

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	
2017 - 2018	Prius Prime, Prius V	
2016 - 2017	Sienna	
2018	Yaris	

REVISION NOTICE
November 13, 2018 Rev2:

- The entire bulletin has been updated.

March 16, 2018 Rev1:

- Applicability has been updated to include 2018 model year vehicles.
- The entire bulletin has been updated.

Any previous printed versions of this bulletin should be discarded.

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin Nos. T-SB-0103-16 and T-SB-0337-17.

- The entire bulletin has been updated.

Service Bulletin No. T-SB-0103-16 and T-SB-0337-17 are obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.

Entune Audio Head Unit Software Update (Panasonic)

Introduction

Some 2016 – 2018 model year vehicles equipped with Entune™ Audio (version 01013E), Entune™ Audio Plus (version 010156 or 01015C), or Entune™ Premium Audio (version 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 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
- Half blank screen appears when on the maintenance screen and shifting to Reverse
- 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”)
- 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

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Introduction (continued)

Some 2016 – 2018 model year 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 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

Entune Audio Head Unit Software Update (Panasonic)

Introduction (continued)

Some 2016 – 2018 model year 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

Some 2016 – 2019 model year 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

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	OFP	T1	T2
EL1701 EL1701	Software Update Software Update	4Runner	0.3	86100-35440 86100-35441 86100-35450 86100-35451 86100-35460 86100-35470 86100-35480 86100-35490 86100-35500 86100-35501 86100-35510 86100-35520 86100-35570	87	74
		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
EL1701	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		

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information (continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL1701	Software Update	Sienna	0.3	86804-08030 86804-08040	87	74
		Tacoma		86140-04100 86140-04101 86140-04160 86140-04161 86140-04170 86140-04171 86140-04180 86140-04181 86804-04090 86804-04120 86804-04130		
		Tundra		86140-04101 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		

Entune Audio Head Unit Software Update (Panasonic)

Warranty Information (continued)

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.

Multimedia Software Update Information

MODEL	MODEL YEAR	HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE
Avalon, Avalon HV	2016 – 2018	Entune™ Audio Plus	13TDDANA-DA11-0121.kwi
		Entune™ Premium Audio	13TDANNA-DA12_0158.kwi
Prius, Prius V, Tacoma, Tundra	2016 – 2018	Entune™ Audio	13TDANNA-DA12_0158.kwi
Sequoia, Tacoma, Tundra	2016 – 2018	Entune™ Audio Plus	13TDDANA-DA10-0121.kwi
4Runner, Highlander, Highlander HV, Sequoia, Sienna, Prius, Prius Prime, Prius V, Tacoma, Tundra	2016 – 2018	Entune™ Premium Audio	13TDANNA-DA11_0158.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_0119.kwi
Prius, Tacoma, Tundra	2019	Entune™ Audio	13TBDANA-DA20-0079.kwi
4Runner, Highlander, Highlander HV, Prius, Sequoia, Tacoma, Tundra	2019	Entune™ Premium Audio	13TDANNA-DA21_0157.kwi

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Multimedia Software Update Information (continued)

MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file may be downloaded directly from this Service Bulletin by clicking on the applicable file name in the table above. Once downloaded, the file may be copied directly to a commonly available blank USB flash drive.

For USB flash drive requirements and download instructions: Refer to *TIS – Diagnostics – Calibrations – Reference Documents – [Multimedia Software Download Instructions](#)*

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, and Tundra



Figure 2. 4Runner

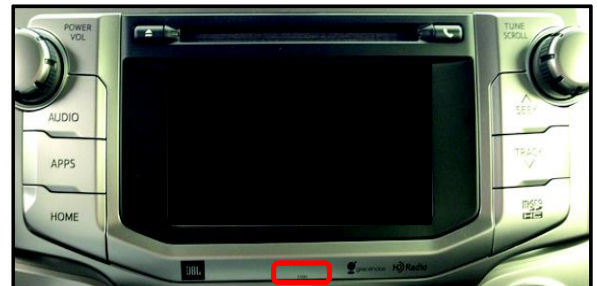


Table 1. Faceplate ID Information

MODEL	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM AUDIO
4Runner	N/A	N/A	510139
			510140
			510143
			510144
			510145
			510147
			510413
			510414
			510417
			510418
			510419
			510421
			510422
			510424

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
Avalon, Avalon HV	N/A	510129	510130 510131
Highlander, Highlander HV	N/A	N/A	510159 510160 510179 510180 500390 500391
Prius	510028 510425	N/A	510053 510054 510426
Prius Prime	N/A	N/A	510053 510426
Prius V	510163	N/A	510164 510165 510166 510167
Sequoia	N/A	510151 510405 510205	510153 510155 510203 510211 510400 510404

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Software Update Procedure (continued)

Table 1. Faceplate ID Information (continued)

MODEL	ENTUNE™ AUDIO	ENTUNE™ AUDIO PLUS	ENTUNE™ PREMIUM AUDIO
Sienna	N/A	N/A	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	N/A

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



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Software Update Procedure (continued)

- 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, and Tacoma



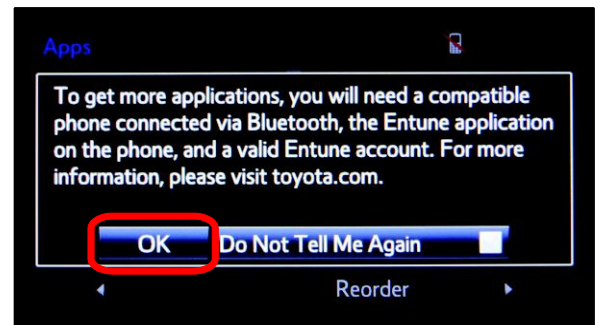
NOTE

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

Figure 6. Tundra

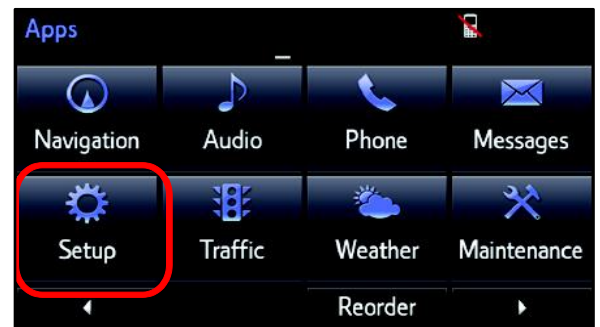


Figure 7.



5. Select Setup on the Apps screen.

Figure 8.

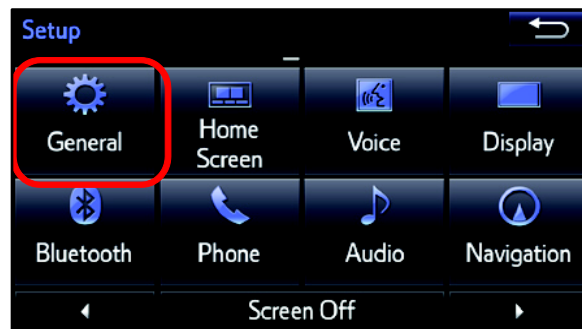


Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

6. Select General on the Setup screen.

Figure 9.

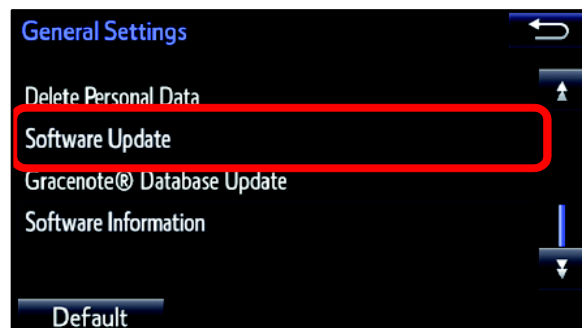


7. Select Software Update from the list on the General Settings screen.

HINT

Scroll down the list until Software Update displays.

Figure 10.



8. Select Update on the Software Update screen.

Figure 11.

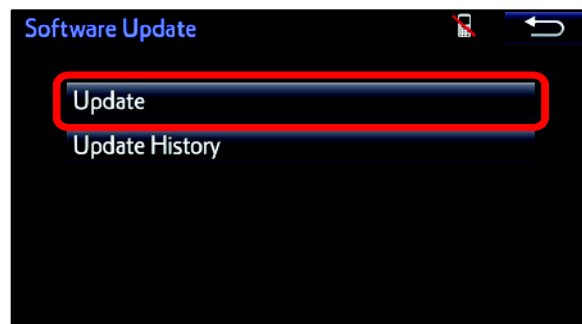
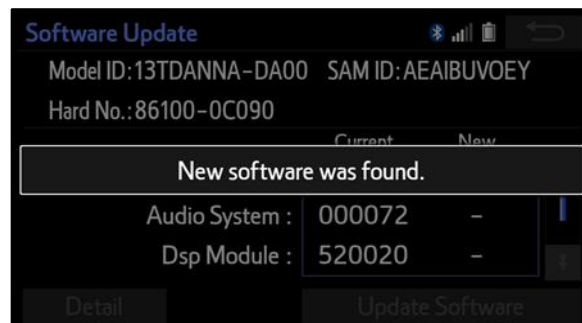


Figure 12.



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Software Update Procedure (continued)

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

Figure 13.



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	010156 01015C 01015E 010161 010165 010166 010169 01016E 01016F 010176	010177 010178 010179	01017D 01018C 01018D 01019A 010170 010171 010182 010187 010189 010192	01019E 01019D
Audio System	0008E	–	000093 000094	–	000095 000099	–
DSP Module	910010 920020	–	A10010 A20020 920010	–	A10010 A20020	–
Sub	010001	–	010001	–	010001	–
Can	130209	–	130209	–	130209	–

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

10. Select Update Software on the Software Update screen.
11. Select Yes on the "Would you like to start the software update?" pop-up.

Figure 14.

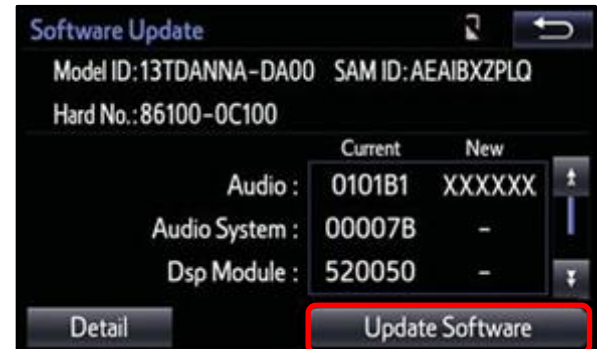
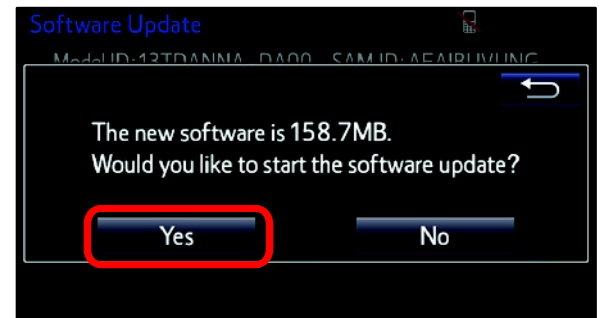


Figure 15.



Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

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**

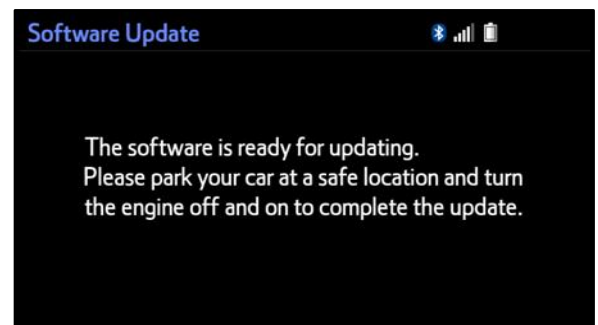
For Entune™ Premium Audio:

- 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.**Figure 18.**

13. When "The software is ready for updating" message displays, cycle the ignition OFF.



14. Remove the USB flash drive from the vehicle's USB port.

Entune Audio Head Unit Software Update (Panasonic)

Software Version Confirmation

1. Perform steps 3 – 7 of the Software Update Procedure to re-enter the Software Update screen.
2. 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	010150 013A4F 01014F	–	010177 010178 010179	–	01019E 01019D	–
Audio System	0008E	–	000093 000094	–	000095 000099	–
DSP Module	910010 920020	–	A10010 A20020 920010	–	A10010 A20020	–
Sub	010001	–	010001	–	010001	–
Can	130209	–	130209	–	130209	–