LEXUS

Technical Service Information Bulletin

Multimedia System Enhancements Phase 3 (Panasonic)

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display   **Market** USA

Lexus Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	LC500, LC500H, LS500, LS500H, NX300, NX300H, RC F, RC300, RC350	
2019	NX300, NX300H, RC F	

Introduction

Lexus navigation is now available with additional features such as Apple CarPlay® and Amazon Alexa™ for applicable 2018 – 2019 model year Lexus vehicles. Follow the Software Update Procedure in this bulletin to install these new features.

> **NOTE**
>
> Performing this update may change certain head unit operation conditions. For a full list of changes, please see the *System Limitations and FAQ*.

> **NOTICE**
>
> **Failure to follow the Software Update Procedure exactly as written may cause damage to the head unit.**

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Multimedia System Enhancements Phase 3 (Panasonic)

Multimedia Software Update

MODEL	HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE
LC	Enform™ Navigation	L2_P1_D1031_M1030.zip
NX, RC, LS		L2_P2_D1031_M1030.zip

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*.

Software Update Procedure

1. Download the software from the Multimedia Software Update section onto an empty USB flash drive with a capacity of 8 GB or larger, and confirm all applicable files have been loaded.

2. Start the engine to maintain battery voltage.

   NOTE
   - When starting the engine, the vehicle MUST be outside or exhaust extraction devices MUST be attached.
   - The GR8 battery diagnostic station and "IG-ON" should NOT be used as this update will take longer than the 60-minute "IG-ON" limit will allow.
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3. Press *Setup – General – Software Update Setting*.

4. From Software Update Setting, turn Automatic Update Check OFF.

5. Turn the vehicle OFF, then restart the vehicle again.

6. Verify the model ID is applicable to this bulletin by pressing *Setup – General – Software Update*.

Multimedia System Enhancements Phase 3 (Panasonic)

Software Update Procedure (continued)

7. Confirm the model ID applicability in the table below.

Table 1.

MODEL	HEAD UNIT TYPE	MODEL ID	APPLICABLE
LC	Navigation	17LDL2NA-DB00 (DCU) 17LML2NA-DB00 (MEU)	Yes
		17LDL2NA-DB02 (DCU) 17LML2NA-DB02 (MEU) All Others	No
NX, RC, LS		17LDL2NA-DB01 (DCU) 17LML2NA-DB01 (MEU)	Yes
		17LDL2NA-DB02 (DCU) 17LML2NA-DB02 (MEU) All Others	No

Is the model ID applicable to this Service Bulletin?

- **YES —** Continue to step 8.
- **NO —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

8. Record the customer's radio presets and preferences.

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

   The software update will begin automatically and take approximately 60 minutes.

> **NOTICE**
> - **Do NOT turn the vehicle off or remove the USB flash drive. The head unit will reboot during this time.**
> - **Removing the USB flash drive or turning the vehicle off will cause damage to the head unit.**

> **NOTE**
> - If a blue screen appears, remove the USB flash drive, verify ALL downloaded files are present on the empty USB flash drive, cycle the vehicle OFF/ON, and begin the procedure again.
> - If a red screen appears remove the USB flash drive, verify ALL downloaded files are present on the empty USB flash drive, and cycle the vehicle OFF/ON. Then, verify that a green screen appears after 1 minute, cycle the vehicle OFF/ON again, and once the map screen appears, begin the procedure again.

Multimedia System Enhancements Phase 3 (Panasonic)

Software Update Procedure (continued)

10. When the "New software is ready for update" screen appears, cycle the headlights ON/OFF three times within 3 seconds.

    NOTE
    - This user interaction occurs approximately 13 minutes after beginning the software update.
    - If a red screen appears, remove the USB flash drive, verify ALL downloaded files are present on the USB flash drive, cycle the vehicle OFF/ON, and begin the procedure again.

Figure 1.

11. Once the "Installing new software…" screen appears, do NOT turn the vehicle off or remove the USB flash drive. This will cause damage to the head unit.

    NOTE
    The head unit will reboot several times during this process.

    NOTICE
    If a red or green screen appears, cycle "IG-OFF" and "IG-ON." If the head unit does NOT boot up after "IG-OFF" and "IG-ON," replace the head unit.

Figure 2.

12. Once the blue "New software installation is completed" screen appears, remove the USB flash drive.

    NOTE
    Leaving the USB flash drive inserted while cycling the ignition will start the update process again.

Figure 3.

Multimedia System Enhancements Phase 3 (Panasonic)

Software Update Procedure (continued)

13. Cycle "IG-OFF" AND "IG-ON."

14. Verify the software version number has changed by pressing *Setup – General – Software Update*.

15. Confirm the software version is the same as in Table 2.

    If the software versions do NOT match, replace the corresponding component.

Table 2.

SOFTWARE VERSION	
Audio	1031
Navigation	1030

16. Select Setup, scroll down, and select Gracenote Database Update.

    Verify the Gracenote Database version is 01683.

    If the version does NOT match, replace both the head unit and MEU.

Figure 4.

17. Restore the customer's preferences and radio presets.

18. Reload the Enform™ App Suite.

19. Reload the Lexus eOwners Manual.