

# 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
2018 - 2019	Camry, Camry HV, Sienna	

### REVISION NOTICE

**August 11, 2020 Rev1:**

- The entire bulletin has been updated.
- Any previous printed versions of this bulletin should be discarded.

### SUPERSESSON NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0041-19. The aforementioned bulletin is obsolete, and any printed versions should be discarded. Be sure to review the entire content of this service bulletin before proceeding.

## Introduction

Some 2018 – 2019 model year Camry, Camry Hybrid, and Sienna vehicles equipped with Entune™ 3.0 Audio Plus (version 1010) or Entune™ 3.0 Premium Audio (version 1010) or earlier may exhibit one or more of the following conditions:

- Abnormal navigation operation.
- Screen freezing.
- Intermittent rebooting.
- Abnormal clock operation.
- Abnormal Apple CarPlay® operation.
- Echoing during Apple CarPlay® phone call.
- Abnormal Pandora® operation after answering WhatsApp phone call.
- Alexa® app inoperative when using iOS devices.

## Entune Audio Head Unit Software Update (Panasonic)

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### Introduction (continued)

Some 2018 – 2019 model year Camry, Camry Hybrid, and Sienna vehicles equipped with Entune™ 3.0 Audio Plus (version 1026) or Entune™ 3.0 Premium Audio (version 1026 or 1031) or earlier may exhibit one or more of the following conditions:

- Intermittent rebooting.
- Navigation location inaccurate.
- Too many or inconvenient U-turns.
- Inaccurate speed categories.
- Inaccurate search matches.
- Flashing map update screen.

Some 2018 – 2019 model year Camry, Camry Hybrid, and Sienna vehicles equipped with Entune™ 3.0 Audio Plus (version 1050) or Entune™ 3.0 Premium Audio (version 1050) or earlier may exhibit one or more of the following conditions:

- Intermittent rebooting.
- Pixelated screen during phone calls when using Apple CarPlay®.

Some 2018 – 2019 model year Camry, Camry Hybrid, and Sienna vehicles equipped with Entune™ Premium Audio (navigation version 1030 or 1040) or earlier may exhibit one or more of the following conditions:

- Navigation expiration pop-up that is more than a year in the future.
- Destination ETA calculation doesn't account for time zone change or daylight-saving time.

Some 2018 – 2019 model year Camry, Camry HV, and Sienna vehicles equipped with Entune™ 3.0 Audio Plus (version 1060) or Entune™ 3.0 Premium Audio (audio version 1060 and navigation version 1040 or 1045) or earlier may exhibit one or more of the following conditions:

- Rebooting when playing Spotify via Bluetooth® Audio.
- Screen distortion during Apple CarPlay® phone call.
- Security enhancements.

A software update is now available to address these conditions. Follow the Software Update Procedure in this bulletin to update the software.

## Entune Audio Head Unit Software Update (Panasonic)

### Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2	
EL2032	Software Update	Camry, Camry HV	0.3	86140-06430	87	74	
				86140-06460			
				86140-06B20			
				86140-06B30			
				86140-06B40			
				86140-06B50			
				86140-06B80			
				86140-06B90			
				86840-0R010			
				86840-0R011			
				86140-33A70			
				86140-33390			
				86140-06450			
				86140-06490			
				86140-06500			
				86140-06870			
				86140-06880			
				86140-06890			
		86140-06A00					
		86140-06A10					
		86140-06A20					
		86140-06A30					
		86140-06A40					
		86140-06A50					
		86140-06A80					
		86140-06A90					
		86840-06010					
		86840-06011					
86840-06012							
		Sienna		86140-08210			
					86140-08190		
					86140-08160		
					86840-0R010		
					86840-0R011		
					86140-08100		
					86140-08110		
					86140-08080		
					86140-08090		
					86840-06013		

## 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.

### Software Update Information

MODEL	HEAD UNIT		SOFTWARE UPDATE FILE
Camry, Camry HV	Entune™ 3.0 Audio Plus	DCU	<a href="#">17TDT1NA-DA01_0050.kwi</a>
Camry, Camry HV, Sienna	Entune™ 3.0 Premium Audio		MEU
		<a href="#">17TMT2NA-DA01_0030.kwi</a>	
			<a href="#">17TMT2NA-DA02_0050.kwi</a>

#### 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 Entune™ Premium Audio, be sure to copy both the DCU and the MEU files to the USB flash drive.

For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – [Multimedia Software Download Instructions](#)*.

### Software Update Procedure

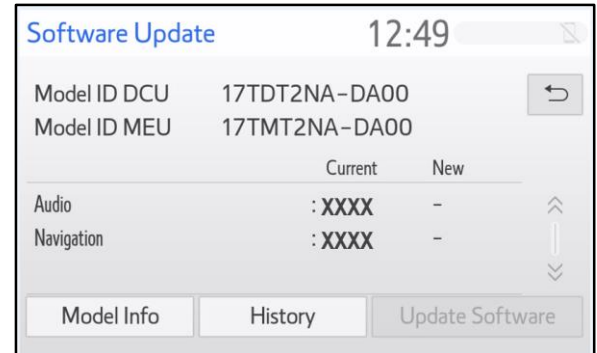
1. Download the software from the Multimedia Software Update section onto an empty USB flash drive with a capacity of 8 GB or larger.
2. Start the vehicle to maintain battery voltage.

## Entune Audio Head Unit Software Update (Panasonic)

### Software Update Procedure (continued)

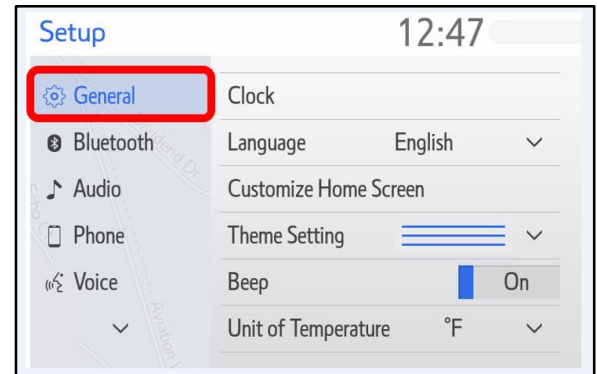
3. Press the Menu button on the radio faceplate, then select Setup.

**Figure 1.**



4. Select General on the Setup screen.

**Figure 2.**

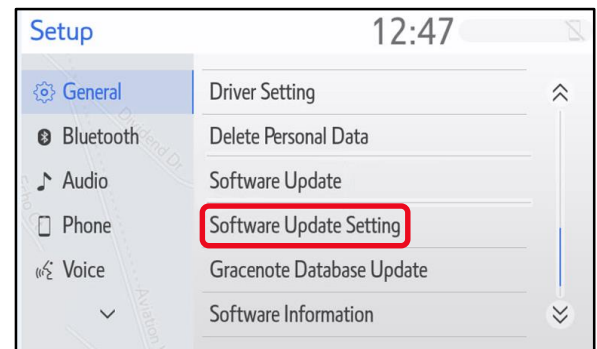


5. Scroll down to Software Update Setting, then turn Automatic Update Check OFF.

6. Turn the vehicle OFF, then restart the vehicle again.

7. Perform steps 3 and 4 again.

**Figure 3.**

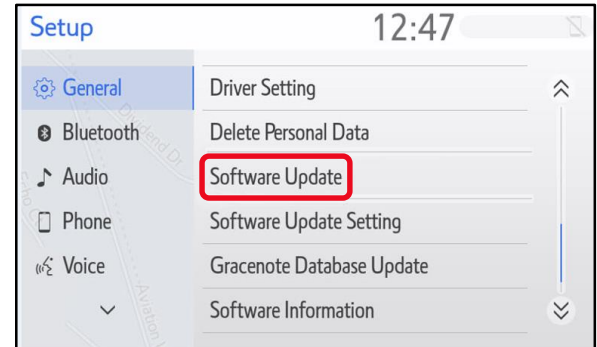


## Entune Audio Head Unit Software Update (Panasonic)

### Software Update Procedure (continued)

8. Scroll down to and select Software Update.

Figure 4.



9. Confirm the model ID is applicable to this Service Bulletin.

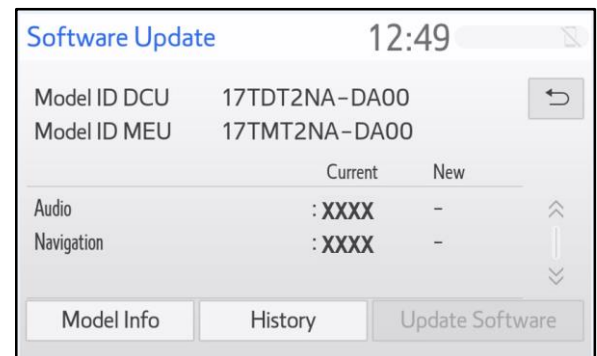
HEAD UNIT LEVEL	MODEL	MODEL ID	APPLICABLE TO THIS TSB
Entune™ Audio Plus	Camry, Camry HV	17TDT1NA-DA00	No
		17TDT1NA-DA01 All Others	Yes
Entune™ Premium Audio	Camry, Camry HV, Sienna	17TDT2NA-DA00 17TMT2NA-DA00	No
		17TDT2NA-DA01 17TMT2NA-DA02 All Others	Yes

Is the model ID applicable to this Service Bulletin?

- **YES** — Continue to step 10.
- **NO** — Please apply the appropriate Phase 3 retrofit bulletin.

10. Verify that the software version is the same or earlier as indicated in the Introduction.

Figure 5.



## Entune Audio Head Unit Software Update (Panasonic)

### Software Update Procedure (continued)

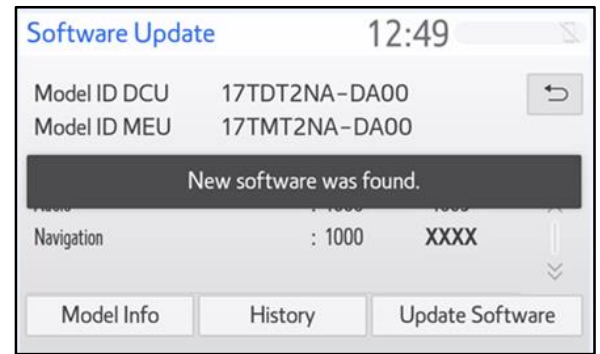
- If the software needs to be updated, download the software from the Software Update Information section onto an empty USB flash drive.

**NOTE**

If the vehicle is turned OFF, repeat steps 2 – 4 and step 8 to re-enter the Software Update screen.

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

**Figure 6.**



- Verify that the NEW software is up-to-date on the Software Update screen, using Table 1 as a guide.

**Table 1. Software Version Information**

TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1010 1026 1050 1060	1066	1010 1026 1050 1060	1066
Navigation	–	–	1016 1030 1031 1040 1045*	1045 1050

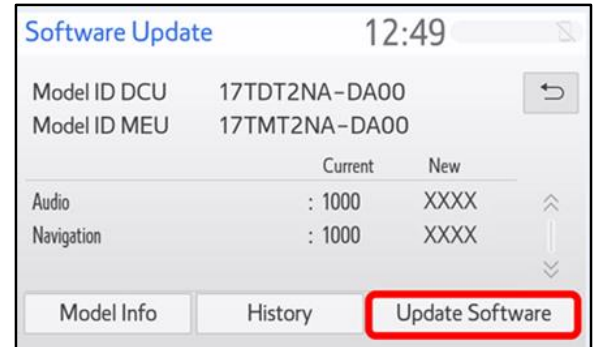
\*Certain models may have 1045 as the current version and will need to be updated to 1050.

## Entune Audio Head Unit Software Update (Panasonic)

### Software Update Procedure (continued)

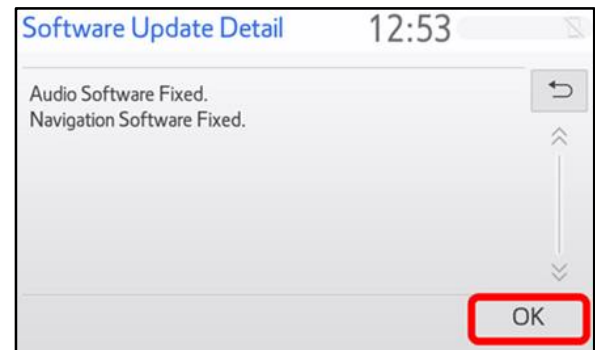
14. Press the Update Software button in the lower right-hand corner.

**Figure 7.**



15. Select OK on the Software Update Detail screen.

**Figure 8.**



16. Select Agree on the Terms of Service screen.

**Figure 9.**



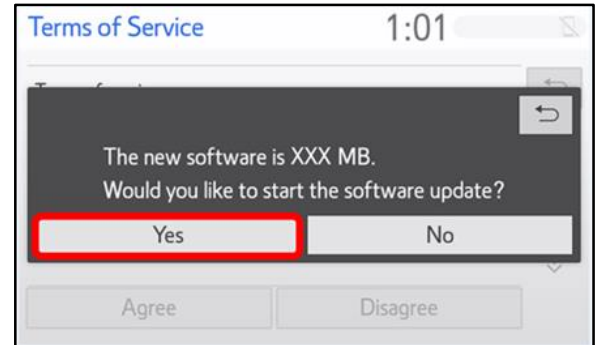


## Entune Audio Head Unit Software Update (Panasonic)

### Software Update Procedure (continued)

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

**Figure 10.**



18. 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 until instructed in step 21.

**Figure 11.**



19. When “The software is ready for updating” screen appears, turn the vehicle OFF.

**Figure 12.**

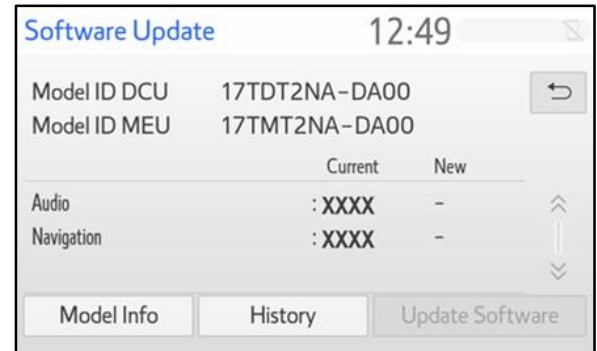


## Entune Audio Head Unit Software Update (Panasonic)

### Software Update Procedure (continued)

20. Turn the vehicle ON to complete the software update.
  
21. Once the software update has completed, remove the USB flash drive.
  
22. Perform steps 3, 4, and 8 of the Software Update Procedure to re-enter the Software Update screen.
  
23. Verify that the software version is the same or earlier as indicated in the Introduction.

**Figure 13.**



**Table 2. Software Version Information**

TYPE	ENTUNE™ 3.0 AUDIO PLUS		ENTUNE™ 3.0 PREMIUM AUDIO	
	CURRENT VERSION	NEW VERSION	CURRENT VERSION	NEW VERSION
Audio	1066	-	1066	-
Navigation	-		1045 1050	