Navigation System Firmware Update

Service Category	Audio/Visual/Telematics
Section	Navigation/Multi Info Display **Market** USA

Lexus Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	GX460	

REVISION NOTICE

October 1, 2014 Rev2:

* The Introduction, Required Tools & Equipment, and Repair Procedure sections have been updated.

June 26, 2014 Rev1:

* The Introduction, Required Tools & Equipment, and Repair Procedure sections have been updated.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2014 model year GX 460 vehicles equipped with navigation (version less than V12B8741) may exhibit one or more of the following conditions:

* Unit resets to the startup screen at times

* Display screen flashes blue while driving

* Black screen after ACC OFF/ON

* Black screen after changing from reverse screen to map screen

* Reset while creating the play list for USB audio

* The previous cover art image is displayed while a new DISC is being played

* Screen flashing after pressing back button (Favorite POI Categories screen)

* Pandora not available at times

Navigation System Firmware Update

Introduction (Continued)

Some 2014 model year GX 460 vehicles equipped with navigation (version less than V12A8710) may exhibit one or more of the following conditions:

- The station list displayed does not follow station selection on the FM radio screen

- Disconnecting and reconnecting Bluetooth® device

- Manually disabling Bluetooth® from the handset results in inability of the head unit to reconnect to handset

- Blinking GPS icon on map screen

- Enform™ "Internet connection timed out" error message is displayed, even when the Bluetooth® connection is successful

- Navigation map screen goes gray

- Voice recognition screen does not change when the go back switch is selected

Some 2014 model year GX 460 vehicles equipped with navigation (version less than V12A8110) may exhibit one or more of the following conditions:

- The audio power off cannot be controlled for approximately 15 seconds after ignition cycle

- Navigation system resets while tuning XM Radio

- Slow update of HD Traffic Info

- Voice recognition is unavailable due to initialization*

A software update is now available to address these conditions.

* For this condition it is recommended that you also delete personal data on the head unit before the firmware update.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1313	Update Software	0.3	86804-60B20	87	74

APPLICABLE WARRANTY

- **This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.**

Navigation System Firmware Update

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY	APPLICABLE FILE ON THE USB DRIVE
USB Drive Firmware Update - Denso*	02029-DENSO-14E	1	13LHENNA-AA01_1004.kwi

* Essential SST.

MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file may also be downloaded directly from this Service Bulletin by clicking on the file name in the table above. The file may be saved 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"*

NOTE

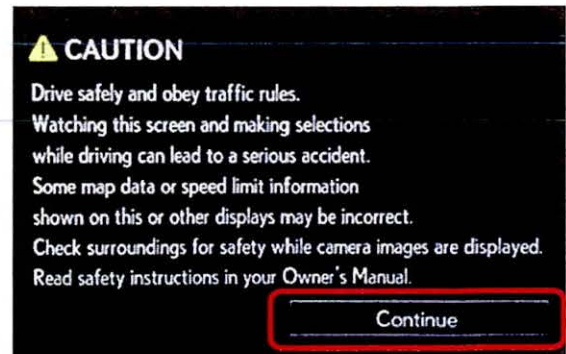Additional SSTs may be ordered by calling 1-800-933-8335.

Repair Procedure

1. Confirm the software version.

   A. Start the engine. The *LEXUS* emblem will be displayed on the navigation screen.

   Figure 1.

   Check surroundings for safety while camera images are displayed.
   Vérifiez l'absence de danger autour du véhicule lorsque la caméra est activée.

   B. Wait for the display to switch to the *Caution* screen, and then select *Continue*. The map screen will display.

   Figure 2.

   ⚠ CAUTION
   Drive safely and obey traffic rules.
   Watching this screen and making selections
   while driving can lead to a serious accident.
   Some map data or speed limit information
   shown on this or other displays may be incorrect.
   Check surroundings for safety while camera images are displayed.
   Read safety instructions in your Owner's Manual.

   Continue

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Repair Procedure (Continued)

C. Connect the USB Drive SST (or the USB Drive containing the file downloaded from the link in this Service Bulletin) to the USB port in the auxiliary box.

> **NOTICE**
> Do NOT attempt to close the auxiliary box lid. Doing so may result in damage to the USB Drive SST or USB port.
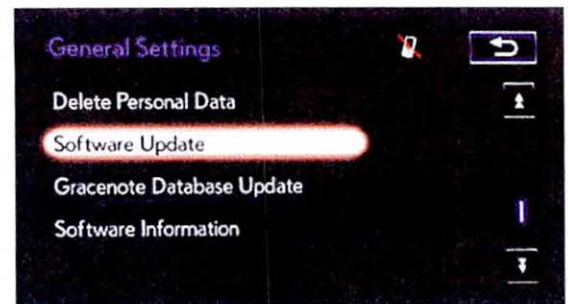
D. Press the *SETUP* button.

Figure 3.

E. Select *General.*
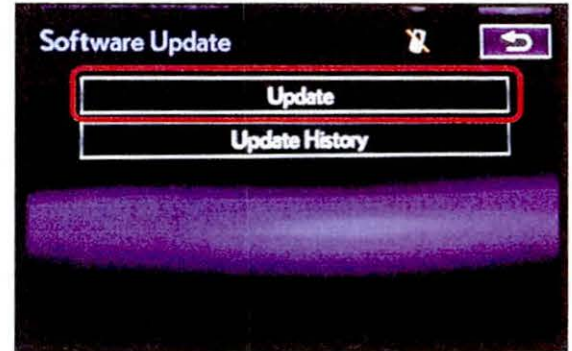
Figure 4.

F. Select *Software Update.*

Figure 5.

Navigation System Firmware Update

Repair Procedure (Continued)
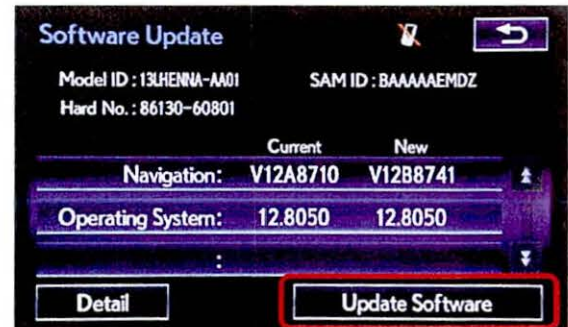
G. Select *Update*.

Figure 6.

H. Confirm current version is older than new version.

- If the current version is V12B8741 or greater, **STOP** – this bulletin does NOT apply.

- If the current version is less than V12B8741, proceed to step 2.
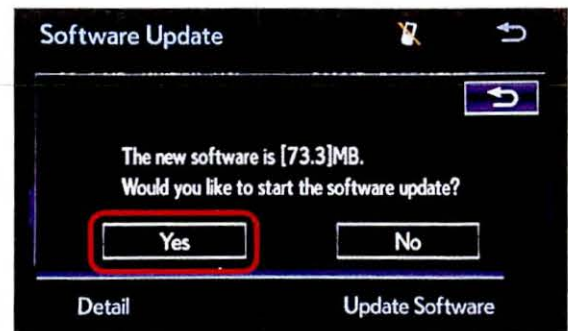
2. Update software version.

A. Select *Update Software*.

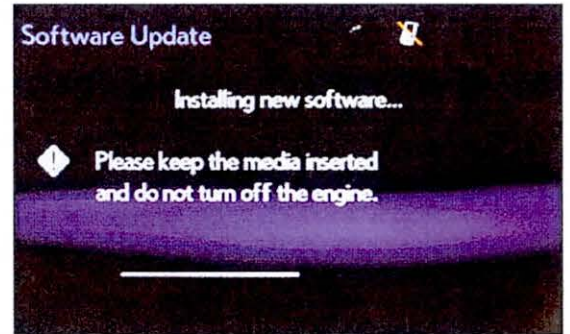Figure 7.

B. Select *Yes*.

Figure 8.

Navigation System Firmware Update

Repair Procedure (Continued)

C. Wait for the software to install.

Figure 9.

D. Cycle the ignition OFF and ON to complete the update.

Figure 10.

E. Remove the USB Drive.

F. Confirm the current software version has been updated on the *Software Update* screen.

Figure 11.