

Audio Head Unit Software Update (Pioneer)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020 - 2021	4Runner, C-HR, Camry, Camry HV, Corolla Hatchback, Highlander, Highlander HV, RAV4, RAV4 HV, Tacoma, Tundra	
2021	Avalon, Avalon HV, Corolla, Corolla HV, Prius, RAV4 Prime	

Introduction

Some 2020 – 2021 model year vehicles equipped with Audio, Audio Plus, or Premium Audio (versions 1784) or earlier may exhibit one or more of the following conditions:

- Intermittent blank screen.
- Navigation map update fails.
- Album art inoperative.
- Pause function intermittently inoperative in CD mode.
- Intermittent DTC B15FE present.
- Abnormal energy flow screen appearance on Hybrid models.
- Abnormal phone call operation during Apple CarPlay®.
- “No Information” displayed in Information Screen.
- No audio after voice guidance in Android Auto.
- Abnormal charging scheduling operation on RAV4 Prime models.
- Abnormal XM operation when using Apple CarPlay®.

Follow the Multimedia Software Update Procedure in this bulletin to install the latest software version.

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL9063	Software Update	0.3	86140-#####*	87	74

*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

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

MODEL	MODEL YEAR	HEAD UNIT	SOFTWARE UPDATE FILE
4Runner	2020 – 2021	Audio	19TDT0NA-EA0E 1785.kwi
		Audio w/XM	19TDT1NA-EA0E 1785.kwi
Avalon, Avalon HV	2021	Audio Plus	19TDT1NA-EAPC 1785.kwi
		Premium Audio	19TDT2NA-EAPA 1785.kwi
			17TMT2NA-DA50 0041.kwi
C-HR	2020 – 2021	Audio	19TDT0NA-EA0R 1785.kwi
		Audio w/XM	19TDT1NA-EA0S 1785.kwi
			19TDT1NA-EA0R 1785.kwi
Camry, Camry HV	2020	Audio	19TDT0NA-EA0P 1785.kwi
		Audio w/XM	19TDT1NA-EA0P 1785.kwi
	2021	Audio	19TDT0NA-EAPC 1785.kwi
		Audio w/XM	19TDT1NA-EAPG 1785.kwi
Corolla Hatchback	2020 – 2021	Audio	19TDT0NA-EAP4 1785.kwi
		Audio w/XM	19TDT1NA-EAP4 1785.kwi
		Audio Plus	19TDT1NA-EAP5 1785.kwi
		Premium Audio	19TDT2NA-EAP4 1785.kwi
			17TMT2NA-DA50 0041.kwi

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Multimedia Software Update (continued)

MODEL	MODEL YEAR	HEAD UNIT	SOFTWARE UPDATE FILE
Corolla, Corolla HV	2021	Audio	19TDT0NA-EAP7 1785.kwi
		Audio W/XM	19TDT1NA-EAP7 1785.kwi
		Audio Plus	19TDT1NA-EAP8 1785.kwi
		Premium Audio	19TDT2NA-EAP7 1785.kwi
			17TMT2NA-DA50 0041.kwi
Highlander, Highlander HV	2020 – 2021	Audio	19TDT0NA-EA09 1785.kwi
		Audio W/XM	19TDT1NA-EA09 1785.kwi
Prius	2021	Audio	19TDT0NA-EAPC 1785.kwi
		Audio W/XM	19TDT1NA-EAPG 1785.kwi
RAV4, RAV4 HV	2020 – 2021	Audio	19TDT0NA-EAP1 1785.kwi
		Audio W/XM	19TDT1NA-EAP1 1785.kwi
RAV4 Prime	2021	Audio	19TDT0NA-EAPA 1785.kwi
		Audio W/XM	19TDT1NA-EAPA 1785.kwi
Tacoma	2020 – 2021	Audio	19TDT0NA-EA0B 1785.kwi
			19TDT1NA-EAPE 1785.kwi
		Audio W/XM	19TDT1NA-EA1B 1785.kwi
			19TDT2NA-EA0B 1785.kwi
		Premium Audio	17TMT2NA-DA50 0041.kwi
			19TDT2NA-EA1B 1785.kwi
Tundra	2020 – 2021	Premium Audio W/JBL	17TMT2NA-DA50 0041.kwi
			19TDT2NA-EA1B 1785.kwi
		Audio	19TDT0NA-EA0F 1785.kwi
		Audio W/XM	19TDT1NA-EA0F 1785.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 folder and saved directly to a blank USB flash drive.

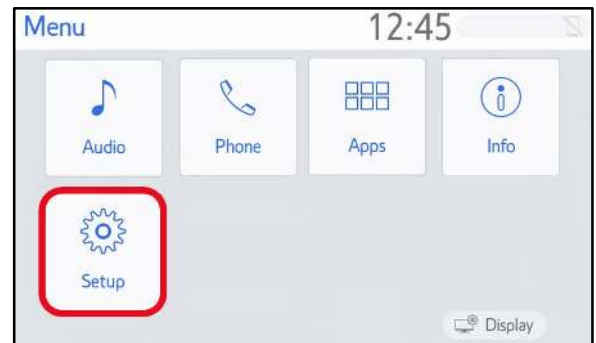
For USB flash drive requirements and download instructions, refer to *TIS – Diagnostics – Reprogramming – Reference Documents – [Multimedia Software Download Instructions](#)*.

Audio Head Unit Software Update (Pioneer)

Software Update Procedure

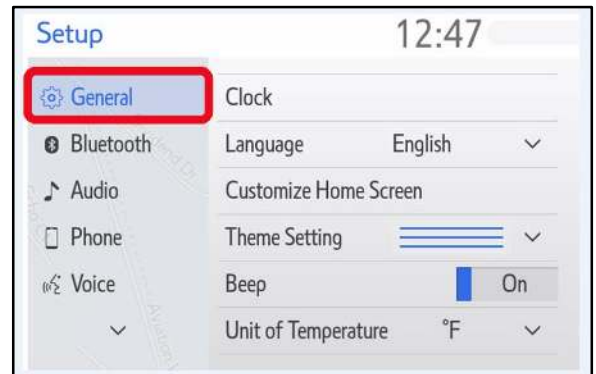
1. Start the engine.
2. Press the Menu button on the radio faceplate, then select Setup.

Figure 1.



3. Select General on the Setup screen.

Figure 2.



4. Scroll down and select Software Update.

Figure 3.

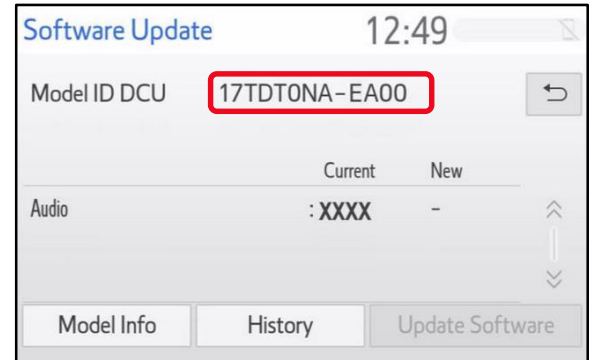


Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

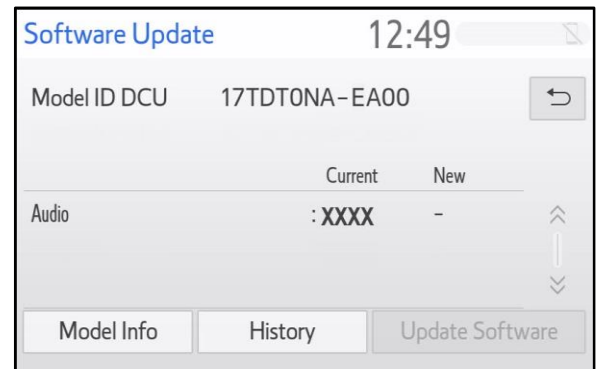
5. Record the Model ID.
6. Match the Model ID to the software update file, then download the appropriate multimedia software update file from the Software Update Information section.

Figure 4.



7. Verify that the software version is the same or earlier than indicated in the Introduction.

Figure 5.



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

NOTE

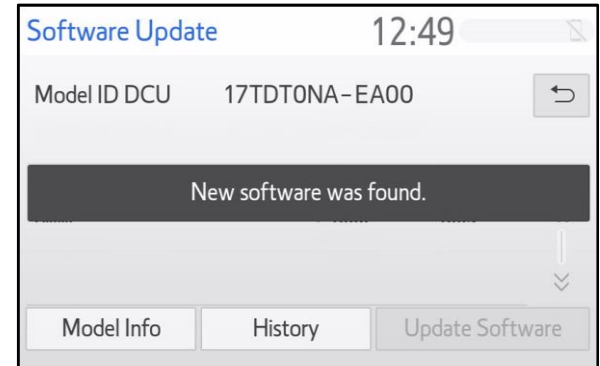
If the vehicle has been turned OFF, repeat steps 1 – 4 to re-enter the Software Update screen.

Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

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

Figure 6.



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

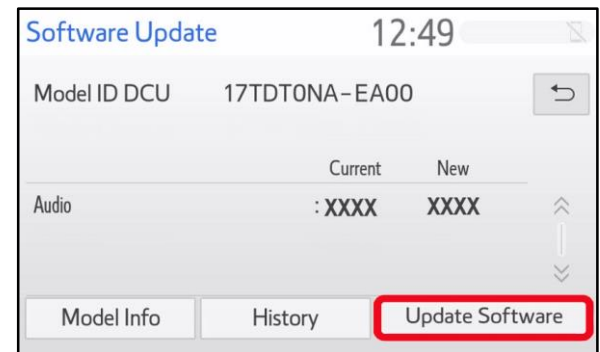
Table 1. Software Version Information

TYPE	AUDIO		AUDIO PLUS		PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW	CURRENT	NEW
Audio	<1784	1785	<1784	1785	<1784	1785
Navigation	—				<1109	1110

*Certain models may have 1040 as the current version and will need to be updated to 1045.

11. Select the Update Software button in the lower right corner.

Figure 7.



Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

12. Select OK on the Software Update Detail screen.

Figure 8.



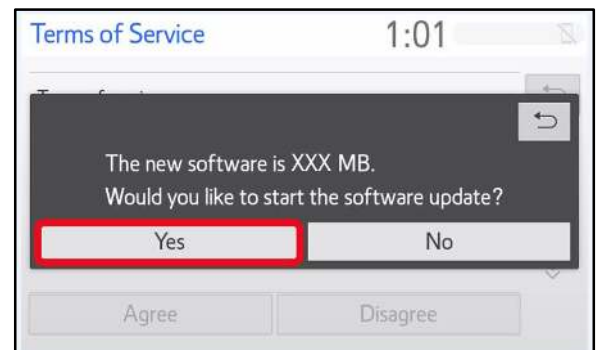
13. Select Agree on the Terms of Service screen.

Figure 9.



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

Figure 10.



Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

15. Once the head unit begins installation, the update will take approximately 10 minutes.

NOTE

- Do NOT turn OFF the vehicle or ACC BEFORE the software is ready for updating.
- Do NOT remove the USB flash drive until instructed in step 18.

Figure 11.



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

Figure 12.



17. Turn the vehicle ON to complete the software update.
18. Once the software update is complete, remove the USB flash drive.

Audio Head Unit Software Update (Pioneer)

Software Update Procedure (continued)

19. Perform steps 1 – 4 to verify the software version matches the current software version information table below.

Figure 13.

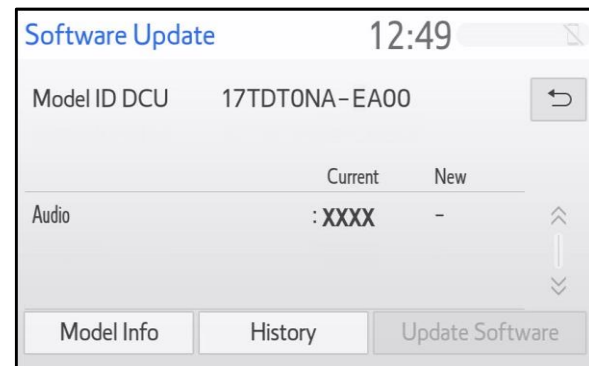


Table 2. Software Version Information

TYPE	AUDIO		AUDIO PLUS		PREMIUM AUDIO	
	CURRENT	NEW	CURRENT	NEW	CURRENT	NEW
Audio	1785	–	1785	–	1785	–
Navigation	–				1110	