



TOYOTA

## Technical Service Bulletin

Body Electrical

BE-00141T-TME

Version 2

30 Oct 2019

Subject:

**Toyota Touch 2 with Go (MM17) - Software fixes for MEU**

Area of Application:

**All Markets**

Models – Model Codes:

**Camry** - ASV70, ASV71, AXVA70, GSV70 ;

**Corolla** - MZEH12, NRE210, ZRE210, ZWE211 ;

**Prius** - ZVW50, ZVW55 ;

**RAV4** - AXAA52, AXAA54, AXAH52, AXAH54, MXAA52, MXAA54 ;

### Revision Content

### Introduction

This Technical Service Bulletin is to inform you of the update method for the Multimedia Extension Unit (MEU) of Toyota CY17 Multimedia (MM17) systems (Commercial name: Toyota Touch 2 with Go). For the update method regarding the Display Control Unit (DCU), please refer to the appropriate Technical Support Bulletin.

### Description of the phenomenon

Below lists number the issues that could be experienced by the customer and that have been solved in subsequent SW releases (Later version includes previous versions' improvements).

#### MEU SW release 1530 is latest for all MM17 Toyota models

List of solved issues for MEU: Multimedia Extension Unit (navigation module):

- **MEU Software release version 1530:**
  - Illogical traffic information (showing 4.5 million km on right side bar)
  - Map in map screen changes to 2D North from another orientation after IG cycle.
  - Missing fix speed cams in Austria.
  - Map appears wrongly displayed due to map rendering algorithm.
  - RDS paying TMC not available.
  - Emergency incident pop-ups appearing when incident does not happen on current road.
  - 12-V battery flat due to MEU not getting into sleep mode after short IG ON-OFF cycle.
- **MEU Software release version 1520:**
  - Wrong navigation guidance speech in Hungarian: translation of word "street" said twice by the navigation unit.
  - Wrong side of navigation traffic information for left-hand traffic countries.
  - Not enough
  - When using voice recognition to input an address, it does not recognise voice input. Due to error related to sampling frequency mismatch.
  - When using map, it appears loading endlessly.
  - Navigation cursor turning more or less than vehicle due to gyroscope wrong calibration.
- **MEU Software release version 1512**
  - After ignition on the map view is not displayed and the driver will see a black screen. The functions of the DCU remain fully functional.

## Production change

The following has been changed:

- The MEU software has changed to release version **1530**.

## Parts information

No parts replacement is necessary. This TSB concerns a software update for the MEU to introduce fixes for reported software bugs.

## Repair procedure

### Software Update

#### 1. SOFTWARE PREPARATION

1. Download the software

<b>17TMT2EU-FA00:</b> Applicable to: Camry, RAV4, Corolla, Prius	<a href="#">MEU software version: 1530</a>
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2. Unzip the downloaded MEU zip file and extract the content onto 1 USB stick.

USB-stick main specifications / requirements:

- Regular USB 2.0 mass storage device
- USB-stick should be empty (if not 'quick format to FAT32')
- Storage capacity should be at least 2GB for USB-stick (e.g. MEU S/W size = 1.5 GB)

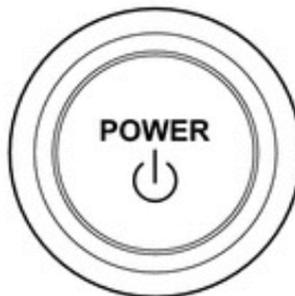
Note The SW version shown in the image is not necessarily the latest version. Ensure .kwi file is copied directly into the root directory of the USB stick and that its name is not changed.



#### 2. UPDATE THE MULTIMEDIA EXTENSION UNIT (MEU)

1. Switch Ignition ON and start the engine of the car (or Ready mode for Hybrid). Leave the engine running until the software has completely been installed.

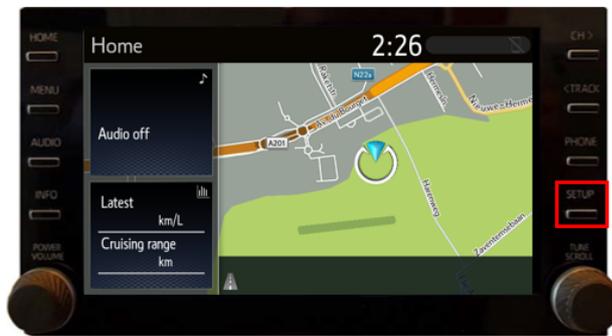
Important Check that vehicle is in Ready mode and not only ACC/IG ON. Otherwise, there is a risk of interrupting the update as the car will turn off automatically after some time.



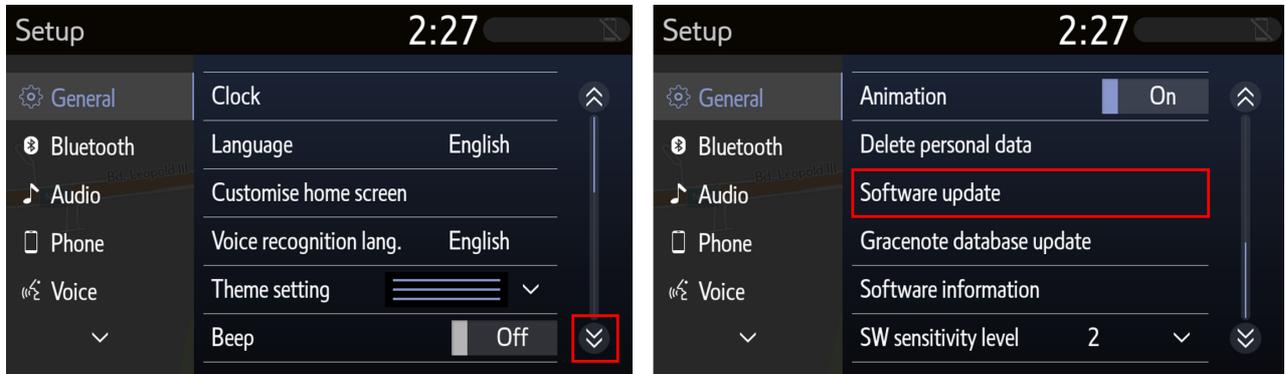
2. Let the multimedia system start up completely until the Home Screen is displayed.

3. Press "Setup", located on the side of the head unit.

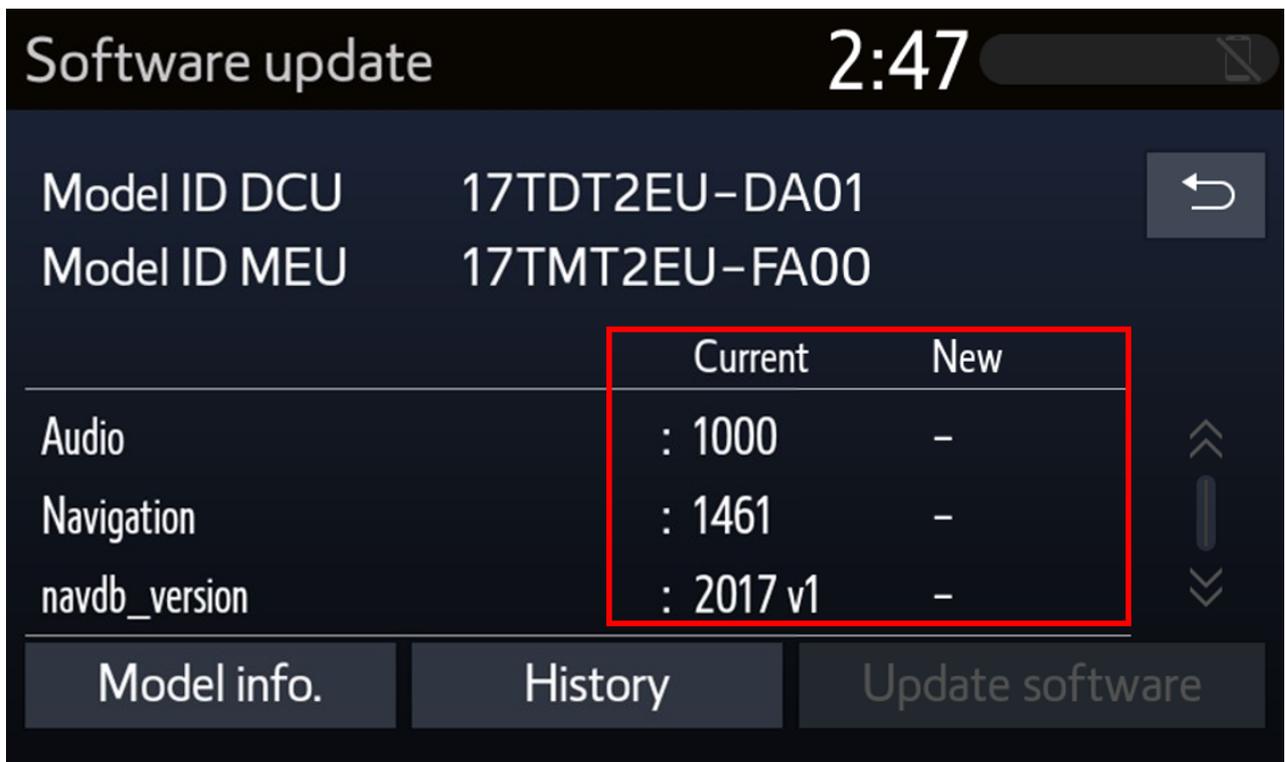
Note Location may differ based on the unit version. Image is indicative.



4. In the "Setup" menu, scroll down and select "Software Update".



5. In the "Software update" menu: the current installed software is displayed. The MEU software is listed under "Navigation".



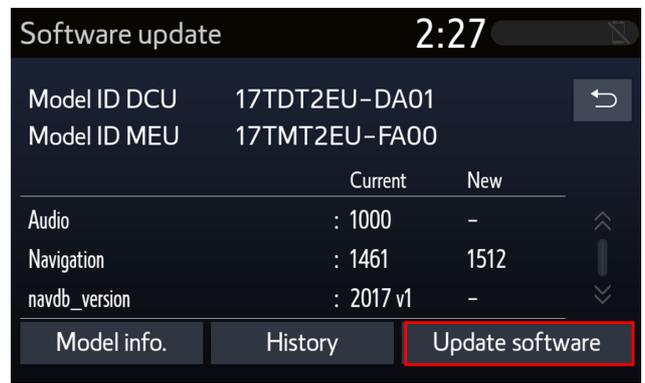
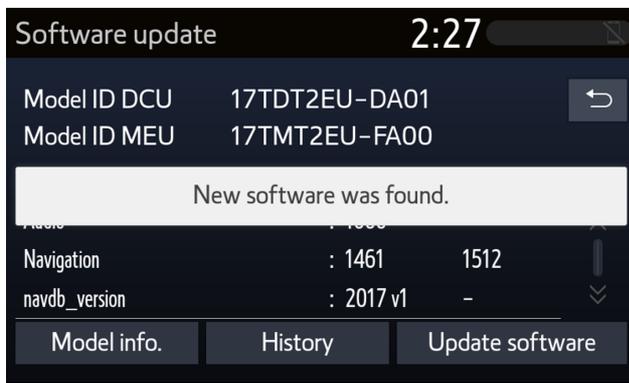
6. Insert the USB media stick in the USB slot. The update file will be automatically detected.

Note Location may differ based on vehicle. Image is indicative.

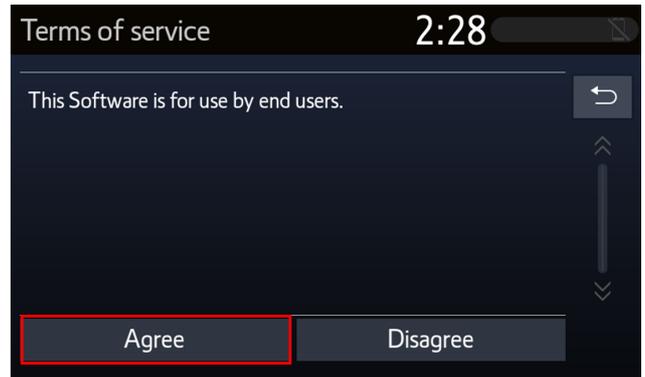
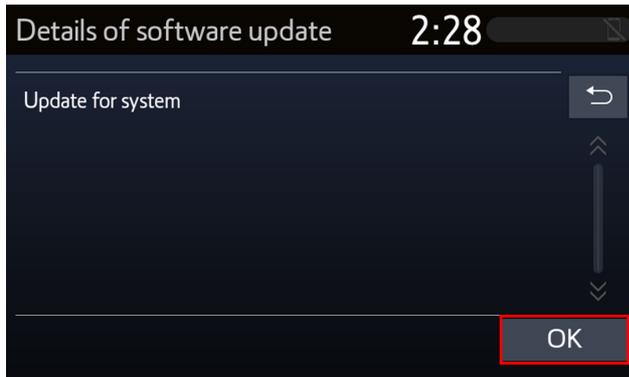


7. The new version of the MEU software will be displayed. Confirm by pressing "Update software".

Note The SW version shown in the image is not necessarily the latest version.

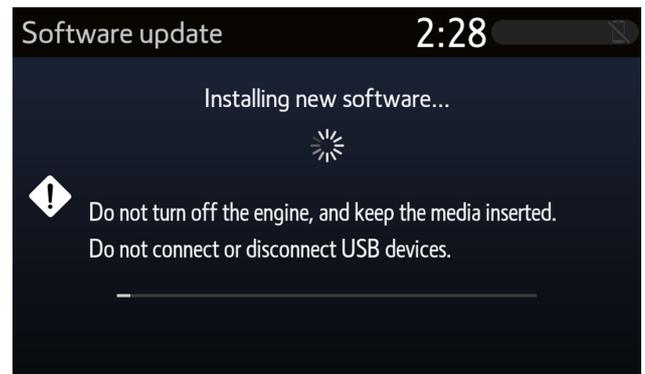
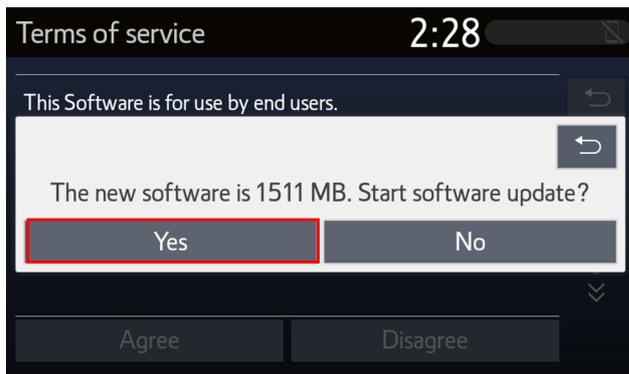


8. The details of the software update will be displayed: select "OK". Next screen are the "Terms of service": select "Agree" to proceed with the update.

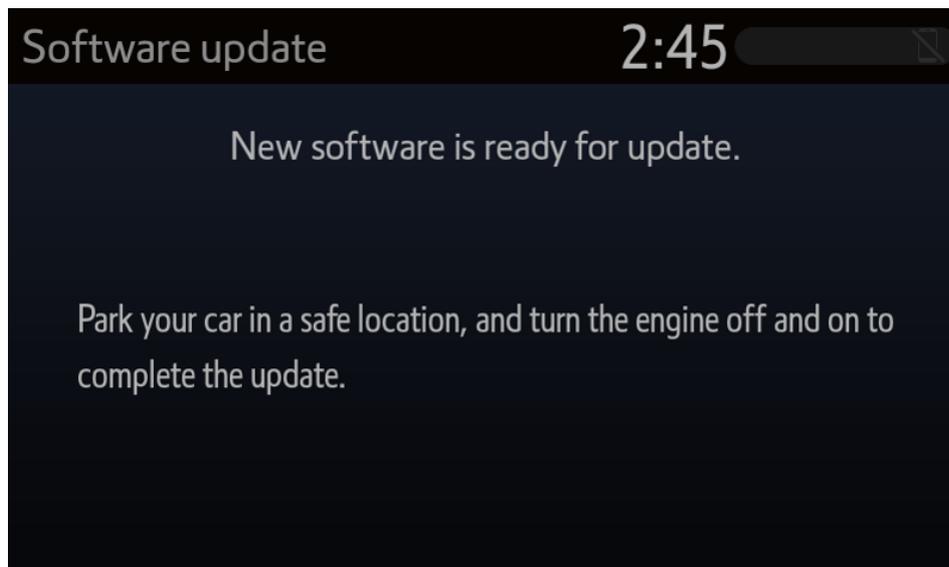


9. A pop-up will appear displaying the size of the update. Select "Yes" to start the update. A screen with a progress bar will be shown. This process will take around 20 minutes for MEU update.

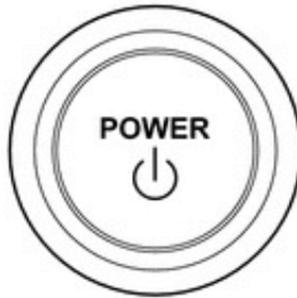
Note follow recommendations appearing in screen.



10. Wait to get the screen confirming that the update is ready, follow the safety recommendations.



11. Turn IGNITION OFF. Wait for 1 minute. Turn IGNITION ON.



### 3. CHECK IF THE SOFTWARE INSTALLED CORRECTLY

Go back to the "Software update" menu to verify that the correct software has been installed and. The newly installed MEU software is now displayed under current software.

Note The SW version shown in the image is not necessarily the latest version



### Warranty information

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

### Warranty operation codes for MEU

Model	Model code	OP code	Operation	Time	OFP	T1	T2
Camry	ASV70 ASV71 AXVA70 GSV70	86699	Reprogramming	0.2	86840-06040 86840-06041	87	74
RAV4	AXAA52 AXAA54 AXAH52 AXAH54 MXAA52 MXAA54	86699	Reprogramming	0.2	86840-0W120 86840-06041	87	74
Corolla	MZEH12 NRE210 ZRE210 ZWE211	86699	Reprogramming	0.2	86840-0W120 86840-06041	87	74
Prius	ZW50 ZW55	86699	Reprogramming	0.2	86840-0W120 86840-06041	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.

