



TOYOTA

BE-0003T-0116

Revision

# Technical Service Bulletin

Subject:

**Toyota Touch2 : Software update including major bug fixes and patch for "00000000" software version**

Models:

AURIS; AVENSIS; HIGHLANDER; LAND CRUISER; RAV4; VERSO

Model codes:

ADE186; NDE180; NRE180; ZRE185; ZWE186; ADT270; ADT271; ZRT270; ZRT271; ZRT272; ASU50; GSU55; GDJ150; GRJ150; KDJ150; KDJ155; TRJ150; ALA40; ALA41; ALA49; ZSA42; ZSA44; AUR20; AUR21; WAR20; ZGR20; ZGR21

Body Electrical

Revision

## INTRODUCTION

This Technical Service Bulletin is to inform you of the production change and repair method for the subject phenomenon. Applicable to vehicles produced before the production change effective VIN's / frame numbers shown below.

Revision information:

This revision includes additional model codes for RAV4 and LC150 vehicles.

## DESCRIPTION OF PHENOMENON

Some customers may experience and report one or multiple of the following phenomena:

### COMMON PHENOMENA:

- Display Audio software version is zeroed (Software version "00000000" is shown)
- Reboot (Display Audio-unit restarts by itself)
- Frozen or inoperative screen by button, touch panel operation
- USB unrecognized
- Phone book not transferred through Bluetooth (Contact list is empty)
- Cannot make stored contact registration manually on the screen
- Surround setting menu appears despite an external audio amplifier without surround function connected
- On phonebook alphabet search is not working
- On phonebook Last name and First name is in reversed order
- iPhone6/6+ unrecognized and uncharged
- Suddenly "call ended" message is displayed on the screen, whilst talking at the phone
- Bluetooth cannot be used (Bluetooth icon is disabled).
- Clearance sonar warning screen is momentarily shown when IG OFF-> ON performed.
- Software fix for "Screen goes to clearance sonar screen after user changed clearance sonar setting.
- Bluetooth address information shows wrong strings when Windows 8.1 phone connected.
- USB audio screen overlays to Reverse Camera screen when vehicle shift gear set to "Reverse" shortly after ACC OFF->ON.



**ADDITIONAL SPECIFIC PHENOMENA:**

- AURIS : Bluetooth index search jumps to wrong location
- LC150 : Reboot while Bluetooth auto reconnecting after Bluetooth link loss
- LC150 : Audio receiver suddenly reloading during phone call via Bluetooth with Front parking sensors activated

**PRODUCTION CHANGE**

The software of the Display Audio has been changed to the version indicated in the reference table (\*\*)

**PRODUCTION CHANGE INFORMATION**

Model	Model Code	Plant	Production change effective VIN	Implementation date
Auris	ADE186	TMUK	NA(*1)	NA(*1)
Auris	NDE180	TMUK	NA(*1)	NA(*1)
Auris	NRE180	TMUK	NA(*1)	NA(*1)
Auris	ZRE185	TMUK	NA(*1)	NA(*1)
Auris	ZWE186	TMUK	NA(*1)	NA(*1)
Verso	AUR20	TMMT	NA(*1)	NA(*1)
Verso	AUR21	TMMT	NA(*1)	NA(*1)
Verso	WAR20	TMMT	NA(*1)	NA(*1)
Verso	ZGR20	TMMT	NA(*1)	NA(*1)
Verso	ZGR21	TMMT	NA(*1)	NA(*1)
Avensis	ADT270	TMUK	NA(*1)	NA(*1)
Avensis	ADT271	TMUK	NA(*1)	NA(*1)
Avensis	ZRT270	TMUK	NA(*1)	NA(*1)
Avensis	ZRT271	TMUK	NA(*1)	NA(*1)
Avensis	ZRT272	TMUK	NA(*1)	NA(*1)
RAV4	ALA40	Shokki	NA(*1)	NA(*1)
RAV4	ALA41	Shokki	NA(*1)	NA(*1)
RAV4	ALA49	Shokki	NA(*1)	NA(*1)
RAV4	ZSA44	Shokki	NA(*1)	NA(*1)
LC150	GRJ150	Tahara Hino / Sollers Bussan	NA(*1)	NA(*1)
LC150	KDJ150	Tahara Hino / Sollers Bussan	NA(*1)	NA(*1)
LC150	GDJ150	Tahara Hino / Sollers Bussan	NA(*1)	NA(*1)
LC150	GDJ155	Tahara Hino / Sollers Bussan	NA(*1)	NA(*1)
LC150	KDJ155	Tahara Hino / Sollers Bussan	NA(*1)	NA(*1)
Highlander	ASU50	TMMI	NA(*1)	NA(*1)
Highlander	GSU55	TMMI	NA(*1)	NA(*1)

\*1 Please confirm actual software version.

**PARTS INFORMATION**

(\*2) reference table:

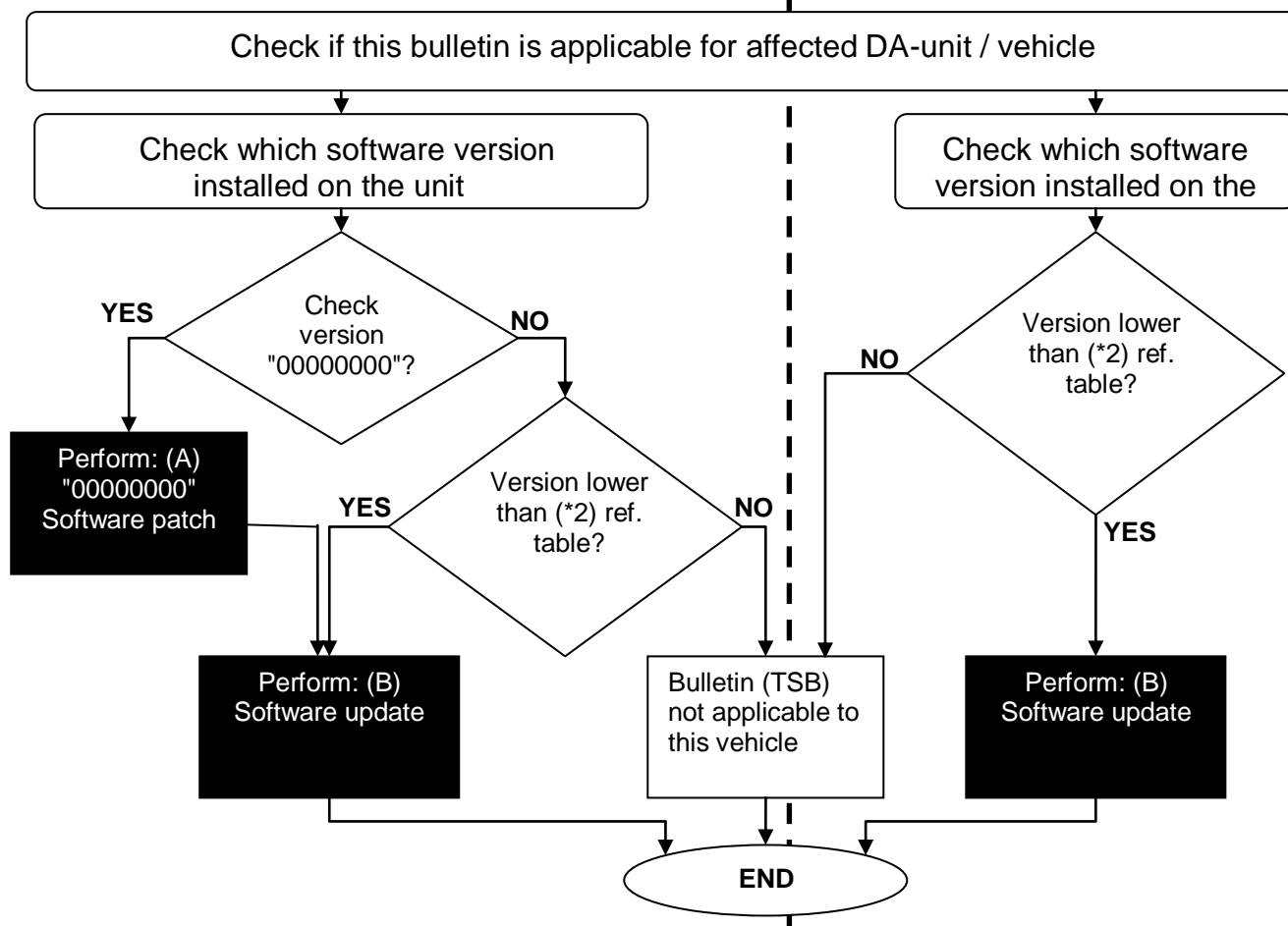
Model	Previous part number	Current part number	Part name	RC-level	Minimum required software-version
Auris	86140-02280	86140-02280	RECEIVER ASSY, RADIO	RC2	7401018a
	86140-02300	86140-02300	RECEIVER ASSY, RADIO		7401018a
	86140-02320	86140-02320	RECEIVER ASSY, RADIO		75010125
	86140-02340	86140-02340	RECEIVER ASSY, RADIO		75010125
	86140-02290	86140-02290	RECEIVER ASSY, RADIO		90010124
	86140-02310	86140-02310	RECEIVER ASSY, RADIO		90010124
	86140-02330	86140-02330	RECEIVER ASSY, RADIO		93010127
	86140-02350	86140-02350	RECEIVER ASSY, RADIO		93010127
Verso	86140-0F040	86140-0F040	RECEIVER ASSY, RADIO	RC2	91010125
	86140-0F050	86140-0F050	RECEIVER ASSY, RADIO		7601018b
	86140-0F060	86140-0F060	RECEIVER ASSY, RADIO		9201012b
	86140-0F070	86140-0F070	RECEIVER ASSY, RADIO		7201012c
Avensis	86140-05090	86140-05090	RECEIVER ASSY, RADIO	RC2	7601018b
	86140-05100	86140-05100	RECEIVER ASSY, RADIO		7601018b
Avensis	86140-05110	86140-05110	RECEIVER ASSY, RADIO	RC2	7601018b
	86140-05120	86140-05120	RECEIVER ASSY, RADIO		7601018b
	86140-05130	86140-05130	RECEIVER ASSY, RADIO		7201012c
	86140-05140	86140-05140	RECEIVER ASSY, RADIO		7201012c
	86140-05150	86140-05150	RECEIVER ASSY, RADIO		7201012c
	86140-05160	86140-05160	RECEIVER ASSY, RADIO		7201012c
	86140-05170	86140-05170	RECEIVER ASSY, RADIO		91010125
	86140-05180	86140-05180	RECEIVER ASSY, RADIO		9201012b
RAV4	86140-42210	86140-42210	RECEIVER ASSY, RADIO	RC3	7601018b
	86140-42220	86140-42220	RECEIVER ASSY, RADIO		7201012c
	86140-42230	86140-42230	RECEIVER ASSY, RADIO		7601018b
	86140-42240	86140-42240	RECEIVER ASSY, RADIO		7201012c
	86140-42250	86140-42250	RECEIVER ASSY, RADIO		7201012c
	86140-42260	86140-42260	RECEIVER ASSY, RADIO		7201012c
LC150	86140-60030	86140-60030	RECEIVER ASSY, RADIO	RC4	9201012b
	86140-60060	86140-60060	RECEIVER ASSY, RADIO		9201012b
	86140-60380	86140-60380	RECEIVER ASSY, RADIO		9201012b
	86140-60390	86140-60390	RECEIVER ASSY, RADIO		9201012b
	86140-60400	86140-60400	RECEIVER ASSY, RADIO		7201012c
	86140-60410	86140-60410	RECEIVER ASSY, RADIO		7201012c
	86140-60150	86140-60150	RECEIVER ASSY, RADIO		7201012c
	86140-60170	86140-60170	RECEIVER ASSY, RADIO		7201012c
Highlander	86140-0E081	86140-0E081	RECEIVER ASSY, RADIO	RC3	7601018b
	86140-0E091	86140-0E091	RECEIVER ASSY, RADIO		7601018b
	86140-0E101	86140-0E101	RECEIVER ASSY, RADIO		7601018b

## REPAIR PROCEDURE

Follow below flowchart to determine correctly which repair method to apply specifically for which vehicle.

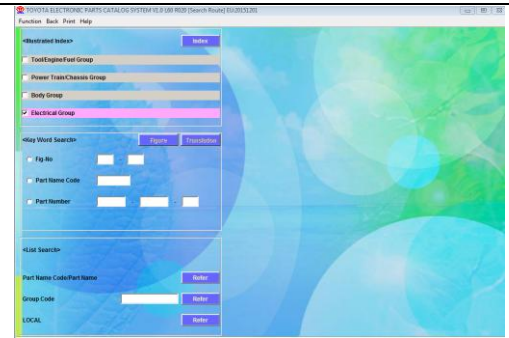
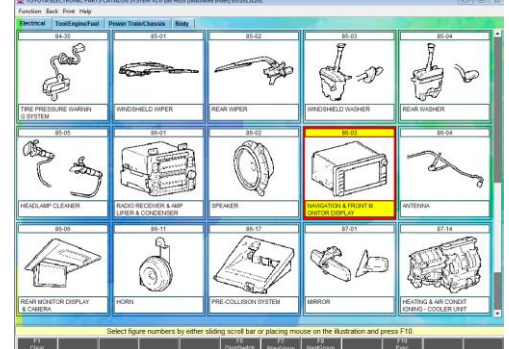
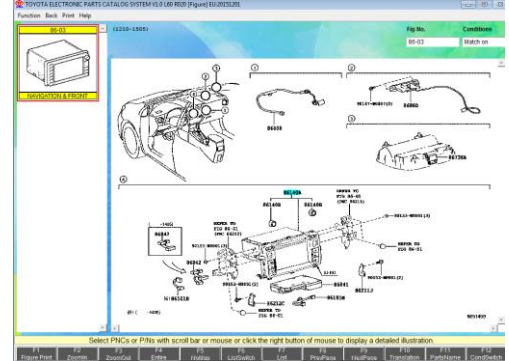
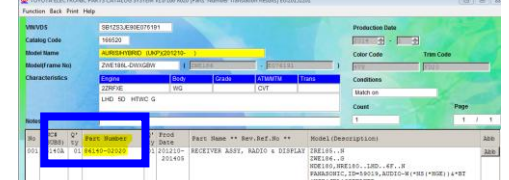
**Avensis, Verso, RAV4, LC150, Highlander**

**AURIS**

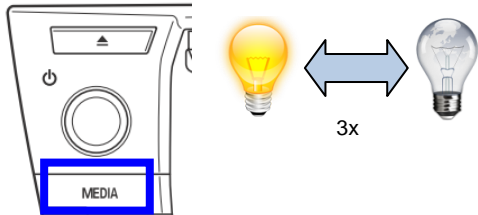
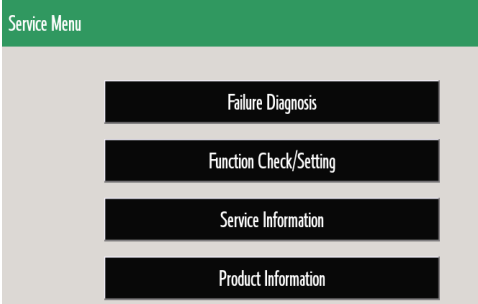


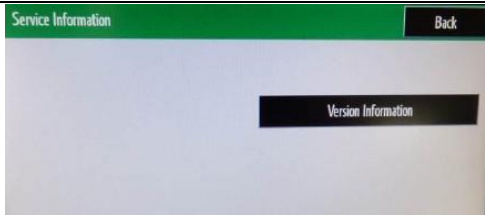

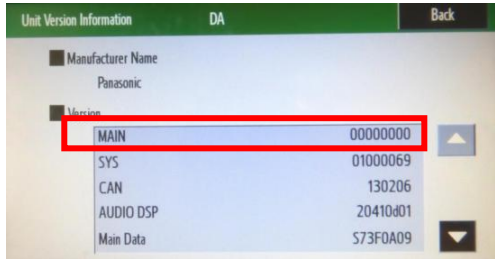
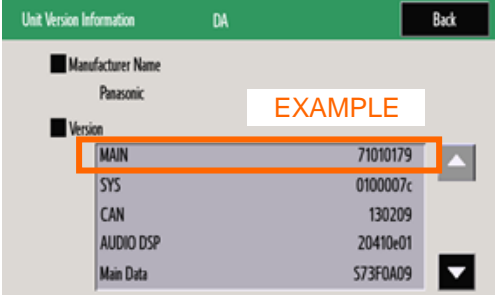
1] Check if this bulletin is applicable for affected DA-unit / vehicle via EPC

I	<ol style="list-style-type: none"> <li>1. Input vehicle VIN number into "TMC Part Number Translation" screen</li> <li>2. Press Search-button</li> </ol>	
II	<ol style="list-style-type: none"> <li>3. Result = Vehicle Characteristics will become visible in same window</li> <li>4. Then press "F10 Exec"</li> </ol>	

III	<p>5. Uncheck "Tool/Engine/Fuel Group", "Power Train/Chassis Group" and "Body Group"</p> <p>6. <b>Make sure that only "Electrical Group" remains checked!</b></p> <p>7. Press Index-button</p>	
IV	<p>8. Select "NAVIGATION &amp; FRONT MONITOR DISPLAY" icon</p> <p>9. Press "F10 Exec"</p>	
V	<p>10. Select "86140A" indicated part (RECEIVER ASSY, RADIO &amp; DISPLAY)</p> <p>11. Press "F10 Translation"</p>	
VI	<p>12. Installed DA-unit part number will become visible</p> <p>13. Confirm if part number is listed in (*2) reference table -&gt; see Parts Information section.</p>	

## 2] Check the version of the software installed on the Display Audio-unit

I	<p><b>Check Display Audio unit software version</b></p> <p>Press and hold "MEDIA" button and turn ON/OFF illumination 3 times to enter the "Service Menu".</p>	
II	<p>Push "Service Information"</p>	

III	Push "Version Information"	
IV	Next to DA, select "Push"	
V	<p>Check "Version" under "MAIN".</p> <p><u>For version "00000000" check:</u> If the indicated software version shows 00000000, the unit requires the software patch.</p> <p><u>For DA-software version check:</u> Is the indicated software version LOWER than the software version listed in the (*2) reference table, the unit requires the designated RC-software update.</p>	 
VI	Turn ACC off.	

### 3] GENERAL PRECAUTIONS to take for all mentioned software update methods:


- The engine must be running during the software update
- Do not remove any media device containing the update until the update process is complete.
- Depending if a navigation extension box is installed, software recoveries or updates have to be performed by USB or by CDR (see table hereafter).



Vehicle configuration	Update method
Display Audio only	Use USB stick
Display Audio with navigation extension box	Use CD-R only

### 4] Execute the appropriate repair methods described hereafter.

#### **(A) "00000000" Software patch (Not required for Auris)**

**Check application of software patch to be done via CD-R or USB-stick.**

No.		
1	<p>Check vehicle configuration to verify if extension box is connected</p> <p>Press "MAP/NAVI" button</p>	

2	<p>Display Audio function only (no NAVI extension box present) : Perform the Display Audio software patch via USB-stick. [2]</p> <p>Display Audio with NAVI extension box : Perform Display Audio software patch via CD-R disc. [1]</p>	 
3	ACC OFF	


#### METHOD - CD-R DISC [1] (TIME ESTIMATED: ABOUT 40 MINUTES)

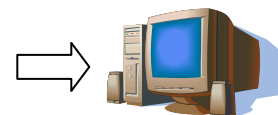
STEP1. The used CD-R disc needs to meet following requirements:

- Use a CD-R disc, not a CD-RW disc
- The CD-R disc should be completely empty.
- Used file-system, during CD-R disc preparation, should be UDF
- CD-R burning speed should not exceed 10x





STEP2. Preparing the software:

- Download the zip-file "(vehicle name) – DA CM software... .zip" from TechDoc.
- Extract the zip-file onto a PC with a CD-R writer device.

EXAMPLE:  RAV4 - DA CM software MAIN00000000 and RC3.zip








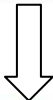












- After extracting the zip-file to a certain location, following similar directory-structure should become visible at that location :

 00000000 RECOVERY CDR	}	⇒	not for AURIS!
 00000000 RECOVERY USB			
 RC3 CDR	}	⇒	RCx-version naming differs per vehicle!
 RC3 USB			

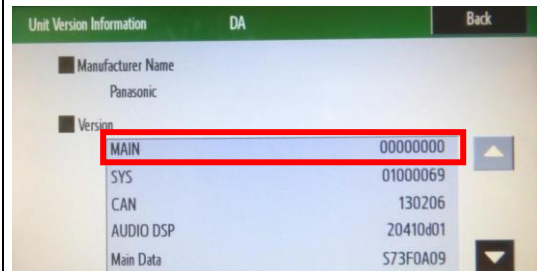
Note: RCx refers to which software Running Change-level -> see (\*2) reference table for correct indication.





## STEP3. Preparation of the actual CD-R software recovery disc

No.	Action	Detail																				
I	<p>Use a blank CD-R disc</p> <p>Copy all the .kwi-files present under the "00000000 RECOVERY CDR"-directory in the root folder of the blank CD-R disc.</p> <p>Note: The recovery patch software is common and is valid for all related and intended vehicle DA-units.</p> <p>Important: The CD needs to be closed so that no other files can be burned on the CD-R later.</p>	<table><tr><td></td><td>13TFDAEU-DA01_0001.kwi</td><td>24/07/2015 16:53</td><td>KWI File</td><td>73,330 KB</td></tr><tr><td></td><td>13TFDAEU-DA04_0001.kwi</td><td>24/07/2015 16:01</td><td>KWI File</td><td>70,098 KB</td></tr><tr><td></td><td>13TXDAEU-DA01_0001.kwi</td><td>24/07/2015 17:18</td><td>KWI File</td><td>69,634 KB</td></tr><tr><td></td><td>13TXDAEU-DA03_0001.kwi</td><td>24/07/2015 17:02</td><td>KWI File</td><td>66,410 KB</td></tr></table> <div></div>		13TFDAEU-DA01_0001.kwi	24/07/2015 16:53	KWI File	73,330 KB		13TFDAEU-DA04_0001.kwi	24/07/2015 16:01	KWI File	70,098 KB		13TXDAEU-DA01_0001.kwi	24/07/2015 17:18	KWI File	69,634 KB		13TXDAEU-DA03_0001.kwi	24/07/2015 17:02	KWI File	66,410 KB
	13TFDAEU-DA01_0001.kwi	24/07/2015 16:53	KWI File	73,330 KB																		
	13TFDAEU-DA04_0001.kwi	24/07/2015 16:01	KWI File	70,098 KB																		
	13TXDAEU-DA01_0001.kwi	24/07/2015 17:18	KWI File	69,634 KB																		
	13TXDAEU-DA03_0001.kwi	24/07/2015 17:02	KWI File	66,410 KB																		
II	<p>Verify if the file(s) has/have been copied and written correctly on the CD-R disc. → Always confirm if the file name(s) and the data size(s) on the CD are the same as on the source:</p>	<table><tr><td></td><td>13TFDAEU-DA00_0001.kwi</td><td>21.04.2015 12:39</td><td>KWI-Datei</td><td>71.998 KB</td></tr></table>		13TFDAEU-DA00_0001.kwi	21.04.2015 12:39	KWI-Datei	71.998 KB															
	13TFDAEU-DA00_0001.kwi	21.04.2015 12:39	KWI-Datei	71.998 KB																		
III	<p>Label the CD-R disc for later correct identification</p>	<div><p>Recovery from MAIN 00000000 (vehicle name)</p></div>																				

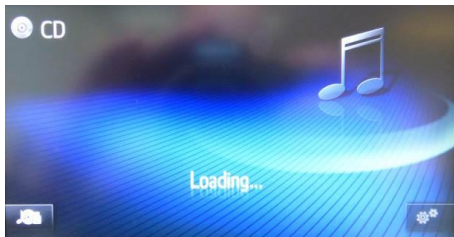





## STEP4. Confirm if the Touch2 Display Audio unit requires the patch software




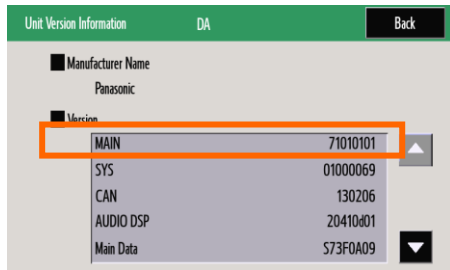
	<p>Check "Version" under "MAIN".</p> <p>Refer to 1] version "00000000" check: If the indicated software version shows 00000000 the unit requires the software patch to be performed.</p>	
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## STEP5. Touch2 Display Audio software recovery patch via CD-R disc

No.	Action	Detail
I	<p>Put ACC ON</p>  <p>Engine must be running when performing update or recovery by CD-R disc.</p>	
II	Switch Audio OFF	



III	<p>Insert prepared software recovery patch CD-R disc</p> <p><u>Remark:</u> The "Loading..." progress might take up to over 1 minute to complete.</p>	
IV	<p>Start the update (recovery) by selecting "Yes"</p>	
V	<p>Push "Confirm" to start the update process</p>	
VI	<p>The update will start and a progress bar will be displayed</p> <p><u>Remark:</u> First visible change to the progress bar might only be seen after about 2 minutes.</p>	
VII	<p>After the software update has fully completed, following screen appears.</p> <p>Remove CD-R disc (will be ejected automatically)</p> <p>Press "Restart" → Display Audio-unit will reset itself.</p>	
VIII	<p>After unit restart (reset) and the appearance of the Toyota logo,</p> <p>Screen Status:[D-1] will be displayed.</p> <p>Please wait approximately 30 seconds.</p>	

IX	<p>Diagnosis of the recovered software is starting.</p> <p>Screen Status:[D-2] will be displayed until completion.</p> <p>The diagnosis takes approximately up to 15 minutes.</p> <p> Do not turn OFF ACC during diagnosis step.</p>	
X	<p>When diagnosis is completed, screen Status:[F-1] will be displayed for approximately 10 seconds.</p> <p>Afterwards the AUDIO OFF screen will be displayed again.</p>	
XI	<p><b><u>Result Check</u></b></p> <p>Enter the Service Menu and check the new Software Version of the Radio.</p> <p>For exact operation, please refer again to "1] Check the version of the software installed on the Display Audio-unit"</p> <p>Check "Version" under "MAIN." → The recovered Version should show the software version as per below included Recovered Software Version matrix (*3)</p>	
XII	ACC OFF	

At this point, the software recovery patch has been completed successfully.



Please proceed now immediately with the applicable (B) RC-software update process.

#### IMPORTANT:

If the designated RC-software update will not be performed immediately, at every ACC OFF/ON cycle, the Display Audio-unit will always first cycle through screens Status:[D-1], Status:[D-2] and Status:[F-1] before it will show the "Audio is OFF" screen.

(\*3) Recovered Software Version matrix:

Model	Part number	Part name	Minimum required software version
Verso	86140-0F040	RECEIVER ASSY, RADIO	91010101
	86140-0F050	RECEIVER ASSY, RADIO	76010101
	86140-0F060	RECEIVER ASSY, RADIO	92010101
	86140-0F070	RECEIVER ASSY, RADIO	72010101
Avensis	86140-05090	RECEIVER ASSY, RADIO	76010101
	86140-05100	RECEIVER ASSY, RADIO	76010101
	86140-05110	RECEIVER ASSY, RADIO	76010101
	86140-05120	RECEIVER ASSY, RADIO	76010101
Avensis	86140-05130	RECEIVER ASSY, RADIO	72010101
	86140-05140	RECEIVER ASSY, RADIO	72010101
	86140-05150	RECEIVER ASSY, RADIO	72010101
	86140-05160	RECEIVER ASSY, RADIO	72010101
	86140-05170	RECEIVER ASSY, RADIO	91010101
	86140-05180	RECEIVER ASSY, RADIO	92010101
RAV4	86140-42210	RECEIVER ASSY, RADIO	76010101
	86140-42220	RECEIVER ASSY, RADIO	72010101
	86140-42230	RECEIVER ASSY, RADIO	76010101
	86140-42240	RECEIVER ASSY, RADIO	72010101
	86140-42250	RECEIVER ASSY, RADIO	72010101
	86140-42260	RECEIVER ASSY, RADIO	72010101
LC150	86140-60030	RECEIVER ASSY, RADIO	92010101
	86140-60060	RECEIVER ASSY, RADIO	92010101
	86140-60380	RECEIVER ASSY, RADIO	92010101
	86140-60390	RECEIVER ASSY, RADIO	92010101
	86140-60400	RECEIVER ASSY, RADIO	72010101
	86140-60410	RECEIVER ASSY, RADIO	72010101
	86140-60150	RECEIVER ASSY, RADIO	72010101
	86140-60170	RECEIVER ASSY, RADIO	72010101
Highlander	86140-0E081	RECEIVER ASSY, RADIO	76010101
	86140-0E091	RECEIVER ASSY, RADIO	76010101
	86140-0E101	RECEIVER ASSY, RADIO	76010101


METHOD – USB-STICK [2] (TIME ESTIMATED: ABOUT 20 MINUTES)

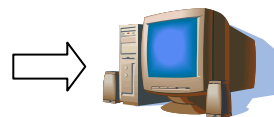
STEP1. The USB-stick used needs to meet following requirements:

- Regular USB 2.0 mass storage device.
- Don't use USB hard drive or USB with SD card slot reader.
- Don't use encrypted USB sticks
- Don't use USB sticks with write protection function
- Storage capacity should be minimum 1GB
- File system should be FAT32
- USB stick should be empty
- The memory of the USB stick should not be divided in partitions

**STEP2. Preparing the software:**

- Download the zip-file "(vehicle name) – DA CM software... .zip" from TechDoc.
- Extract the above zip-file onto a PC with USB-stick capability.


EXAMPLE:  RAV4 - DA CM software MAIN00000000 and RC3.zip




- After extracting the zip-file to a certain location, following similar directory-structure should become visible at that location :

d.

 00000000 RECOVERY CDR

 00000000 RECOVERY USB

 RC3 CDR

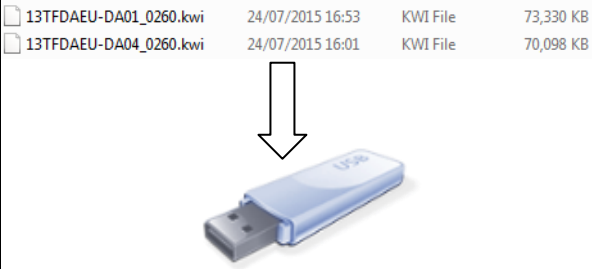

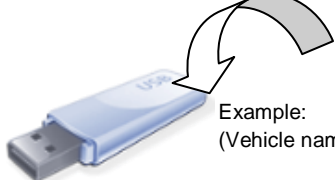
 RC3 USB

} ⇒ Not for AURIS!

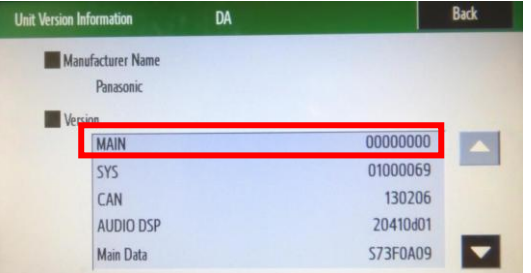
} ⇒ RCx-version naming differs per vehicle!

NOTE: RCX REFERS TO WHICH SOFTWARE RUNNING CHANGE-LEVEL -> SEE (\*2) REFERENCE TABLE FOR CORRECT INDICATION.





**STEP3. Preparation of the actual software recovery USB-stick**






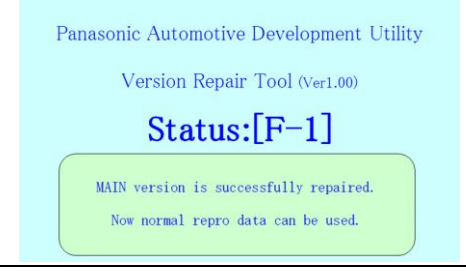
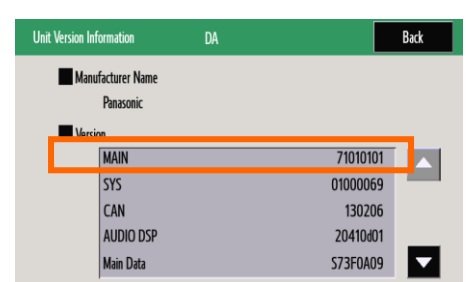
No.	Action	Detail
I	<p>Use an empty USB-stick</p> <p>Copy all the .kwi-files present under the "00000000 RECOVERY USB"-directory in the root folder of the blank USB-stick.</p> <p>Note: The recovery patch software is common and is valid for all related and intended vehicle DA-units.</p> <p>Important: Do not copy any other files onto the USB-stick.</p>	
II	<p>Verify if the file(s) has/have been copied and written correctly on the USB-stick. → Confirm the file name(s) and the data size(s) on the USB-stick are the same as on the source:</p>	
III	<p>Label the USB-stick for later correct identification</p>	 <p>Example: (Vehicle name) Recovery PATCH USB</p>

## STEP4. Confirm if the Touch2 Display Audio unit requires the patch software

	<p>Check "Version" under "MAIN".</p> <p>Refer to section 1] version "00000000" check: If the indicated software version shows 00000000 the unit requires the software patch to be performed.</p>	
--	--	--

## STEP5. Touch2 Display Audio software recovery patch via USB-stick

No.	Action	Detail
I	Put ACC ON	
II	Switch Audio OFF	
III	Insert prepared software recovery patch USB-stick	
IV	Start the update (recovery) by selecting "Yes"	
V	Push "Confirm" to start the update process	

VI	<p>The update will start and a progress bar will be displayed</p> <p><u>Remark:</u> The progress bar will take about 3 minutes to complete fully (100%).</p>	
VII	<p>After the software update has fully completed, following screen appears.</p> <p>Remove the USB-stick</p> <p>Press "Restart" → Display Audio-unit will reset itself.</p>	
VIII	<p>After unit restart (reset) and the appearance of the Toyota logo, screen Status:[D-1] will be displayed.</p> <p>Please wait approximately 30 seconds.</p>	
IX	<p>Diagnosis of the recovered software is starting.</p> <p>Screen Status:[D-2] will be displayed until completion.</p> <p>The diagnosis will only take a few seconds.</p> <p> Do not turn OFF ACC during diagnosis step.</p>	
X	<p>When diagnosis is completed, screen Status:[F-1] will be displayed for approximately 10 seconds.</p> <p>Afterwards the AUDIO OFF screen will be displayed again.</p>	
XI	<p><b><u>Result Check</u></b></p> <p>Enter the Service Menu and check the new Software Version of the Radio.</p> <p>For exact operation, please refer to section "1] Check the version of the software installed on the Display Audio-unit"</p> <p>Check "Version" under "MAIN." → The recovered Version should show the software version as per included Recovered Software Version matrix (*3).</p>	
XII	ACC OFF	

At this point, the software recovery patch has been completed successfully.





Please proceed now immediately with the (B) RC-software update process.

#### IMPORTANT:

If RC-software update will not be performed immediately, at every ACC OFF/ON cycle, the Display Audio-unit will always first cycle through screens Status:[D-1], Status:[D-2] and Status:[F-1] before it will show the "Audio is OFF" screen.


### (B) RC-Software update

(for all TSB related vehicles, incl. Auris)

- The RC-software update per CD-R will take approximately 30 minutes.
- The RC-software update per USB stick will take about 3 minutes.

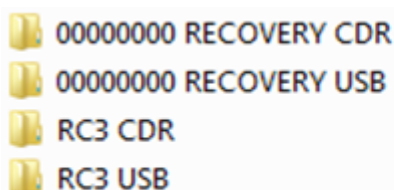
#### A) Software preparation

1. Download the zip-file "(vehicle name) – DA CM software... .zip" from TechDoc.
2. Extract the above zip-file onto a PC with USB-stick capability.

EXAMPLE:  RAV4 - DA CM software MAIN00000000 and RC3.zip



3. After extracting the zip-file to a certain location, following similar directory-structure should become visible at that location :



Not for AURIS!













RCx-version naming differs per vehicle!

NOTE: RCX REFERS TO WHICH SOFTWARE RUNNING CHANGE-LEVEL -> SEE (\*2) REFERENCE TABLE FOR CORRECT INDICATION.

4. Prepare the corresponding RC-software update media














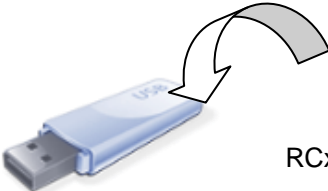
Example:

visualization per corresponding file folder:


























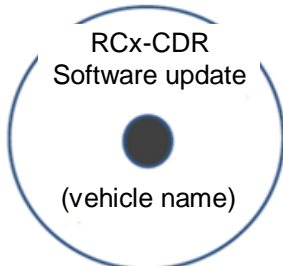
 RC3 CDR	 13TFDAEU-DA01_0001.kwi	17/07/2015 09:59	KWI File	71,042 KB	
	 13TFDAEU-DA04_0001.kwi	17/07/2015 09:58	KWI File	67,810 KB	
	 13TXDAEU-DA01_0001.kwi	21/07/2015 10:00	KWI File	67,350 KB	
	 13TXDAEU-DA03_0001.kwi	17/07/2015 10:00	KWI File	64,125 KB	
 RC3 USB	 13TFDAEU-DA01_0044.kwi	17/07/2015 09:59	KWI File	71,042 KB	
	 13TFDAEU-DA04_0139.kwi	17/07/2015 09:58	KWI File	67,810 KB	



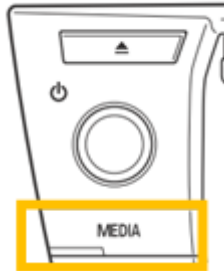

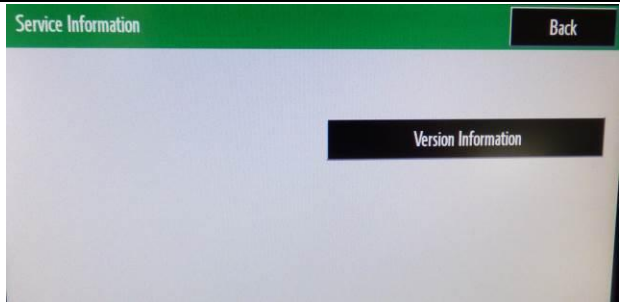

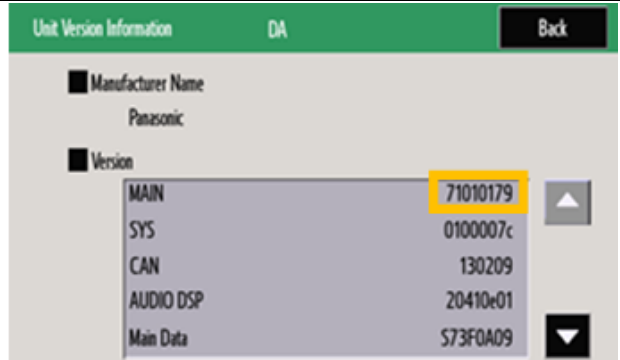
**Preparation of a USB stick**

No.												
1	<p>Use a blank USB stick</p> <p>From corresponding RCx USB-file folder, please copy all present .kwi-files onto the root folder of a blank USB stick.</p> <p><u>Note :</u> RCx refers to which software Running Change-level → see (*2) reference table for correct indication.</p>	<table><tr><td></td><td>13TFDAEU-DA01_0044.kwi</td><td>17/07/2015 09:59</td><td>KWI File</td><td>71,042 KB</td></tr><tr><td></td><td>13TFDAEU-DA04_0139.kwi</td><td>17/07/2015 09:58</td><td>KWI File</td><td>67,810 KB</td></tr></table> 		13TFDAEU-DA01_0044.kwi	17/07/2015 09:59	KWI File	71,042 KB		13TFDAEU-DA04_0139.kwi	17/07/2015 09:58	KWI File	67,810 KB
	13TFDAEU-DA01_0044.kwi	17/07/2015 09:59	KWI File	71,042 KB								
	13TFDAEU-DA04_0139.kwi	17/07/2015 09:58	KWI File	67,810 KB								
2	<p>Verify if the file(s) has/have been copied correctly to the USB stick (check identical file name, file size)</p>	<table><tr><td></td><td>13TFDAEU-DA01_0044.kwi</td><td>17/07/2015 09:59</td><td>KWI File</td><td>71,042 KB</td></tr><tr><td></td><td>13TFDAEU-DA04_0139.kwi</td><td>17/07/2015 09:58</td><td>KWI File</td><td>67,810 KB</td></tr></table>		13TFDAEU-DA01_0044.kwi	17/07/2015 09:59	KWI File	71,042 KB		13TFDAEU-DA04_0139.kwi	17/07/2015 09:58	KWI File	67,810 KB
	13TFDAEU-DA01_0044.kwi	17/07/2015 09:59	KWI File	71,042 KB								
	13TFDAEU-DA04_0139.kwi	17/07/2015 09:58	KWI File	67,810 KB								
3	<p>Label the USB-stick for correct identification afterwards.</p> <p><u>Note :</u> RCx refers to which software Running Change-level → see (*2) reference table for correct indication.</p>	 <p>Example: (Vehicle name) RCx-software update USB</p>										






**Preparation of a CD-ROM**

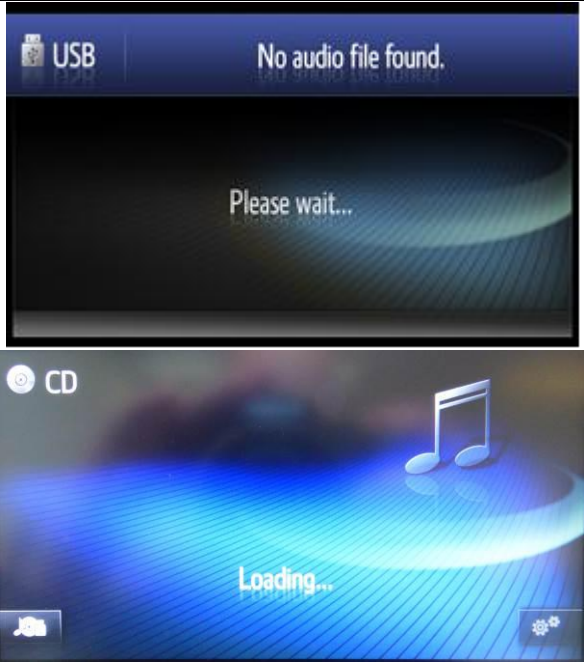



No.																						
1	<p>Use a blank CD-R</p> <p>From the corresponding RCx CDR-file folder, please copy all present .kwi-files onto the root folder of a blank CD-R.</p> <p>Important: The CD needs to be closed so that no other files can be burned on the CD-R later.</p>	<table><tr><td></td><td>13TFDAEU-DA01_0001.kwi</td><td>17/07/2015 09:59</td><td>KWI File</td><td>71,042 KB</td></tr><tr><td></td><td>13TFDAEU-DA04_0001.kwi</td><td>17/07/2015 09:58</td><td>KWI File</td><td>67,810 KB</td></tr><tr><td></td><td>13TXDAEU-DA01_0001.kwi</td><td>21/07/2015 10:00</td><td>KWI File</td><td>67,350 KB</td></tr><tr><td></td><td>13TXDAEU-DA03_0001.kwi</td><td>17/07/2015 10:00</td><td>KWI File</td><td>64,125 KB</td></tr></table> 		13TFDAEU-DA01_0001.kwi	17/07/2015 09:59	KWI File	71,042 KB		13TFDAEU-DA04_0001.kwi	17/07/2015 09:58	KWI File	67,810 KB		13TXDAEU-DA01_0001.kwi	21/07/2015 10:00	KWI File	67,350 KB		13TXDAEU-DA03_0001.kwi	17/07/2015 10:00	KWI File	64,125 KB
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	13TXDAEU-DA03_0001.kwi	17/07/2015 10:00	KWI File	64,125 KB																		
2	<p>Verify if the file(s) has/have been copied correctly to the CD-R disc. (check identical file name, file size)</p>	<table><tr><td></td><td>13TFDAEU-DA01_0001.kwi</td><td>17/07/2015 09:59</td><td>KWI File</td><td>71,042 KB</td></tr><tr><td></td><td>13TFDAEU-DA04_0001.kwi</td><td>17/07/2015 09:58</td><td>KWI File</td><td>67,810 KB</td></tr><tr><td></td><td>13TXDAEU-DA01_0001.kwi</td><td>21/07/2015 10:00</td><td>KWI File</td><td>67,350 KB</td></tr><tr><td></td><td>13TXDAEU-DA03_0001.kwi</td><td>17/07/2015 10:00</td><td>KWI File</td><td>64,125 KB</td></tr></table>		13TFDAEU-DA01_0001.kwi	17/07/2015 09:59	KWI File	71,042 KB		13TFDAEU-DA04_0001.kwi	17/07/2015 09:58	KWI File	67,810 KB		13TXDAEU-DA01_0001.kwi	21/07/2015 10:00	KWI File	67,350 KB		13TXDAEU-DA03_0001.kwi	17/07/2015 10:00	KWI File	64,125 KB
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	13TXDAEU-DA03_0001.kwi	17/07/2015 10:00	KWI File	64,125 KB																		
3	<p>Label the CD-R for correct identification afterwards.</p> <p><u>Note :</u> RCx refers to which software Running Change-level → see (*2) reference table for correct indication.</p>	<p>Example :</p> 																				



## 5. Verify if the Touch2 Display Audio requires an update

No.		
1	<b>Check software version</b> Press and hold "MEDIA" button and turn ON/OFF Illumination 3 times.	
2	Push on "Service Information"	
3	Push on "Version information"	
4	Next to DA select "Push"	
5	Check "Version" under "MAIN." Is the version LOWER than the Version Shown in (*2) ref. table? The Radio needs a software update.	
7	ACC off	

## 6. Touch2 Display Audio software update process

No.		
1	<p>Check vehicle configuration to verify if extension box is connected</p> <p>Press "MAP/NAVI" button</p>	
2	<p><b>Display audio only</b> Update the Display Audio software via the USB stick.</p> <p><b>Display audio with navigation extension box</b> Update the Display Audio software via the CD-R method.</p>	 
3	ACC OFF	
4	ACC ON	
4	 <p>Engine must be running when performing update by CD</p>	
5	<p>Switch Audio off</p> <p>Insert the correct update medium</p> <ul style="list-style-type: none"> <li>- USB</li> <li>- CD-R</li> </ul>	

6	<p>Update screen when using USB</p> <p>Update screen when using CD-R</p>	
7	Start the update by selecting "Yes"	
8	Push "Confirm" to start the update	
9	The update will start and a progress bar will be displayed.	

10	<p>After the software update is finished the following screen appears</p> <p>Remove the USB or CD-R</p> <p>Push "Restart"</p>	
11	<p>After restart the following screen appears</p>	
12	<p>Perform version check to verify if the display audio has been correctly updated. (see 2] on page 6)</p> <p><b>IMPORTANT :</b> The RCx Software update result should be identical to the specified value per part number in the reference table (*2)</p>	

**WARRANTY INFORMATION**

For the warranty application, please refer to the applicable warranty policy and procedures manual.

OP code	Operation	Time	OFP	T1	T2
86099	ONLY DA-software Reprogramming	0,3	86140-##### Depending on model	87	74
86099	DA-software Reprogramming + PATCH	0,6	86140-##### Depending on model	87	74

**Note:**

The implementation of this TSB for rectification of the phenomenon reported requires the mandatory CCR (Condition, Cause, Remedy) comments in the warranty claim for further detailed technical analysis. It is required to mention this TSB number in the Remedy field. Failure to comply with this requirement could lead to claim rejection.