

L-TCI-5107

May 1, 2018



Navigation System Firmware Update

Service

Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market Canada

APPLICABILITY:

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	CT200h, GX460, IS250, IS350	-

SUPERSESSION NOTICE

The information contained in this bulletin supersedes TSBs L-TCI-3506, L-TCI-3427, L-TCI-3426 and L-TCI-3319.

- The entire bulletin has been updated.

Service Bulletin No. L-TCI-3506, L-TCI-3427, L-TCI-3426 and L-TCI-3319 are Obsolete and any printed versions should be discarded. Be sure to review the entire content of this bulletin before proceeding.



May 1, 2018

Navigation System Firmware Update

INTRODUCTION:

Some 2014 IS250/350, GX460 and CT200h vehicles equipped with navigation (version less than V1**8940) may exhibit one or more of the following conditions:

- Software update date does not display
- “Calculating” message displays on the map screen without displaying street name and remaining distance
- Unable to guide a route on the Home screen
- Black display screen
- Bluetooth disconnects intermittently

Some 2014 IS250/350, GX460 and CT200h vehicles equipped with navigation (version less than V1**8910) may exhibit one or more of the following conditions:

- Voice Recognition is inoperative
- Same XM channel icon is used for different channels
- iPod scroll is stopped changing by tune knob
- HOME button does not work
- Reset while making a turn off of the highlighted route
- After correction of text in Quick Message15, the corrected text is displayed in Quick Message13
- Navigation system reboots intermittently
- Some screens with clock information show 12:00 as 0:00

Some 2014 IS250/350, GX460 and CT200h vehicles equipped with navigation (version less than V1**8871) may exhibit one or more of the following conditions:

- Navigation system becomes frozen/has no response or slow response
- Resetting of the navigation system
- iPod Error is displayed with Apple device connected to the USB port
- Song Title is not updated when using Siri



May 1, 2018

Navigation System Firmware Update

INTRODUCTION (CONTINUED):

- Display is blank after a Bluetooth™ Audio device is connected
- No audio sound after completing a phone call
- Navigation system resets when playing an "Audio Book" on a CD

Some 2014 model year IS250/350, CT200h, and GX460 vehicles equipped with navigation (version less than V1**8741) 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 on Favorite POI screen

Some 2014 model year IS250/350, CT200h, and GX460 vehicles equipped with navigation (version less than V1**8710) may exhibit one or more of the following conditions:

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

Some 2014 model year IS250/350, CT200h, and GX460 vehicles equipped with navigation (version less than V1**8500) may exhibit one or more of the following conditions:

- Unit reboots at times when using various navigation/Bluetooth® operations
- Display turns black or white, freezes, flashes, or is slow to respond
- Intermittently cannot play Bluetooth® Audio, DVD, or iPod®
- Bluetooth® functions are inoperative or cannot change to Phone screen
- Erroneous navigation guidance or operation, or cannot set destinations
- Cursor is not shown, freezes, turns black, or is slow to respond
- Incorrect pop-up menus or pop-ups that continue to be shown
- Blinking button(s) on various audio/Bluetooth® screens
- Cannot use customized images or other settings



May 1, 2018

Navigation System Firmware Update

INTRODUCTION (CONTINUED):

- Cannot select applications from the HOME screen using the cursor
- XM Satellite Radio presets not displayed
- The audio power off cannot be controlled for approximately 15 seconds after ignition cycle
- Emergency Screen button label errors
- Map screen becomes gray
- Navigation system resets while tuning XM Radio
- 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 before the firmware update.

WARRANTY INFORMATION:

OP CODE	DESCRIPTION	TIME	OFF	CLAIM TYPE	T1	T2
BE1807	Update Software	0.3	86804-5321# 86804-5322# 86804-60B6# 86804-60B2# 86804-76### 86804-76###	VE	87	74

APPLICABLE WARRANTY

- **This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months from the vehicle's warranty registration date or 80,000 kilometres, whichever occurs first.**
- **Warranty application is limited to occurrence of the specified condition described in this bulletin.**



May 1, 2018

Navigation System Firmware Update

SOFTWARE INFORMATION:

MULTIMEDIA TYPE	MODEL	NEW MM UPDATE ID
w/ Navigation (7 inch)	CT	13LHENNA-AB01_0007.kwi
	IS	13LHENNA-AB01_0007.kwi
w/ Navigation (8 inch)	GX	13LHENNA-AA01_0008.kwi

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, please refer to the [Multimedia Software Download Instructions](#).



May 1, 2018

Navigation System Firmware Update

REPAIR PROCEDURE:

1. Confirm the software version.

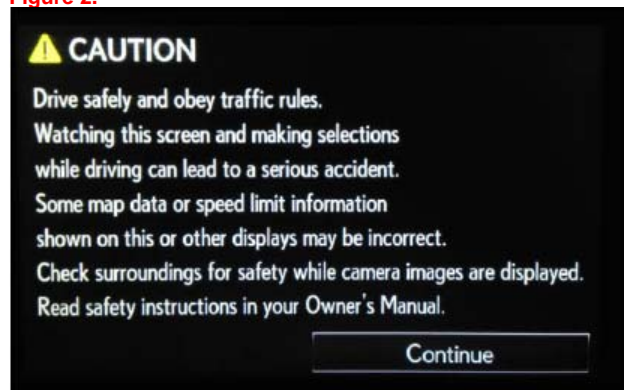
- A. Start the engine. The *LEXUS* emblem will be displayed on the navigation screen.

Figure 1.



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

Figure 2.



- C. Connect the USB flash drive to the USB port.

- D. From the navigation menu, select *Setup*.

Figure 3.



Navigation System Firmware Update

REPAIR PROCEDURE (CONTINUED):

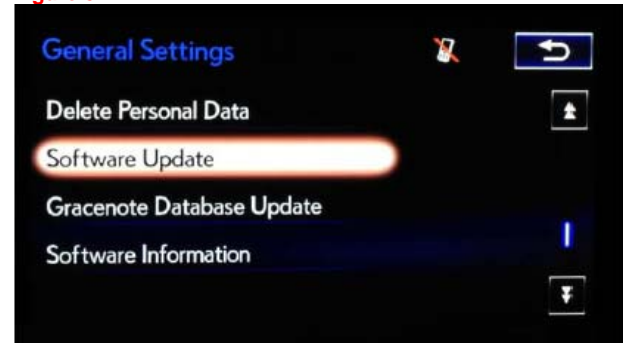
E. Select *General*.

Figure 4.



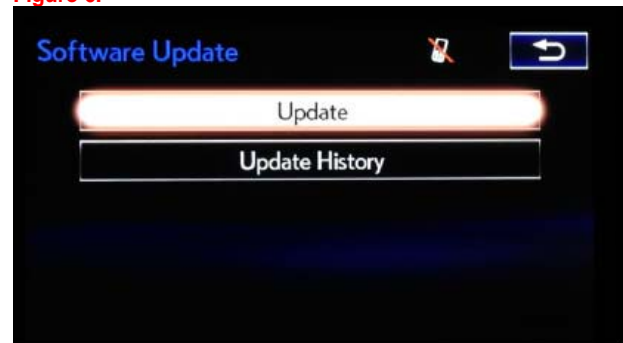
F. Select *Software Update*.

Figure 5.



G. Select *Update*.

Figure 6.



Navigation System Firmware Update

REPAIR PROCEDURE (CONTINUED):

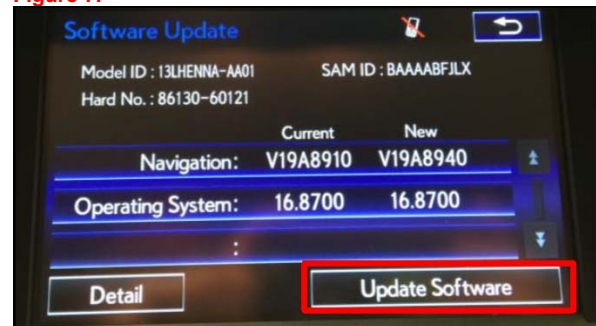
H. Confirm current version is older than new version.

- If the current version is V1**8940 or greater, **STOP** – this bulletin does NOT apply.
- If the current version is less than V1**8940, proceed to the next step.

2. Update the software version.

A. Select *Update Software*.

Figure 7.

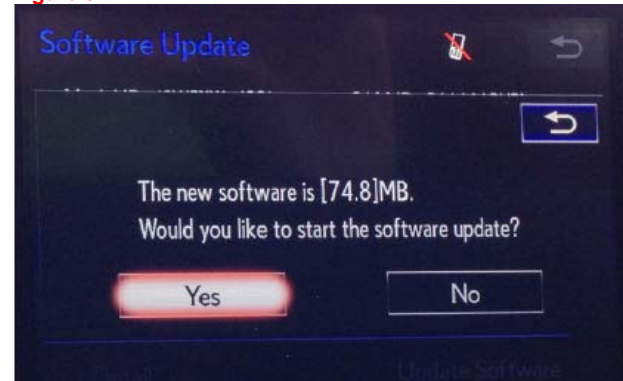


Navigation System Firmware Update

REPAIR PROCEDURE (CONTINUED):

B. Select Yes.

Figure 8.



C. Wait for the software to install.

Figure 9.



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

NOTE

After the ignition is turned OFF and ON the update will take several minutes to complete.

Figure 10.



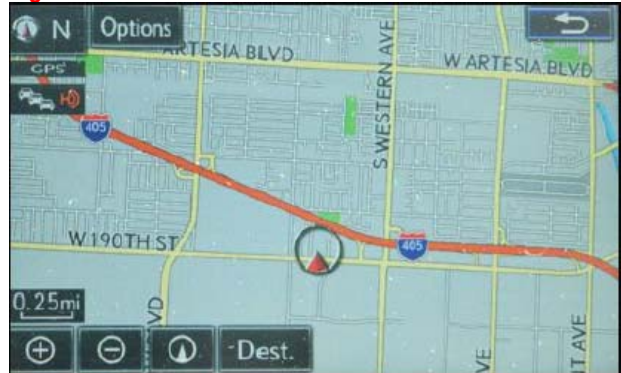
May 1, 2018

Navigation System Firmware Update

REPAIR PROCEDURE (CONTINUED):

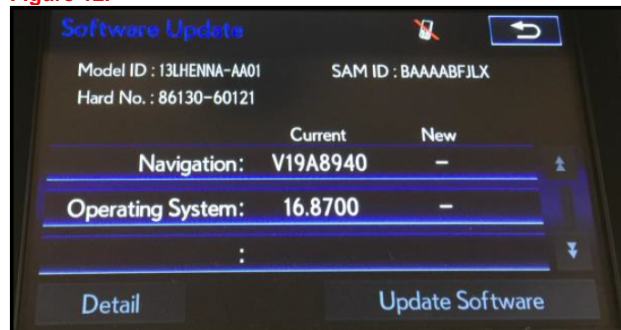
- E. Do NOT remove the USB Drive or turn OFF the ignition until the navigation screen is present.

Figure 11.



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

Figure 12.



NOTE:

Issue of this Technical Service Bulletin is to ensure that proper repair information is available. IT DOES NOT CONSTITUTE AN AUTHORIZATION FOR REPAIR. Normal provisions of the formal warranty policy, as applicable, will apply.