

# Entune Audio Head Unit Software Update (Denso-Ten)

**Service**  
**Category** Audio/Visual/Telematics

**Section** Navigation/Multi Info Display

**Market** USA

Toyota Supports  
ASE Certification 

## Applicability

| YEAR(S)     | MODEL(S)        | ADDITIONAL INFORMATION |
|-------------|-----------------|------------------------|
| 2016 - 2017 | Camry, Camry HV |                        |
| 2016 - 2019 | Corolla, Prius  |                        |
| 2016 - 2018 | RAV4, RAV4 HV   |                        |

### **SUPERSESSION NOTICE**

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0003-19.

- The Introduction and Software Update Information sections have been updated.

Service Bulletin No. T-SB-0003-19 is obsolete and any printed versions should be discarded.

## Entune Audio Head Unit Software Update (Denso-Ten)

---

### Introduction

Some 2016 model year vehicles equipped with Entune™ Audio (version UU.11.13), Entune™ Audio Plus (version EU.20.21), or Entune™ Premium Audio (CU.20.22) or older may exhibit one or more of the following conditions:

- Bluetooth® audio information is missing from instrument cluster MID
- Long street names are not indicated when using turn-by-turn directions
- Abnormal navigation routing
- Toyota Park Assist Settings button displays in the Settings menu
- System is unable to call phone numbers with “-” present in the number
- System is unable to send SMS via the Quick Message feature
- Abnormal Bluetooth® audio playback when inserting and removing the iPhone® USB cable from the USB port
- System is unable to play audio from iPhone® connected via USB when two phones are connected via Bluetooth® at the same time
- Browse button operates intermittently in Bluetooth® audio
- Screen flickers when switching between day and night modes
- Abnormal Pandora Internet Radio operation when switching between two iPhones
- Unit reboots intermittently
- Diagnostic Trouble Code (DTC) U1110 or B15E6 is present
- Diagnostic screen displays intermittently
- Weather Map is inoperative
- “Unable to connect to server” displays when using voice recognition and searching for “IHOP”
- Panoramic view monitor operates abnormally

## Entune Audio Head Unit Software Update (Denso-Ten)

---

### Introduction (continued)

Some 2016 – 2019 model year vehicles equipped with Entune™ Audio (version UU.10.48), Entune™ Audio Plus (version EU.10.68 or EU.20.25 or EU.20.28), or Entune™ Premium Audio (CU.10.71 or CU.10.72 or CU.20.05 or CU.20.08) may exhibit one or more of the following conditions:

- Inoperative swiping feature on Apps or Setup screens
- Meijer department store is intermittently pronounced “Mee-jer”
- Number of transferred contacts does not update
- Slacker Radio skips two songs when using steering wheel controls
- Starting Pandora Internet Radio via voice recognition is intermittently inoperative
- FM mode displays the incorrect number of available stations intermittently
- Voice recognition does not start intermittently
- Audio intermittently displays on the Home screen
- Rumbling sound when no audio is playing
- Intermittent “Message list could not be loaded” displays when retrieving messages
- Audio information does not match between the head unit and the instrument cluster
- Instrument cluster has incorrect display of XM channels
- Panoramic camera view is intermittently inoperative
- Scout voice guidance has rear speakers muted
- USB audio playback resets after key cycle

## Entune Audio Head Unit Software Update (Denso-Ten)

---

### Introduction (continued)

Some 2016 – 2017 model year vehicles equipped with Entune™ Audio (version UU.11.16), Entune™ Audio Plus (version EU.20.25), or Entune™ Premium Audio (CU.20.26) or older may exhibit one or more of the following conditions:

- System is unable to adjust volume during voice navigation operation
- “Low Fuel Level” pop-up does not display on the navigation screen
- Abnormal POI operation
- Freezing on the fuel consumption screen
- Phone book fails to completely load
- Phone widget shows phone number instead of phone book name
- Toyota Entune™ App Suite will not download
- Incorrect navigation location displays on traffic map
- Incoming call screen information is incorrect
- Bluetooth® connection takes too long
- Abnormal Bluetooth® operation switching between phones
- Diagnostic Trouble Code (DTC) U0293 set
- When switching from Bluetooth® audio to Entune™ Audio, no sound is output
- XM presets cannot be set

## **Entune Audio Head Unit Software Update (Denso-Ten)**

---

### **Introduction (continued)**

Some 2016 – 2017 model year vehicles equipped with Entune™ Audio (version UU.11.19), Entune™ Audio Plus (version EU.22.06), or Entune™ Premium Audio (CU.22.06) or older may exhibit one or more of the following conditions:

- Unable to change the time intermittently
- Unit reboots intermittently
- Backup camera stays on too long
- Unable to browse contacts while driving
- Unable to use the dial pad while driving
- Unable to switch Bluetooth® devices while driving
- Incorrect items selected when inputting addresses for navigation
- Spotify song information does not display
- Reduce the number of prompts when using voice recognition

Some 2016 – 2018 model year vehicles equipped with Entune™ Audio (version UU.11.27), Entune™ Audio Plus (version EU.22.15), or Entune™ Premium Audio (CU.22.15) or older may exhibit one or more of the following conditions:

- Unable to select HD radio using voice recognition
- Unable to browse music using voice recognition
- Unable to select FM genre using voice recognition
- Unable to delete destination using voice recognition
- Voice prompt interrupt is defaulted to off
- Abnormal Bluetooth® pop-up messages
- Intermittent Bluetooth® disconnection
- Unable to set XM channel 000 as a preset
- Intermittent freeze condition
- Abnormal Bluetooth® volume operation
- Unable to stop voice training
- Contact image missing or partially displayed with iOS 11.3.x or later

## Entune Audio Head Unit Software Update (Denso-Ten)

---

### Introduction (continued)

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio Plus (version EU.22.39 or EU.32.39) or Entune™ Premium Audio (version CU.22.39 or CU.22.39) may exhibit one or more of the following conditions:

- Intermittent radio rebooting
- Speed limit is not displayed
- Abnormal route guidance
- Navigation makes detour around destination
- Unable to read the part number of the XM tuner
- Song title and artist are not displayed when using a foreign language
- Clock does not update when GPS signal is lost

Some 2016 – 2018 model year Toyota vehicles equipped with Entune™ Audio Plus (version EU.22.46 or EU.32.46) or Entune™ Premium Audio (version CU.32.44 or CU.22.44) may exhibit one or more of the following conditions:

- Clock intermittently changing to an incorrect time (7:00)
- Radio station presets intermittently return to default

Updated software is now available to address these conditions, improve hands-free sound quality, and enhance other visual and usability features. Follow the Software Update Procedure in this bulletin to install the latest software version.

## Entune Audio Head Unit Software Update (Denso-Ten)

### Warranty Information

| OP CODE | DESCRIPTION     | TIME | MODEL           | OFP                                                                                                                  | T1 | T2 |
|---------|-----------------|------|-----------------|----------------------------------------------------------------------------------------------------------------------|----|----|
| EL9053  | Software Update | 0.3  | Camry, Camry HV | 86804-06180<br>86804-06190<br>86140-06660<br>86140-06670                                                             | 73 | 74 |
|         |                 |      | Corolla         | 86140-02460<br>86140-02470<br>86804-02070<br>86140-02520<br>86140-02540<br>86804-02100                               |    |    |
|         |                 |      | RAV4, RAV4 HV   | 86804-0R030<br>86804-0R040<br>86140-0R170<br>86140-42110<br>86140-0R180<br>86804-42100<br>86804-42110<br>86140-42460 |    |    |
|         |                 |      | Prius C         | 86140-52330<br>86140-52270<br>86140-52260<br>86804-52040<br>86804-52050                                              |    |    |

#### 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.

## Entune Audio Head Unit Software Update (Denso-Ten)

---

### Software Update Information

| HEAD UNIT             | APPLICABLE FILE ON THE USB DRIVE                                                 |
|-----------------------|----------------------------------------------------------------------------------|
| Entune™ Audio         | <a href="#">15TBDANA-CA01 1134.kwi</a>                                           |
| Entune™ Audio Plus    | <a href="#">15TDDANA-CA01 2247.kwi</a><br><a href="#">15TDDANA-CA02 3247.kwi</a> |
| Entune™ Premium Audio | <a href="#">15TDANNA-CA01 2247.kwi</a><br><a href="#">15TDANNA-CA02 3247.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.

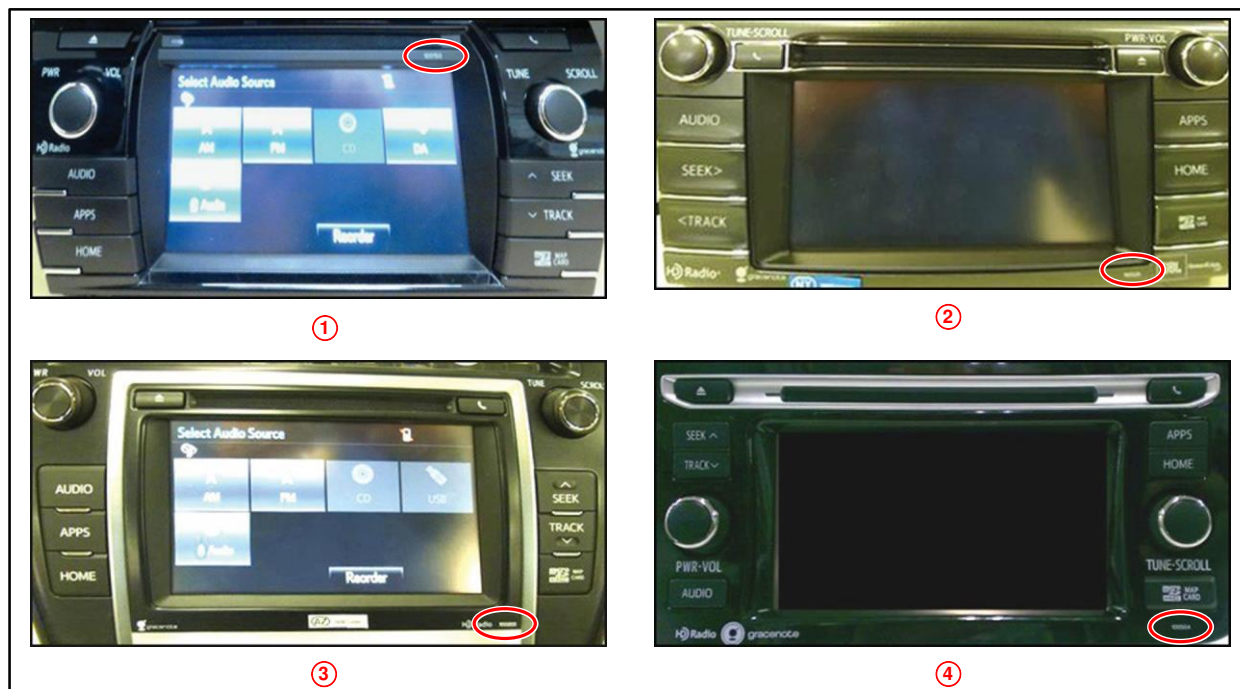
For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – [Multimedia Software Download Instructions](#)*.

## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure

1. Confirm the audio system type by checking the panel ID printed above the top right or bottom right of the display.

**Figure 1.**



|          |                      |          |                        |
|----------|----------------------|----------|------------------------|
| <b>1</b> | <b>Corolla</b>       | <b>3</b> | <b>Camry, Camry HV</b> |
| <b>2</b> | <b>RAV4, RAV4 HV</b> | <b>4</b> | <b>Prius C</b>         |

| MODEL              | YEAR        | ENTUNE™ AUDIO                        | ENTUNE™ AUDIO PLUS                   | ENTUNE™ PREMIUM                                                              |
|--------------------|-------------|--------------------------------------|--------------------------------------|------------------------------------------------------------------------------|
| Camry,<br>Camry HV | 2016 – 2017 | 100614                               | N/A                                  | 100612<br>100613                                                             |
| RAV4,<br>RAV4 HV   | 2016 – 2018 | 100573<br>100581<br>100874<br>100875 | 100574<br>100582<br>100878<br>100879 | 100575<br>100576<br>100583<br>100584<br>100868<br>100869<br>100870<br>100871 |
| Prius C            | 2016 – 2019 | 100629<br>100745<br>100876           | N/A                                  | 100628<br>100872<br>100744                                                   |
| Corolla            | 2016 – 2019 | 100639<br>100571<br>100877           | 100638<br>100570<br>100880           | 100637<br>100873<br>100569                                                   |

## Entune Audio Head Unit Software Update (Denso-Ten)

---

### Software Update Procedure (continued)

2. Perform steps 7 – 11 and verify the latest software needs to be installed.  
Is the software up to date?
  - **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
  - **NO** — Continue to step 3.
3. Insert the USB flash drive into the vehicle USB port.
4. Start the engine.
5. When the Select Audio Source screen displays, continue to the next step.
6. When the USB source icon highlights and displays the USB name with the icon, continue to the next step.

Figure 2.



Figure 3.



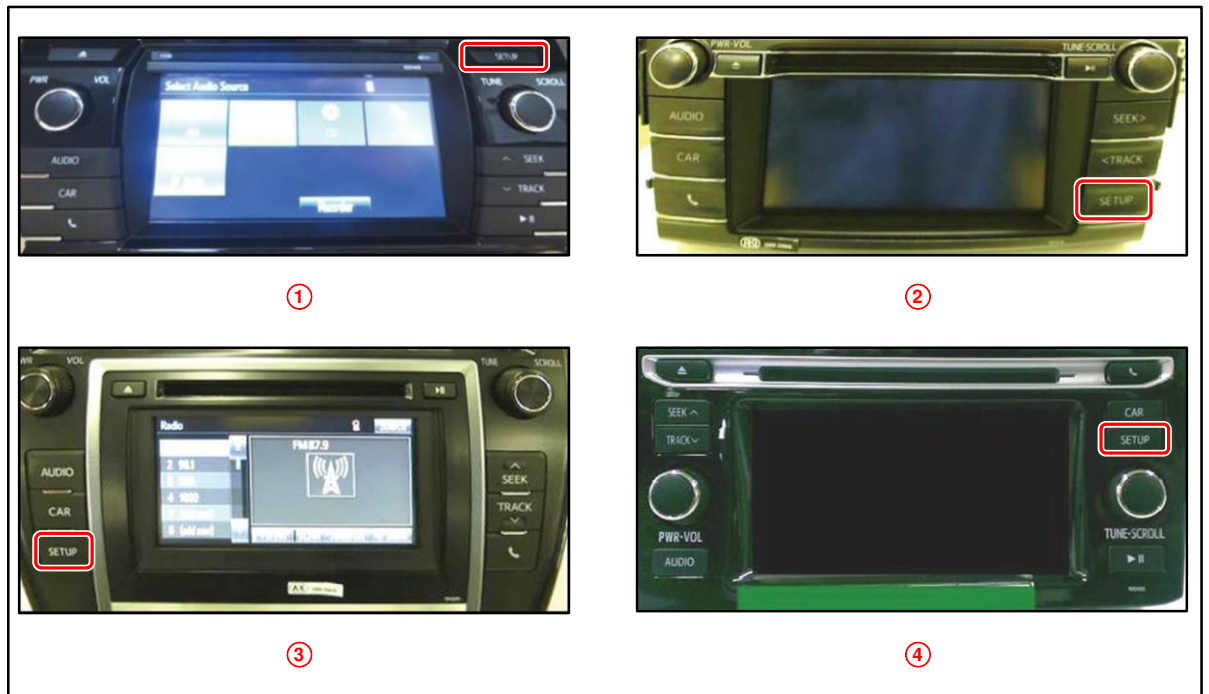
## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

7. Go to the Setup screen.
  - A. For Entune™ Audio:
 

Press the Setup button on the panel.

**Figure 4.**



|          |               |
|----------|---------------|
| <b>1</b> | Corolla       |
| <b>2</b> | RAV4, RAV4 HV |

|          |                 |
|----------|-----------------|
| <b>3</b> | Camry, Camry HV |
| <b>4</b> | Prius C         |

## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

B. For Entune™ Audio Plus/Entune™ Premium Audio:

(1) Press the Apps button on the left or right of the panel.

**Figure 5. Camry, Camry HV, Corolla, RAV4, RAV4 HV**



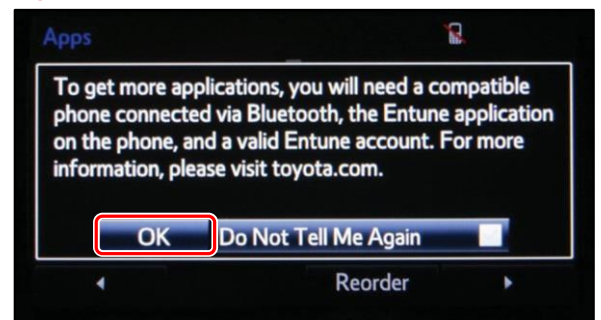
**Figure 6. Prius C**



#### NOTE

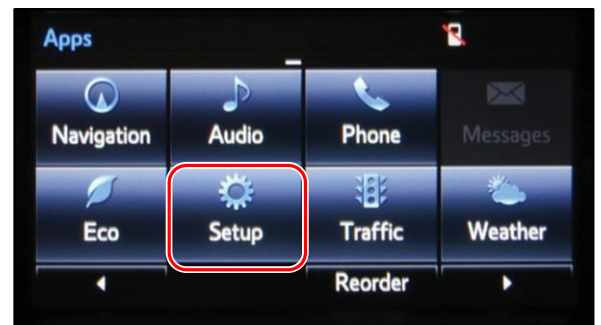
If the Entune™ pop-up displays, select OK.

**Figure 7.**



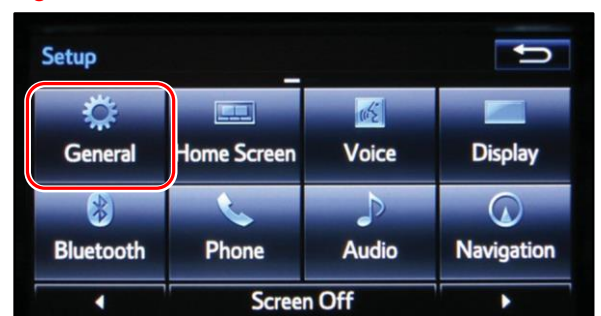
(2) Select Setup on the Apps screen.

**Figure 8.**



8. Select General on the Setup screen.

**Figure 9.**



## Entune Audio Head Unit Software Update (Denso-Ten)

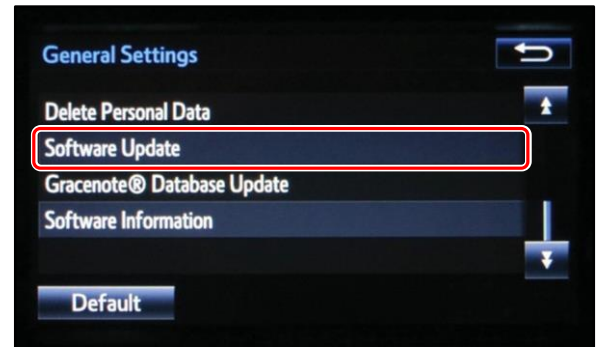
### Software Update Procedure (continued)

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

#### HINT

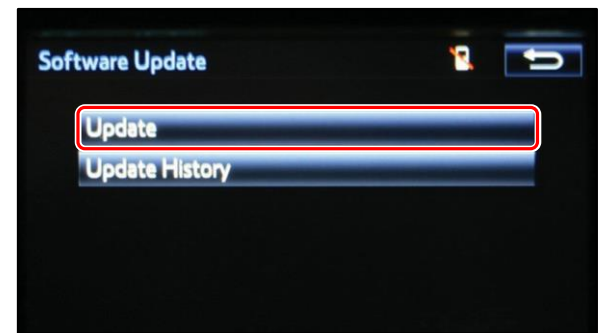
Scroll down the list until Software Update displays.

Figure 10.



10. Select Update on the Software Update screen.

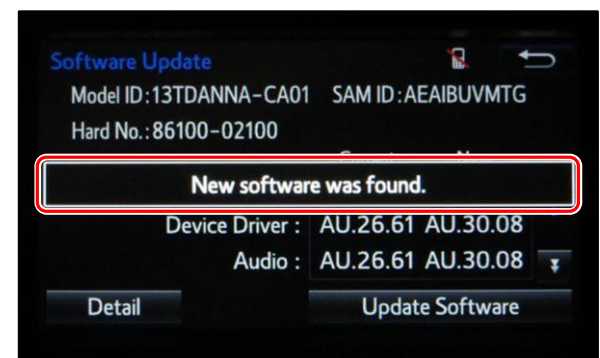
Figure 11.



#### NOTE

If software is detected properly, a "New Software was found." pop-up will display.

Figure 12.

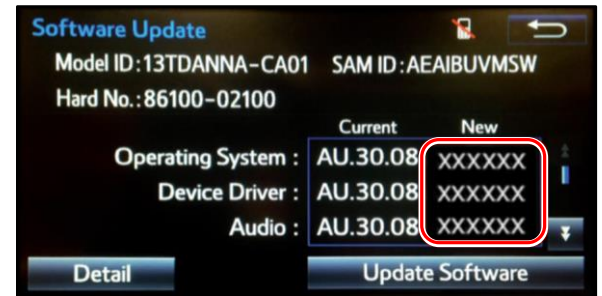


## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

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

**Figure 13.**



**Table 1. Software Version Information**

| TYPE              | ENTUNE™ AUDIO                    |             | ENTUNE™ AUDIO PLUS               |                         | ENTUNE™ PREMIUM AUDIO            |                         |
|-------------------|----------------------------------|-------------|----------------------------------|-------------------------|----------------------------------|-------------------------|
|                   | CURRENT VERSION                  | NEW VERSION | CURRENT VERSION                  | NEW VERSION             | CURRENT VERSION                  | NEW VERSION             |
| Operating System  |                                  | UU.11.34    |                                  | -                       |                                  | -                       |
| Device Driver     |                                  | UU.11.34    | EU.10.68<br>EU.20.05             | EU.22.47 or<br>EU.32.47 | CU.10.71<br>CU.20.05             | CU.22.47 or<br>CU.32.47 |
| Audio             |                                  | UU.11.34    | EU.20.08<br>EU.20.21             | EU.22.47 or<br>EU.32.47 | CU.20.08<br>CU.20.14             | CU.22.47 or<br>CU.32.47 |
| Navigation        | UU.10.48<br>UU.11.06<br>UU.11.08 | -           | EU.20.25<br>EU.21.01             | -                       | CU.20.17<br>CU.20.22             | CU.22.47 or<br>CU.32.47 |
| Bluetooth         | UU.11.13<br>UU.11.16             | UU.11.34    | EU.22.06<br>EU.22.15             | EU.22.47 or<br>EU.32.47 | CU.20.26<br>CU.22.04             | CU.22.47 or<br>CU.32.47 |
| GUI               | UU.11.17<br>UU.11.19<br>UU.11.27 | UU.11.34    | EU.20.14<br>EU.20.17             | EU.22.47 or<br>EU.32.47 | CU.22.06<br>CU.22.15             | CU.22.47 or<br>CU.32.47 |
| Middleware        |                                  | UU.11.34    | EU.22.19<br>EU.22.39<br>EU.32.39 | EU.22.47 or<br>EU.32.47 | CU.22.19<br>CU.22.39<br>CU.32.39 | CU.22.47 or<br>CU.32.47 |
| Kernel            |                                  | UU.11.34    | EU.22.46<br>EU.32.46             | EU.22.47 or<br>EU.32.47 | CU.22.44<br>CU.32.44             | CU.22.47 or<br>CU.32.47 |
| Voice Recognition |                                  | UU.11.34    |                                  | EU.22.47 or<br>EU.32.47 |                                  | CU.22.47 or<br>CU.32.47 |

12. Select Update Software on the Software Update screen.

**Figure 14.**

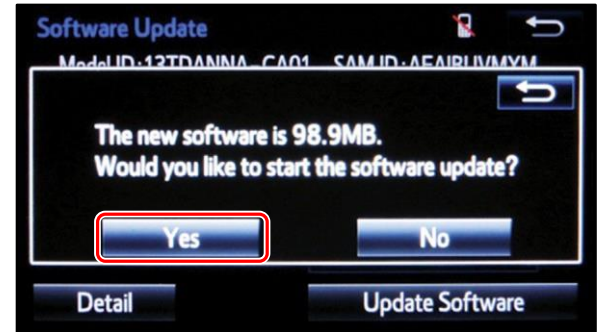


## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

13. Select Yes on the "Would you like to start the software update?" pop-up.

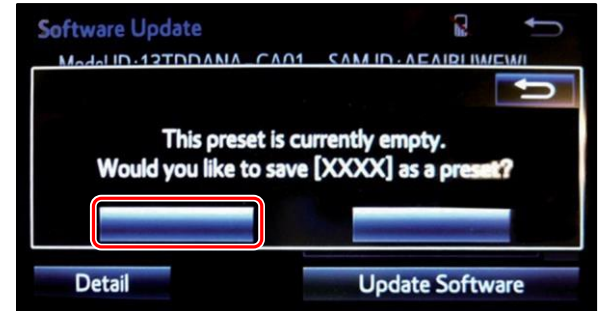
**Figure 15.**



**NOTE**

Entune™ Audio Plus ONLY: Select the left box on the "This preset is currently empty. Would you like to save [XXXX] as a preset?" pop-up.

**Figure 16.**



14. This unit will begin installation.

**NOTE**

Do NOT turn off ACC before the software is ready for updating.

**Figure 17.**

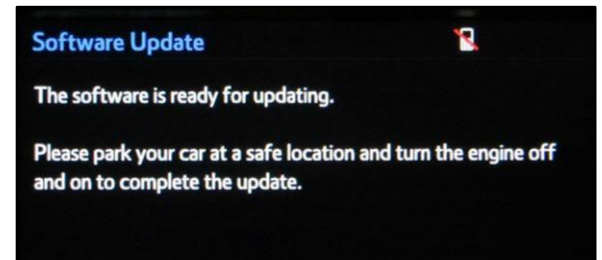


## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

15. When “The software is ready for updating” displays, cycle the ignition OFF, wait 30 seconds, then cycle the ignition ON again.

Figure 18.

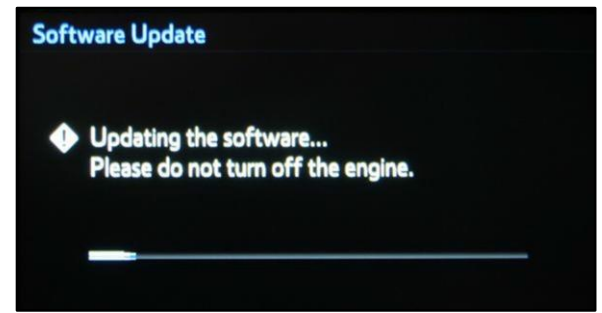


16. Wait for the audio system to complete the software update.

**NOTE**

Do NOT turn off ACC before the next Toyota logo screen displays.

Figure 19.



When the Toyota logo screen displays, the update is complete.

Figure 20.



17. Remove the USB flash drive from the vehicle USB port.
18. When the the Select Audio Source screen displays, continue to the next step.

Figure 21.



## Entune Audio Head Unit Software Update (Denso-Ten)

### Software Update Procedure (continued)

19. Perform steps 7 – 10 of the Software Update Procedure to re-enter the Software Update screen.
20. Verify that the software information is updated on the Software Update screen.

**Table 2. New Software Version Information**

| TYPE              | ENTUNE™ AUDIO | M/D/Y                                                        | ENTUNE™ AUDIO PLUS   | M/D/Y                                                        | ENTUNE™ PREMIUM AUDIO | M/D/Y                                                        |
|-------------------|---------------|--------------------------------------------------------------|----------------------|--------------------------------------------------------------|-----------------------|--------------------------------------------------------------|
|                   | NEW VERSION   |                                                              | NEW VERSION          |                                                              | NEW VERSION           |                                                              |
| Boot              | UU.11.34      | Updated Date<br>(If no GPS signal, date may NOT be accurate) | EU.22.47 or EU.32.47 | Updated Date<br>(If no GPS signal, date may NOT be accurate) | CU.22.47 or CU.32.47  | Updated Date<br>(If no GPS signal, date may NOT be accurate) |
| Voice Recognition | UU.11.34      |                                                              | EU.22.47 or EU.32.47 |                                                              | CU.22.47 or CU.32.47  |                                                              |
| GUI               | UU.11.34      |                                                              | EU.22.47 or EU.32.47 |                                                              | CU.22.47 or CU.32.47  |                                                              |
| Audio             | UU.11.34      |                                                              | EU.22.47 or EU.32.47 |                                                              | CU.22.47 or CU.32.47  |                                                              |
| Bluetooth         | UU.11.34      |                                                              | EU.22.47 or EU.32.47 |                                                              | CU.22.47 or CU.32.47  |                                                              |
| Navigation        | –             |                                                              | –                    |                                                              | CU.22.47 or CU.32.47  |                                                              |
| Device Driver     | UU.11.34      |                                                              | EU.22.47 or EU.32.47 |                                                              | CU.22.47 or CU.32.47  |                                                              |
| Kernel            | UU.11.34      |                                                              | EU.22.47 or EU.32.47 |                                                              | CU.22.47 or CU.32.47  |                                                              |
| Operating System  | UU.11.34      |                                                              | –                    |                                                              | –                     |                                                              |
| Middleware        | UU.11.34      |                                                              | EU.22.47 or EU.32.47 |                                                              | CU.22.47 or CU.32.47  |                                                              |
| Power             | UU.11.34      |                                                              | EU.22.47 or EU.32.47 |                                                              | CU.22.47 or CU.32.47  |                                                              |

21. If this bulletin is being applied for contact images missing, delete ALL Bluetooth® pairings, then re-pair ALL devices.