

# Head Unit Software Update (Denso)

**Service Category** Audio/Visual/Telematics

**Section** Audio/Video

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2022 - 2023	86	

## Introduction

A head unit software update is now available for 2022 – 2023 model year GR86 vehicles equipped with Toyota Multimedia software version 10 or earlier. The software can be updated to version 11 with a USB update. This software update addresses following items:

- Display screen blank (does not affect backup camera).
- Head unit rebooting (does not affect backup camera).
- SXM radio inoperative.
- Bluetooth disconnects and does not reconnect automatically.
- Scroll bar inoperative even when vehicle is stopped.
- Phone screen setting reset after ignition cycle.
- Radio and/or media buttons won't change the display screen.
- A "Please go to your retailer to update the Gracenote Database" message appears unexpectedly.
- Apple CarPlay® enhancements.
- Android Auto™ enhancements.
- "Software update setup is initializing" appears during USB update and does not go away.
- Touch screen inoperative.
- Unable to switch audio source.
- Radio sound inoperative.
- Radio presets reset.
- SXM radio enhancements.
- USB audio enhancements.
- Phonebook contact name order incorrect.
- Text message audible playback stops.

## Head Unit Software Update (Denso)

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### Introduction (continued)

- Navigation voice guidance stops.
- Unable to make phone call with phone icon in messages tab.
- HD radio enhancements.
- CD does not eject.
- OTA and USB software update enhancements.

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL2302	Software Update	0.5	SU003-#####*	87	74

\*Warranty claim MUST be submitted with the correct 10-digit OFFP. Choose the correct OFFP 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.**

### Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
DCA-8000 Battery Diagnostic Tool*	<a href="#">DCA-8000P I</a>	1

\*Essential SST.

#### **NOTE**

- Additional SSTs may be ordered by calling 1-800-933-8335.
- For details on how to use the battery diagnostic tool, refer to the [DCA-8000 Instruction Manual](#) located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

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### Software Update Information

MODEL	SOFTWARE UPDATE FILE
GR86	<a href="#">rb_update_2022_GR86_HU_A_11.zip</a>

**NOTE**

This file can be used in both 2022 and 2023 model year GR86 vehicles.

**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. Never change the update file names after downloading them or save any other files on the same USB flash drive.

Use a blank USB flash drive from a trusted name-brand manufacturer with the following specifications:

- Storage capacity: 8.0GB or larger
- Communication format: USB 2.0 or newer
- File format: NTFS

### Software Update Procedures

- [Head Unit Software Version Confirmation Procedure](#) ..... 4
- [USB Update Procedure](#) ..... 5

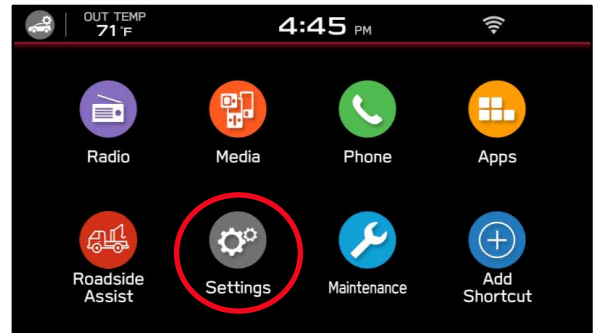
# Head Unit Software Update (Denso)

## Software Update Procedures

### Head Unit Software Version Confirmation Procedure

1. Select Settings.

**Figure 1.**



2. Under the General tab, select System Information.

**Figure 2.**



3. Compare the last six digits of the Software Version number against Table 1.

- Is the head unit software up to date?
- **YES** — This bulletin does NOT apply, continue diagnosis using the applicable Repair Manual.
  - **NO** — Continue to the [USB Update Procedure](#).

**Figure 3.**



**Table 1. Head Unit Software Update Applicability Table**

MODEL YEAR	PREVIOUS VERSION	UPDATE METHOD	HEAD UNIT SOFTWARE VERSION	NEW VERSION
2022	< T47CMM132-180	USB	11	T47CMM132-180
2023	< TG1CMM130-680			TG1CMM130-680

## Head Unit Software Update (Denso)

### Software Update Procedures (continued)

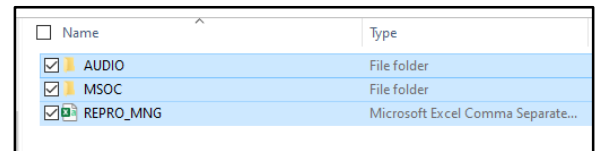
#### USB Update Procedure

The USB update can ONLY be performed if the head unit software is earlier than version 11. (T47CMM132-180 for 2022 model year and TG1CMM130-680 for 2023 model year).

The USB update MUST be performed with the engine ON (at idle) or with the ignition ON/engine OFF. If performing this update with ignition ON/engine OFF, using a battery charger is recommended to prevent a flat battery.

Format the USB flash drive in NTFS format. After downloading the file, unzip/extract the zip file, double-click the folder, and drag and drop the three files (Figure 4) onto the USB flash drive. Be sure to safely eject the USB flash drive BEFORE removing it from the PC.

**Figure 4.**

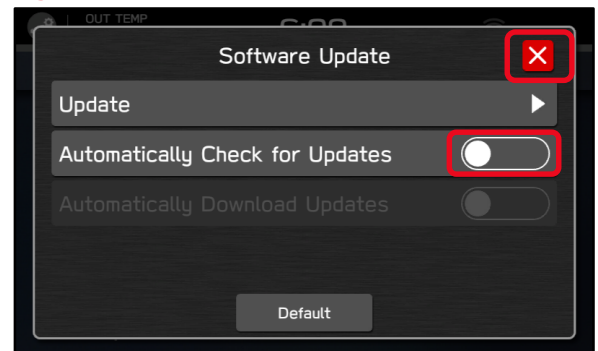


**NOTICE**

- NEVER attempt to install the software immediately following an exchange module installation. Let the system restart first and operate for 20 minutes.
- NEVER attempt to install the software a second time for 30 minutes following a previously unsuccessful software installation.
- NEVER attempt to install the software for at least 30 minutes AFTER completing an OTA update.

1. Go to *Settings – General – Software Update* and confirm that *Automatically Check for Updates* is toggled OFF. Click the red X to close the screen.

**Figure 5.**



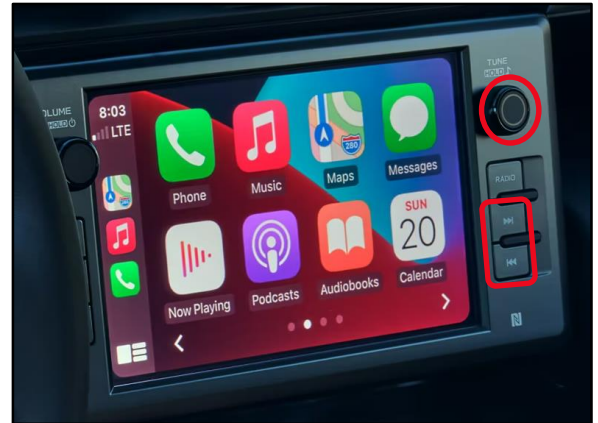
## Head Unit Software Update (Denso)

### Software Update Procedures (continued)

#### USB Update Procedure (continued)

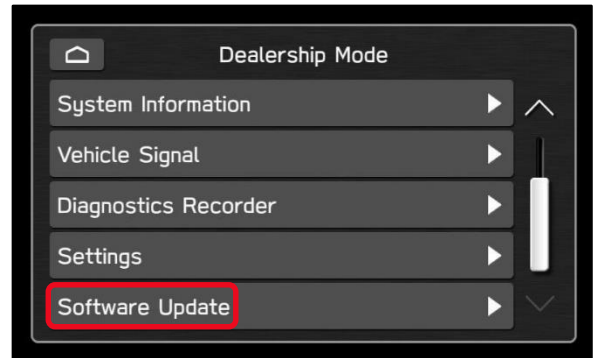
2. Enter dealership mode by pushing the TUNE knob six times, while simultaneously pressing both SEEK switches.

**Figure 6.**



3. Select Software Update.

**Figure 7.**



4. Insert the prepared USB flash drive AFTER the Insert Update Media screen appears.

**Figure 8.**



## Head Unit Software Update (Denso)

### Software Update Procedures (continued)

#### USB Update Procedure (continued)

5. Select OK.

**NOTE**

If the screen displays a “Software Loading Unsuccessful” message, confirm the USB device has been properly formatted, the software on the device matches the system being reprogrammed, and try again.

**Figure 9.**



6. Confirm the Available Version is T47CMM132-180 for 2022 model year or TG1CMM130-680 for 2023 model year.
7. Select OK to begin the software update.

**Figure 10.**



8. Wait for the update to complete. This can take 5 – 10 minutes.

**NOTE**

Do NOT turn the engine OFF during the software update.

**Figure 11.**



## Head Unit Software Update (Denso)

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### Software Update Procedures (continued)

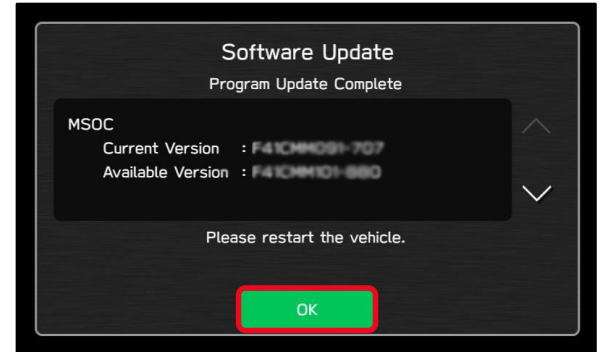
#### USB Update Procedure (continued)

9. Select OK after the update is complete.

**NOTE**

If the screen says “incomplete” instead of “complete” continue to the next step and check the software version at the end of this process to confirm if the latest version is now installed. If the version is the latest, the repair is complete. If not, start the USB update process again.

**Figure 12.**



10. After the screen shown in Figure 13 appears, perform the following procedure:
  - Turn the engine OFF.
  - Open the driver door.
  - Close the driver door.
  - Wait three minutes.
  - Open the driver door.
  - Turn the engine ON.
  - Check the software version to confirm the latest is installed.
  - USB update is complete.

**Figure 13.**





## Head Unit Software Update (Denso)

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### Software Update Procedures (continued)

#### USB Update Procedure (continued)

11. Does the screen shown in Figure 14 appear?
  - **YES** — Wait for up to 15 minutes for initialization to complete. After initialization is complete Figure 15 appears. Then, repeat step 10.
  - **NO** — Continue to step 12.

**Figure 14.**



**Figure 15.**



12. Go to *Settings – General – Software Update* and confirm that *Automatically Check for Updates* is toggled ON. Click the red X to close the screen.

**Figure 16.**

