TOYOTA Technical Service Bulletin

Entune Audio Head Unit Software Update (Denso)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display **Market** USA

Toyota Supports ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2017 - 2018	Prius Prime	

Introduction

Some 2017 – 2018 model year Prius Prime vehicles equipped with Entune™ Premium Audio (R10A5430) or earlier may exhibit one or more of the following conditions:

- No iPod connection when connecting via USB
- Intermittent rebooting when connecting/disconnecting the iPod USB
- Intermittent error screen when connecting/disconnecting the iPod USB
- Navigation screen is locked after ACC/ON
- Internet radio is inoperative after connecting/disconnecting the iPod USB
- Screen flick operation updates
- Navigation voice guidance is intermittently in the wrong language
- Audio does not mute when using Siri Eyes Free
- Hands-free call is disconnected when another call is received
- Voice cannot be heard for several seconds on the handset after the navigation unit is turned off

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

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Entune Audio Head Unit Software Update (Denso)

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL9055	Multimedia Software Update	0.3	86804-47420 86804-47430	73	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.**

Multimedia Software Update

HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE	QTY
Entune™ Premium Audio	16TABDNA-AA01_0002.kwi	1

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 the Technical Information System (TIS): *Diagnostics – Calibrations – Reference Documents – "Multimedia Software Download Instructions"*

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Entune Audio Head Unit Software Update (Denso)

Multimedia Software Update Procedure

1. Confirm the audio system type by checking the panel ID printed on the bottom of the head unit.

Table 1.

MODEL	Entune™ Premium Audio
Prius Prime	E7051
	E7052

Figure 1.



2. Perform steps 6 – 11 to check the current software version. Does the head unit need the update performed?
   - **YES —** Continue to step 3.
   - **NO —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
3. Download the correct multimedia software update file for the vehicle and install on a USB flash drive.
4. Ready “ON” the vehicle.
5. Insert the USB flash drive with the downloaded multimedia software update file into the vehicle’s USB port.

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Entune Audio Head Unit Software Update (Denso)

Multimedia Software Update Procedure (Continued)

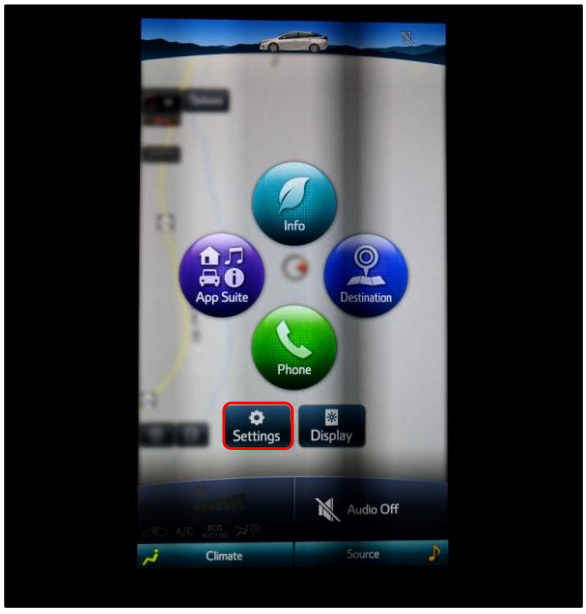
6. Select the *Menu* button.

Figure 2.



7. Select the *Settings* icon.

Figure 3.



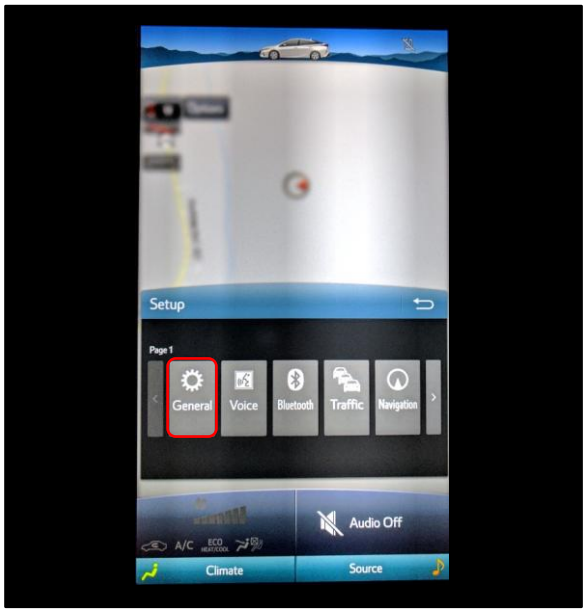
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Entune Audio Head Unit Software Update (Denso)

Multimedia Software Update Procedure (Continued)

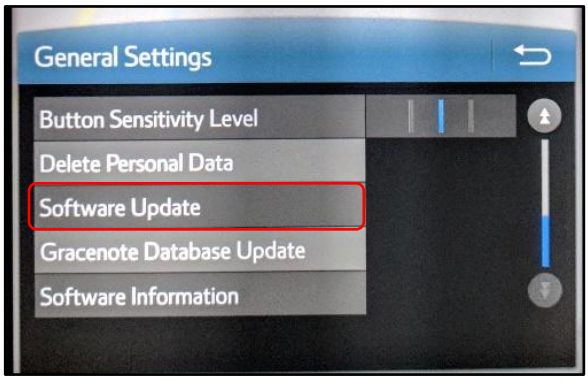
8. Select the *General* icon.

Figure 4.



9. Scroll down and select *Software Update*.

Figure 5.



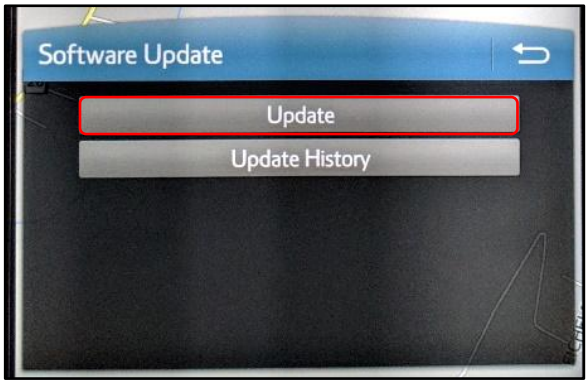
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Entune Audio Head Unit Software Update (Denso)

Multimedia Software Update Procedure (Continued)

10. Select *Update*.

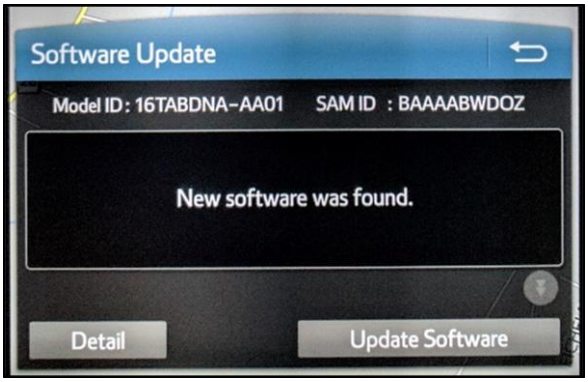
Figure 6.



NOTE

If the software has been detected properly, a "New software was found" pop-up will be displayed.

Figure 7.



11. Verify that the NEW software is the most up-to-date by referring to the Software Version Information table below.

Table 2. Software Version Information

TYPE	Entune™ Premium Audio	
	CURRENT	NEW
Navigation	R10A5400 R10A5430	R10A5500

Figure 8.



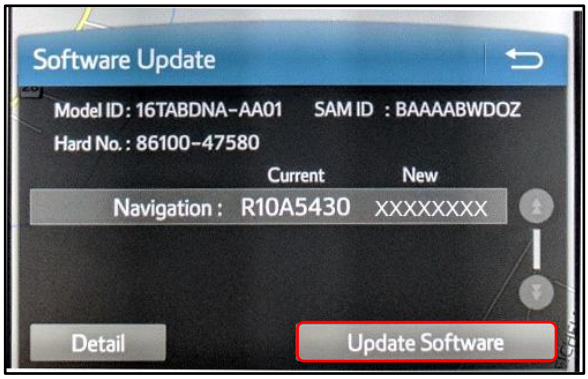
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Entune Audio Head Unit Software Update (Denso)

Multimedia Software Update Procedure (Continued)

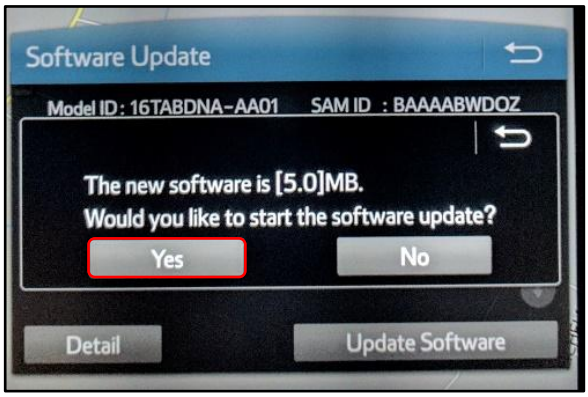
12. Select the *Update Software* icon on the Software Update screen.

Figure 9.



13. Select *Yes* on the Software Update screen.

Figure 10.



14. Once the head unit begins the installation, the update will take about 10 minutes to complete.

NOTE

- **Do NOT turn off the ignition or Ready "OFF" the vehicle BEFORE the software is ready for updating.**
- **Do NOT pull the USB flash drive out of the vehicle's USB port.**

Figure 11.



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Multimedia Software Update Procedure (Continued)

15. When the “Software is ready to update” pop-up screen is displayed, Ready “OFF” and “ON” the vehicle.

Figure 12.



16. Remove the USB flash drive from the vehicle’s USB port.

Multimedia Software Version Confirmation

1. Perform steps 6 – 11 of the Multimedia Software Update Procedure to re-enter the Software Update screen.
2. Verify that the multimedia software information is updated on the Software Update screen.

Table 3. New Multimedia Software Version Information

TYPE	Entune™ Premium Audio	
	CURRENT	NEW
Navigation	R10A5500	–

Figure 13.



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