready for updating.

Figure 10.

Software Update   1:02
Installing the new software...
⚠ Please keep the media inserted and do not turn off the engine. Do not connect or disconnect USB devices.

14. When "The software is ready for updating" screen appears, turn the engine OFF.

Figure 11.

Software Update   1:07
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.

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

16. Once the software update is complete, remove the USB flash drive.

Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

17. Perform steps 1 – 4 to verify that the software version matches the current Software Version Information table below.
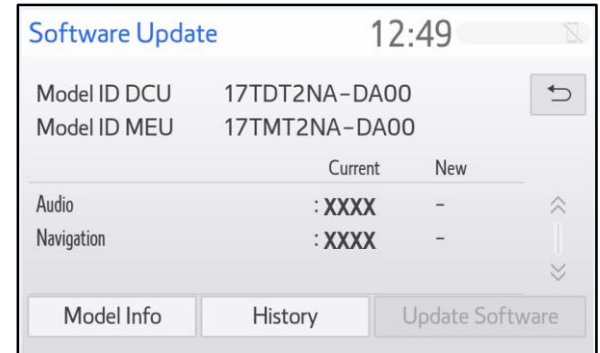
Figure 12.

Table 4. Software Version Information for All Models Except for Venza and Mirai

TYPE	AUDIO PLUS		PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1225	–	1225	–
Navigation	–			

Table 5. Software Version Information for Venza 12.3-in Touch Screen

TYPE	PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION
Audio	1225	–
Navigation	1100	

Table 6. Software Version Information for Mirai

TYPE	PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION
Audio	1225	–
Navigation	1045	