

T-SB-0003-20  
January 13, 2020  
TOYOTA  
Technical Service Bulletin  
Entune Audio Head Unit Software Update (Panasonic)

Service Category Audio/Visual/Telematics  
Section Navigation/Multi Info Display  
Market USA  
Toyota Supports ASE Certification

Applicability

| YEARS       | MODEL(S)  | ADDITIONAL INFORMATION |
|-------------|---|------------------------|
| 2016 - 2018 | 4Runner, Avalon, Highlander HV, Highlander, Sequoia, 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   |                        |

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Service Bulletin No. T-SB-0279-17 is obsolete and ANY printed versions should be discarded.

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

## Entune Audio Head Unit Software Update (Panasonic)

### Introduction (continued)

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
- 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

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

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## Entune Audio Head Unit Software Update (Panasonic)

### Introduction (continued)

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

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

### Entune Audio Head Unit Software Update (Panasonic)

#### Introduction (continued)

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 2<sup>nd</sup> digit is displayed abnormally
- "New software is not compatible with the system" pop-up message

Updated system software is now available to address these conditions. Follow the Software Update Procedure in this bulletin to install the latest software version.

#### Warranty Information

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

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## Entune Audio Head Unit Software Update (Panasonic)

### Warranty Information (continued)

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

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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<br>86140-04161<br>86140-04171<br>86140-04181<br>86140-0C100<br>86140-0C110<br>86140-0C120<br>86140-0C130<br>86140-0C180<br>86140-0C181<br>86140-0C190<br>86140-0C191<br>86140-0C200<br>86140-0C201<br>86140-0C211<br>86804-04091<br>86804-04121<br>86804-04131<br>86804-0C120<br>86804-0C130<br>86804-0C140<br>86804-0C150 | 86140-0D420<br>86140-0D430 | 87 | 74 |

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.

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## 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 0121.kwi          |
|   |             | Entune™ Premium Audio | 13TDANNA-DA12 0160.kwi          |
| Prus, Prus V, Tacoma, Tundra  | 2016 – 2018 | Entune™ Audio         | 13TBDANA-DA10 0080.kwi          |
| Sequoia, Tacoma, Tundra   | 2016 – 2018 | Entune™ Audio Plus    | 13TDDANA-DA10 0121.kwi          |
| 4Runner, Highlander HV, Sequoia, Sienna, Prus, Prus Prime, Prus V, Tacoma, Tundra | 2016 – 2018 | Entune™ Premium Audio | 13TDANNA-DA11 0160.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          |
| Prus, Tacoma, Tundra  | 2019        | Entune™ Audio         | 13TBDANA-DA20 0079.kwi          |
| 4Runner, Highlander, Highlander HV, Prus, Sequoia, Tacoma, Tundra                 | 2019        | Entune™ Premium Audio | 13TDANNA-DA21 0161.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.

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

Table 1. Faceplate ID Information

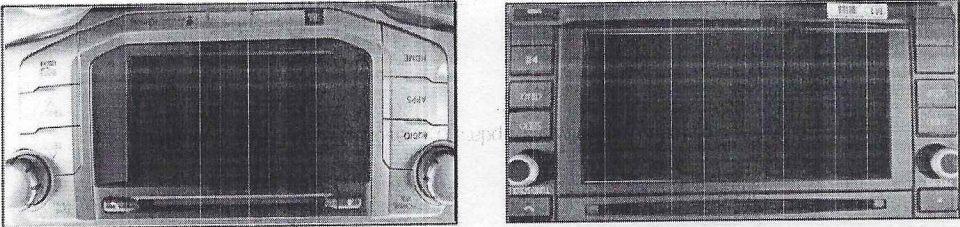


Figure 2. 4Runner

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

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.

Software Update Procedure

Entune Audio Head Unit Software Update (Panasonic)

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## 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  |
|------------|--------------------------------------|--|--|
| Prus Prime | —                                    | —  | 510053<br>510426   |
| Prus V     | 510163                               | —  | 510164<br>510165<br>510166<br>510167   |
| Sequoia    | —                                    | 510151<br>510405<br>510205   | 510153<br>510155<br>510203<br>510211<br>510400<br>510404   |
| Sienna     | —                                    | —  | 510157<br>510158   |
| Tacoma     | 510100<br>510101<br>510403<br>510359 | 510102<br>510162<br>510361<br>510363                               | 510103<br>510161<br>510104<br>510367<br>510365<br>510366   |
| Tundra     | 510113<br>510207<br>510372           | 510114<br>510116<br>510117<br>510285<br>510286<br>510374<br>510376 | 510118<br>510119<br>510120<br>510121<br>510210<br>510288<br>510291<br>510395<br>510396<br>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.

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

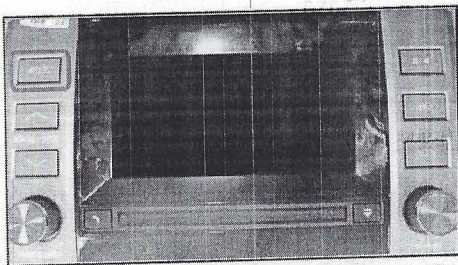


Figure 4. Tacoma, Prius V

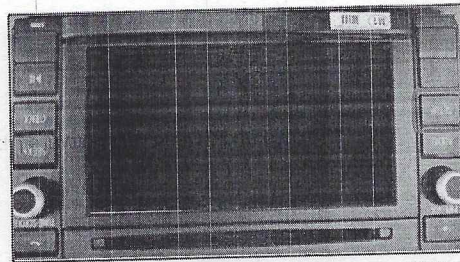


Figure 3. Tacoma, Prius V

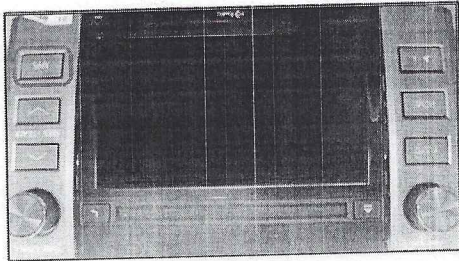


Figure 6. Tundra

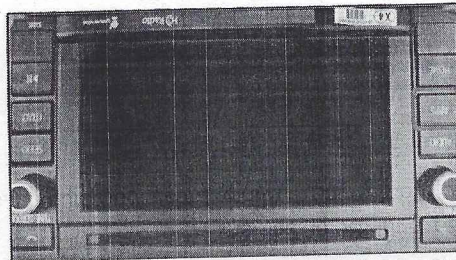


Figure 5. 4Runner, Avalon, Avalon HV, Highlander, Highlander HV, Prius, Prius V, Sienna, Sequoia, Tacoma

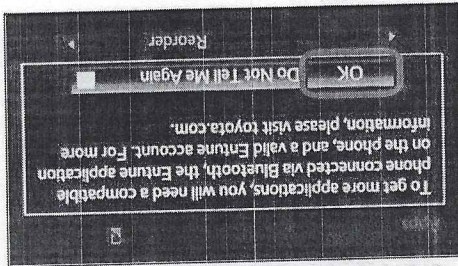


Figure 7.

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

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# Entune Audio Head Unit Software Update (Panasonic)

## Software Update Procedure (continued)

5. Select Setup on the Apps screen.

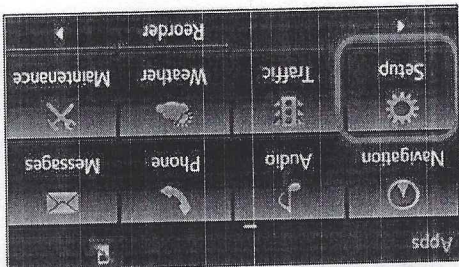


Figure 8.

6. Select General on the Setup screen.

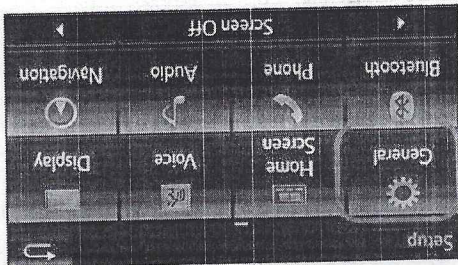


Figure 9.

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

HINT  
Scroll down the list until Software Update displays.

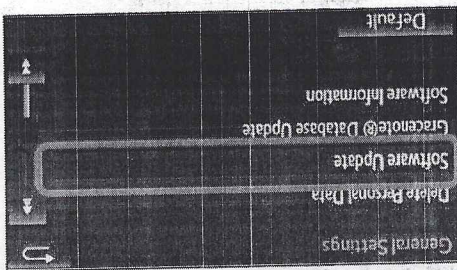


Figure 10.

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

8. Select Update on the Software Update screen.

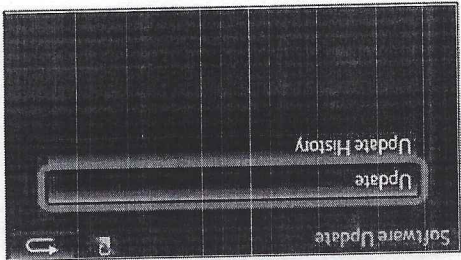


Figure 11.



Figure 12.

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

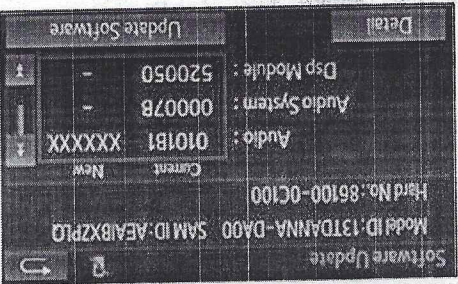


Figure 13.

### 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 | CURRENT VERSION  | NEW VERSION      |
| Audio           | 01013E      | 010150<br>013A4F<br>01014F | 010156      | 010177<br>010178<br>010179 | 01017D      | 01019D<br>01019E<br>010192<br>010189<br>010187<br>010182<br>010171<br>010170<br>01019A<br>01018D<br>01018C | 0101A0<br>0101A1 |
|                 | 01014B      |                            | 01015C      |                            | 01018C      |  |                  |
|                 | 01014E      |                            | 01015E      |                            | 01019A      |  |                  |
|                 | 010144      |                            | 010161      |                            | 010170      |  |                  |
|                 | 010145      |                            | 010165      |                            | 010171      |  |                  |
|                 | 010147      |                            | 010166      |                            | 010182      |  |                  |
|                 | 010148      |                            | 010169      |                            | 010187      |  |                  |
|                 | 013A47      |                            | 01016E      |                            | 010189      |  |                  |
|                 | 013A4C      |                            | 01016F      |                            | 010192      |  |                  |
|                 | 010176      |                            | 01017E      |                            | 01019E      |  |                  |
| Audio System    | 0008E       | -                          | 000093      | -                          | 000095      | -  | -                |
|                 | 910010      | -                          | A10010      | -                          | A10010      | -  | -                |
| DSP Module      | 920020      | -                          | A20020      | -                          | A20020      | -  | -                |
| Sub             | 010001      | -                          | 010001      | -                          | 010001      | -  | -                |
| Can             | 130209      | -                          | 130209      | -                          | 130209      | -  | -                |

10. Select Update Software on the Software Update screen.

Figure 14.

The screenshot shows the 'Software Update' screen on a Sony PSP. The screen is divided into several sections. At the top, there is a 'Detail' button. Below it, a table lists system modules with their current and new versions. The 'Audio' module is highlighted in blue. At the bottom, there is a 'Software Update' button and a 'Hold No.' field.

|                | Current | New    |
|----------------|---------|--------|
| Audio :        | 0101B1  | XXXXXX |
| Audio System : | 00007B  | -      |
| Dsp Module :   | 520050  | -      |

Model ID: 137DANNA-DA00 SAM ID: AEARXZPL0  
Hold No.: 66100-0C100

Software Update

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## 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.

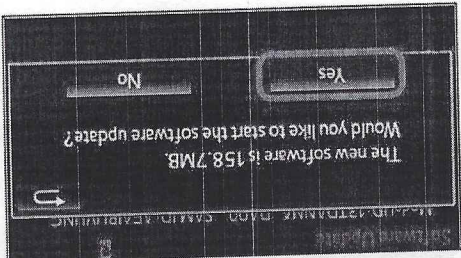


Figure 15.

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.

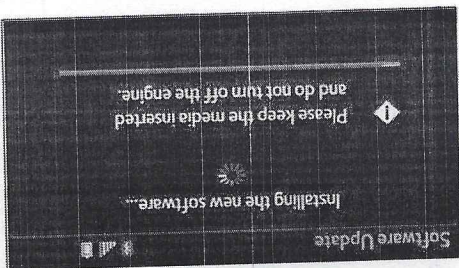


Figure 16.

**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.

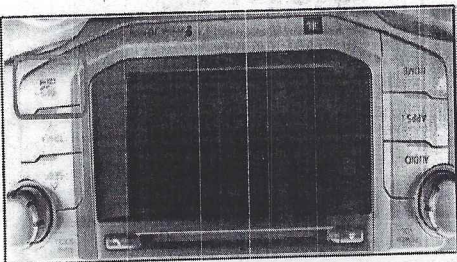


Figure 17.

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

Entune Audio Head Unit Software Update (Panasonic)

Software Update Procedure (continued)

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

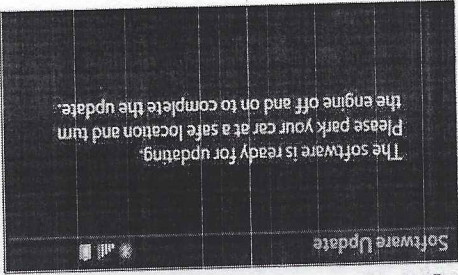


Figure 18.

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

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.

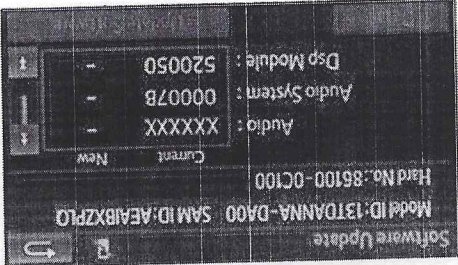


Figure 19.

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<br>013A4F<br>01014F | —           | 010178<br>010179           | —           | 0101A0<br>0101A1      | —           |
| Audio System | 0008E                      | —           | 000093<br>000094           | —           | 000095<br>000099      | —           |
| DSP Module   | 910010<br>920020           | —           | A10010<br>A20020<br>920010 | —           | A10010<br>A20020      | —           |
| Sub          | 010001                     | —           | 010001                     | —           | 010001                | —           |
| Can          | 130209                     | —           | 130209                     | —           | 130209                | —           |