Multimedia System Enhancements Phase 3 (Pioneer)

Service Category Audio/Visual/Telematics

Section Audio/Video   **Market** USA

Lexus Supports
ASE Certification ASE CERTIFIED

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	ES300H, ES350	
2018	NX300, NX300H, RC F, RC300, RC350	

Introduction

Lexus audio 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, see *System Limitations and FAQ*.

Warranty Information

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

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
GR8 Battery Diagnostic Station*	00002-MCGR8	1

*Essential SST.

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

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Multimedia Software Update

HEAD UNIT	MULTIMEDIA SOFTWARE UPDATE FILE
Enform™ Audio	17LDL1NA-EACP_0001.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 file 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. Start the engine or use the GR8 battery charger to maintain battery voltage.
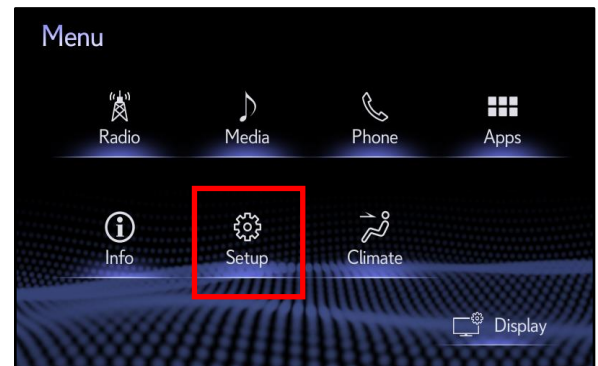

   NOTE

   - If starting the engine, the vehicle MUST be outside or exhaust extraction devices MUST be attached.
   - The GR8 battery diagnostic station MUST be used in Power Supply Mode to maintain battery voltage at 13.5V while flash reprogramming the vehicle.
   - For details on how to use the GR8 battery diagnostic station, refer to the *GR8 Instruction Manual* located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

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

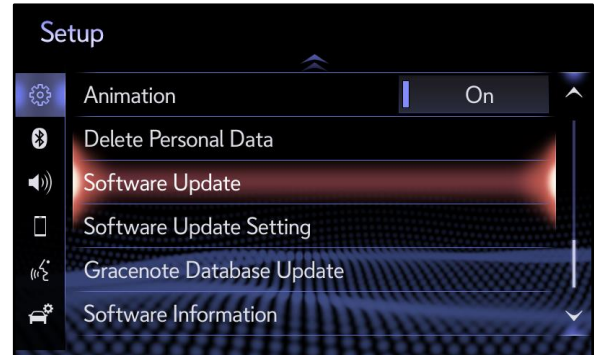3. Press the Menu button, then select Setup.

   Figure 1.

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Software Update Procedure (continued)

4. Scroll up or down and select Software Update.

5. Download the software from the Multimedia Software Update section onto an empty USB flash drive.

> NOTE
>
> If the ignition has been turned OFF, repeat steps 3 – 4 to re-enter the Software Update screen.

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

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Software Update Procedure (continued)

7. Verify that the current audio software version using the table below.

   Does the current audio software version match one of the current software versions in Table 1?

   - **YES —** Go to step 8.

   - **NO —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
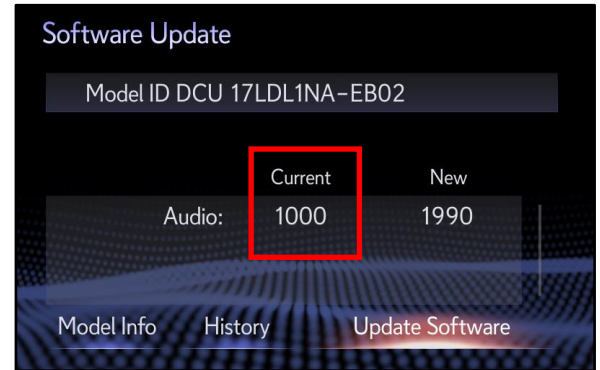
Figure 3.

Table 1. Software Version Information

TYPE	ENFORM™ AUDIO	
	CURRENT	NEW
Audio	1000 1001 1005 1006 1007 1010 1020	1990

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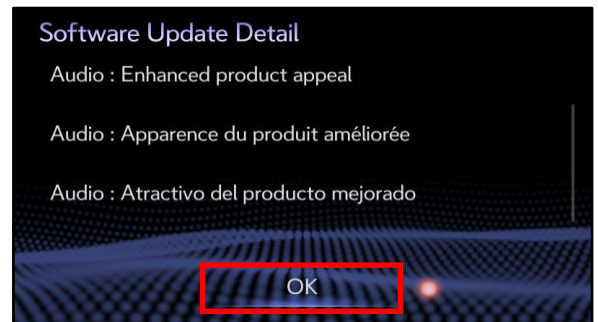
Software Update Procedure (continued)

8. Select the Update Software button in the lower right-hand corner.
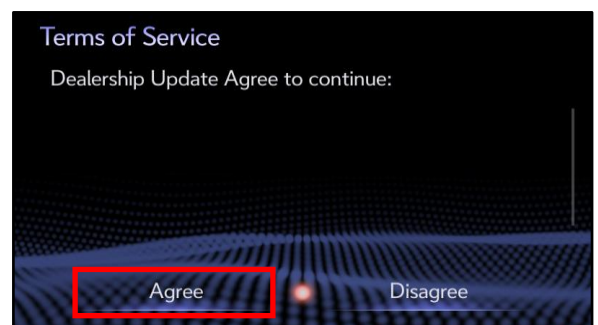
Figure 4.

9. Select OK on the Software Update Detail screen.

Figure 5.

10. Select Agree on the Terms of Service screen.
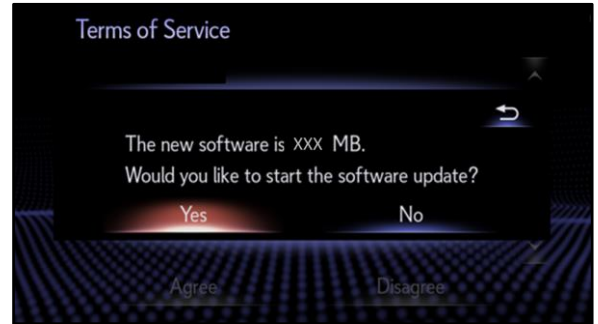
Figure 6.

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Software Update Procedure (continued)

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

Figure 7.

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

   > **NOTE**
   > - Do NOT turn off the ignition or ACC before the software is ready for updating.
   > - Do NOT remove the USB flash drive until instructed.

Figure 8.

13. When the "The software is ready for updating" screen appears, turn the ignition OFF.

Figure 9.

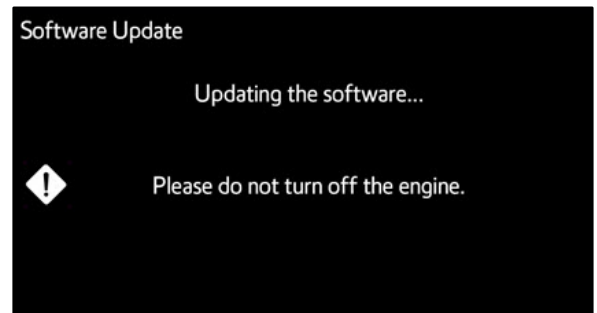## Multimedia System Enhancements Phase 3 (Pioneer)

Software Update Procedure (continued)

14. Turn the vehicle ON if connected to GR8 or start the engine.

15. AFTER cycling the ignition switch to the "IG-ON" mode, the Software Update screen will appear.

   Figure 10.

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

16. AFTER a reboot, the Home screen will appear.

   > **NOTICE**
   >
   > **Do NOT turn the ignition off or remove the USB flash drive.**

17. The head unit will begin the second software installation phase.

   Figure 11.

   > **NOTE**
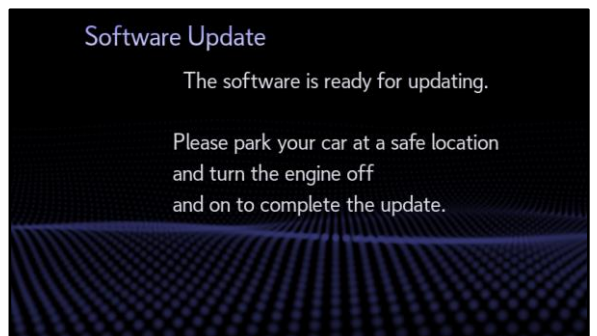   > - Do NOT turn the ignition off or ACC before the software is ready for updating.
   > - Do NOT remove the USB flash drive until instructed.

18. When "The software is ready for updating" screen appears, the radio will automatically be rebooted.

   Figure 12.
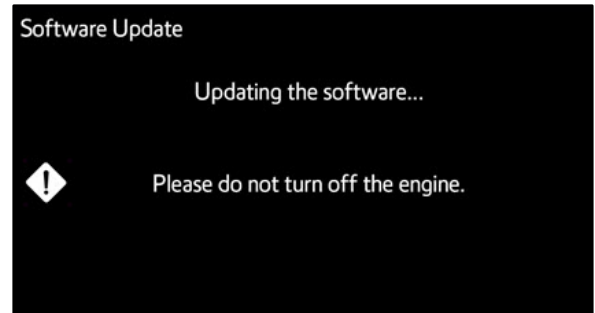
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Software Update Procedure (continued)

19. After the reboot, the Software Update screen will appear.

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

Figure 13.

Software Update
Updating the software...
Please do not turn off the engine.

20. Once the software update is complete and the Home screen appears, Turn the ignition OFF for AT LEAST 60 Seconds before continuing to the next step.

21. Turn the ignition ON.

22. Remove the USB flash drive.

23. Turn the ignition OFF.

24. Turn the ignition ON.

25. Perform steps 3 – 4 to verify the software version matches the current software version information table below.

    Table 2. Software Version Information

TYPE	ENFORM™ AUDIO	
	CURRENT	**NEW**
Audio	1004 or 1011	–

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

27. Reload Enform™ App Suite.

28. Reload the Lexus eOwner's Manual.
    Refer to Service Bulletin No. L-SB-0124-17, *eOwner's Manual (eOM) Installation*.