

# Audio Head Unit Software Update (Denso Ten)

**Service Category** Audio/Visual/Telematics

**Market** USA and Mexico

**Section** Audio/Video

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2023	GR Corolla, Prius, Prius Prime, RAV4, RAV4 HV, RAV4 Prime, Venza HV	

## Introduction

Some 2023 model year GR Corolla, RAV4, RAV4 Hybrid, RAV4 Prime, and Venza Hybrid vehicles with multimedia version older than 1564 may exhibit one or more of the following conditions:

- Head unit rebooting (does not affect backup camera).
- Head unit does not boot up (does not affect backup camera).
- Display screen flickers (does not affect backup camera).
- Map is not displayed.
- User profile enhancements.
- The French “Share ETA” screen is not completely in French.
- Incoming call ringing continues even after ignoring or ending the call.

Some 2023 model year Prius and Prius Prime vehicles with multimedia version older than 1586 may exhibit one or more of the following conditions:

- Head unit rebooting (does not affect backup camera).
- Head unit does not boot up (does not affect backup camera).
- Display screen flickers (does not affect backup camera).

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

## Audio Head Unit Software Update (Denso Ten)

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## Audio Head Unit Software Update (Denso Ten)

### Warranty Information

#### For USA Market

OP CODE	DESCRIPTION	TIME	OFFP	T1	T2
EL2303	Software Update	0.6	86140-#####* 86100-#####*	87	74

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

#### **APPLICABLE WARRANTY (USA)**

- 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.

#### For Mexico Market

OP CODE	DESCRIPTION	TIME	OFFP	T1	T2
EL2303	Software Update	0.6	86140-#####* 86100-#####*	87	74

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

#### **APPLICABLE WARRANTY (MEXICO)**

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 60,000 kilometers, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

## Audio Head Unit Software Update (Denso Ten)

### Multimedia Software Update Information

MODEL	HEAD UNIT	SOFTWARE UPDATE FILE
GR Corolla	Entry	<a href="#">rb_update_2023_GRCOROLLA_NE_HU_C_01564.zip</a>
Prius, Prius Prime		<a href="#">rb_update_2023_PRIUS_NE_HU_C_01586.zip</a>
	Premium	<a href="#">rb_update_2023_PRIUS_NP_HU_C_01586.zip</a>
RAV4, RAV4 HV, RAV4 Prime	Entry	<a href="#">rb_update_2023_RAV4_NE_HU_C_01564.zip</a>
Venza HV		<a href="#">rb_update_2023_VENZA_NE_HU_C_01564.zip</a>
	Premium	<a href="#">rb_update_2023_VENZA_NP_HU_C_01564.zip</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, do NOT extract the files (unzip), the files need to be saved directly to a blank USB flash drive.

- Confirm there is no “(1)” or similar suffix on the file due to multiple downloads.
- Do NOT rename the file unless it is to remove “(1)” or similar.
- Multiple files can NOT be on the same USB flash drive; if there are two files on the USB flash drive beginning with “rb\_update” the software installation will NOT begin.

Use a blank USB flash drive from a trusted “name-brand” manufacturer with the following specifications:

- Storage capacity: 4 – 32 GB.
  - USB flash drives larger than 32 GB that can be partitioned to smaller sizes will NOT work.
  - If a 32 GB USB flash drive is not working, try a smaller capacity USB flash drive.
- Communication format: USB 2.0 or newer.
- File format: FAT 32 (Windows®).
- USB-C vehicles will require a USB-C flash drive or adapter that is capable of transferring data (not just charging).

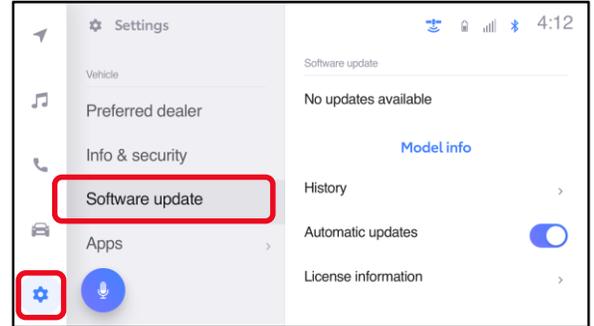
# Audio Head Unit Software Update (Denso Ten)

## Head Unit Software Version Confirmation

1. Select the gear icon, scroll down, and select Software update.

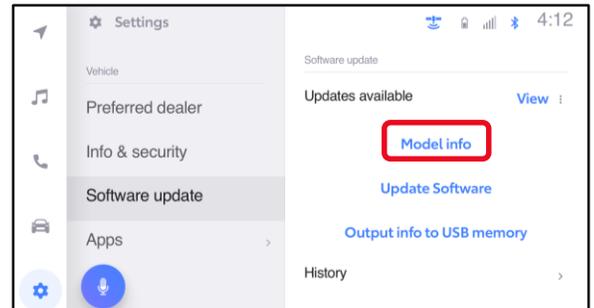
**NOTE**  
 If it is NOT possible to perform this step due to rebooting, go to the [Continuous Head Unit Reboot Condition](#) section.

**Figure 1.**



2. Select Model Info to view the head unit version number.  
 Is the head unit software up to date?  
 (Refer to Table 1 below.)
  - **YES** — This bulletin does NOT apply, continue diagnosis using the applicable Repair Manual.
  - **NO** — Continue to step 3.

**Figure 2.**



3. Verify that the software is up to date on the Software Update screen.  
 Is the head unit software version in the vehicle one of the previous versions listed in Table 1?
  - **YES** — Continue to the [Continuous Head Unit Reboot Condition](#) section.
  - **NO** — This bulletin does NOT apply, continue diagnosis using the applicable Repair Manual.

**Figure 3.**



**Table 1. Software Version Information**

MODEL	TYPE	PREVIOUS VERSION	CURRENT VERSION
GR Corolla, RAV4, RAV4 Hybrid, RAV4 Prime, Venza HV	HU Version	< 1564	1564
Prius, Prius Prime		< 1586	1586

## Audio Head Unit Software Update (Denso Ten)

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### Continuous Head Unit Reboot Condition

1. Turn the ignition to IG-ON.
2. Does the head unit exhibit a continuous rebooting condition?
  - **YES** — Continue to step 3.
  - **NO** — Go to the [USB Update Procedure](#) section.
3. Turn the ignition to IG-OFF.
4. Disconnect the cable from the 12V battery negative terminal for 10 minutes, then reconnect it. Refer to TIS, applicable model and model year Repair Manual:

- [2023](#) GR Corolla:  
*Power Source/Network – Battery/Charging – “G16E-GTS (Battery / Charging): Battery: Removal”*
- [2023](#) Prius:  
*General – Maintenance – “2ZR-FXE Auxiliary Battery: Removal”*
- [2023](#) Prius Prime:  
*General – Maintenance – “M20A-FXS (Battery / Charging): Auxiliary Battery: Removal”*
- [2023](#) RAV4:  
*Power Source/Network – Battery/Charging – “A25A-FKS (Battery / Charging): Battery: Removal”*
- [2023](#) RAV4 Hybrid:  
*Power Source/Network – Battery/Charging – “A25A-FXS (Battery / Charging): Auxiliary Battery: Removal”*
- [2023](#) RAV4 Prime:  
*Power Source/Network – Battery/Charging – “A25A-FXS (Battery / Charging): Auxiliary Battery: Removal”*
- [2023](#) Venza Hybrid:  
*Power Source/Network – Battery/Charging – “A25A-FXS (Battery / Charging): Auxiliary Battery: Removal”*

5. Turn the ignition to IG-ON, the head unit should boot up normally.

**HINT**

If the head unit does NOT boot up normally, the battery may need to be disconnected for longer than 10 minutes.

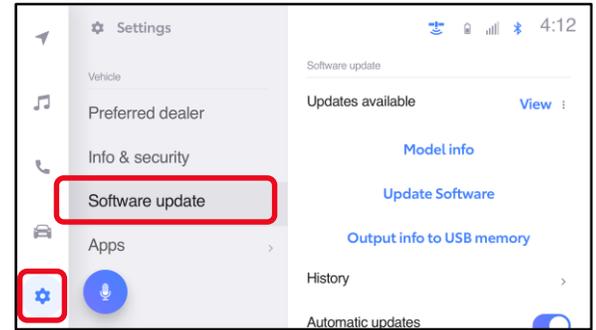
6. Does the head unit boot up normally after disconnecting the battery for longer than 10 minutes?
  - **YES** — Continue to the [USB Update Procedure](#) section.
  - **NO** — This bulletin does NOT apply, continue diagnosis using the applicable Repair Manual.

## Audio Head Unit Software Update (Denso Ten)

### USB Update Procedure

1. Download the software from the Software Update Information section onto an empty USB flash drive.
2. Select the gear icon and scroll down to Software update.

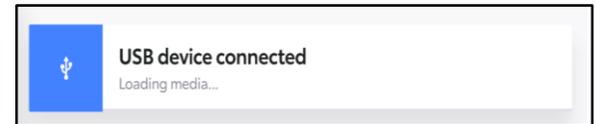
**Figure 4.**



3. Insert the prepared USB flash drive (may be an orange-colored device) into the vehicle's data USB port.

**NOTE**  
If there are no media files on the USB flash drive, there may be a "Device no response" banner. This is normal.

**Figure 5.**

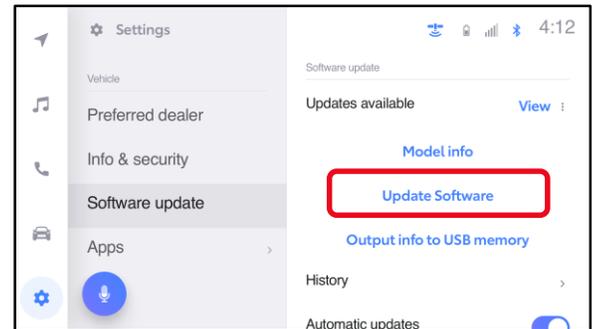


4. Select Update Software.

**NOTE**

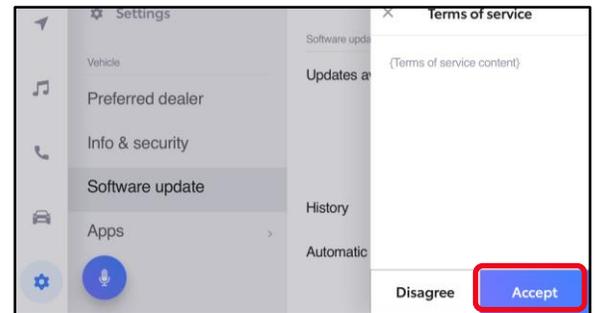
- The Update Software button may not be available immediately after inserting the USB flash drive. The head unit is unzipping the software update file, and it may take up to 10 minutes for this button to become available to press.
- If the button does NOT appear within 20 minutes, refer to the Multimedia Software Update File Download notice on [page 4](#).

**Figure 6.**



5. Select Accept on the Terms of service screen.

**Figure 7.**



## Audio Head Unit Software Update (Denso Ten)

### USB Update Procedure (continued)

6. Wait for the update to download. Once the head unit begins installation, the update will take about 15 minutes per update file.

**NOTE**

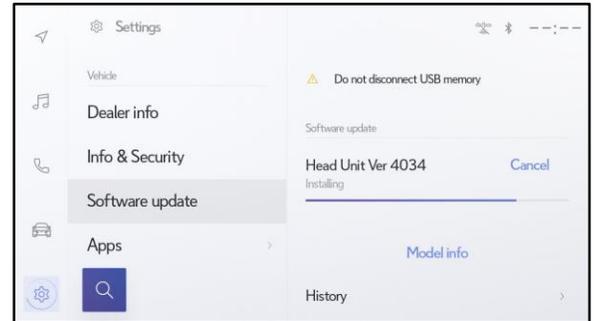
- Do NOT turn OFF the engine or ACC BEFORE the software is ready for updating.
- Do NOT remove the USB flash drive until instructed in step 9.
- Selecting Cancel will cancel the installation of the specific component, but it can be installed manually later.

- A. When the update is complete, “Install Complete” will show on the head unit, as shown in Figure 9.
- B. The “Software update” pop-up message may also appear, as shown in Figure 10.

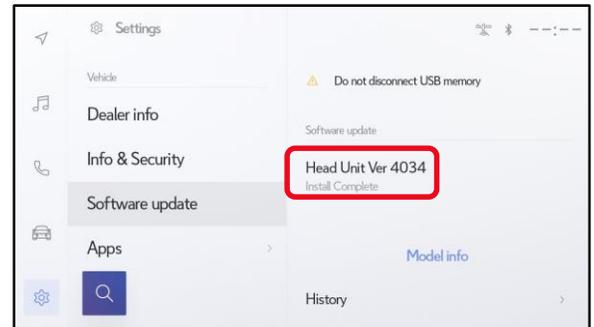
**NOTE**

If you are prompted to upload a report as shown in Figure 11, insert a blank USB to remove the .JSON files. These files are NOT needed.

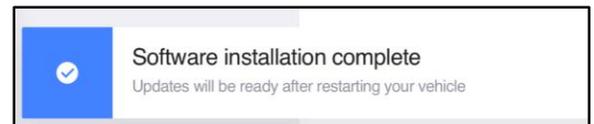
**Figure 8.**



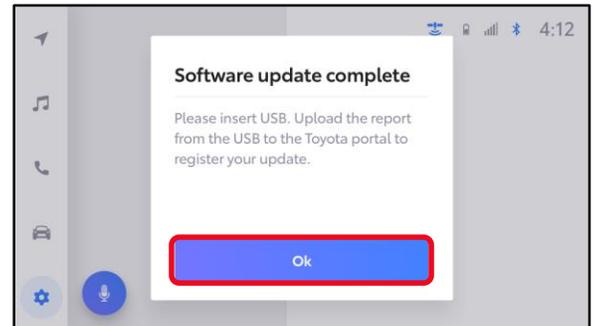
**Figure 9.**



**Figure 10.**



**Figure 11.**



## Audio Head Unit Software Update (Denso Ten)

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### USB Update Procedure (continued)

7. Perform an ignition cycle.
8. After the system has successfully booted up, wait two minutes.
9. Remove the USB flash drive.
10. Perform steps 1 – 3 of the [Head Unit Software Version Confirmation](#) section to verify the software version matches the table below.

**Table 2. Software Version Information**

MODEL	TYPE	CURRENT VERSION
GR Corolla, RAV4, RAV4 HV, RAV4 Prime, Venza HV	HU Version	1564
Prius, Prius Prime		1586