

S-SB-0004-15


April 21, 2015

# Abnormal BeSpoke/Navigation Operation for Display Audio

**Service Category** Audio/Visual/Telematics

**Section** Audio/Video

**Market** USA

Scion Supports ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2013 – 2015	FR-S, iQ, tC, xB	
2013 – 2014	xD	

## Introduction

Some 2013 – 2015 model year Scion vehicles equipped with BeSpoke® Premium Audio featuring Aha™ (version less than 14.1.0) may exhibit one or more of the following conditions:

- When using the navigation route guidance the arrival time at the destination is incorrect. The GPS indicated arrival time is off by one hour (issue connected to Daylight Savings Time.)
- Phonebook entries could not be found on the head unit phonebook list due to an issue with upper case and lower case text entry.
- Podcasts cannot be played back on Apple® devices loaded with or upgraded to iOS 8, when in iPod® audio mode (“Loading...” displayed on screen).

BeSpoke® Premium Audio featuring Aha™ System Update 14.1.0 fixes the conditions listed above as follows:

- Improvement in arrival time performance when GPS data is used for Daylight Savings Time calculation. The time calculation will take into consideration if a Daylight Savings Time change has occurred.
- Phonebook sorting logic has been improved to better account for lower and upper case letters. The improvement will provide better access to entries with mixed upper and lower case text.
- Apple® device compatibility has been improved when iOS 8 is loaded. The improvement allows Podcast playback in iPod® mode.

## Abnormal BeSpoke/Navigation Operation for Display Audio

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1502	BeSpoke®/Navigation Software Update	0.3	PT296-47120-AA	99	99

#### APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

### Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY	APPLICABLE FILE ON THE USB DRIVE
USB Drive Firmware Update - Harman Becker*	<a href="#">03034-HBEKR-15A</a>	1	<a href="#">03034-HBEKR-15A.zip</a>

\* Essential SST.

#### MULTIMEDIA SOFTWARE FILE DOWNLOAD

The Multimedia software update file may also 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 commonly-available blank USB flash drive.

For USB flash drive requirements and download instructions:  
Refer to the Technical Information System (TIS): *Diagnostics – Calibrations – Reference Documents* – [“Multimedia Software Download Instructions”](#)

#### NOTE

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

## Abnormal BeSpoke/Navigation Operation for Display Audio

### Repair Procedure

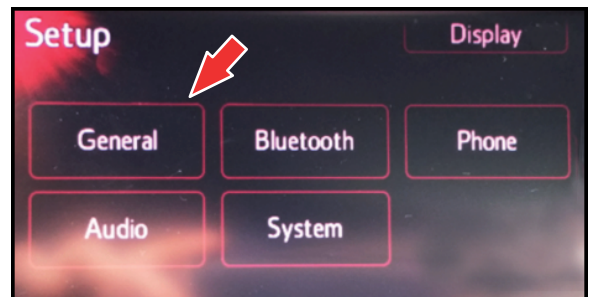
1. Confirm that one or more of the conditions listed in the Introduction are present.
2. Check the software version.
  - A. Press the *Setup* button.

Figure 1.



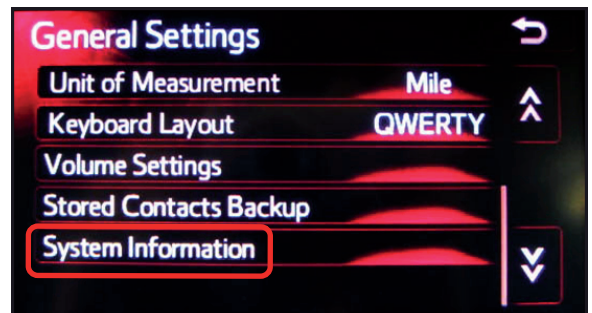
- B. In the *Setup* menu, select *General*.

Figure 2.



- C. In the *General Settings* menu, scroll down and select *System Information*.

Figure 3.



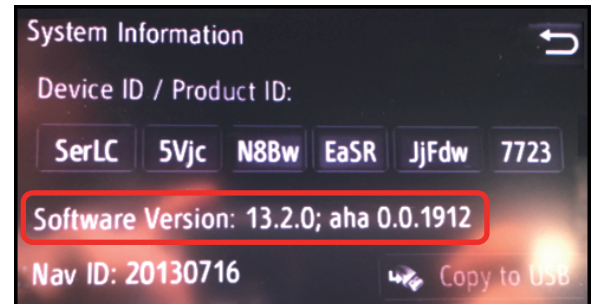
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### Repair Procedure (Continued)

- D. In the *System Information* menu the Software Version information is displayed (e.g., 13.2.0).

Figure 4.

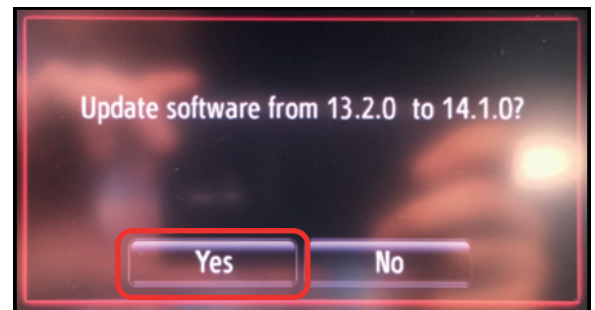


- E. Is the software version lower than 14.1.0?

- **YES** — Go to step 3.
- **NO** — (Version 14.1.0 is present) This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

3. Start the vehicle.
4. Turn on the radio.
5. Press the *Apps* button (the system will switch to the *Apps* main page).
6. Install the USB Drive SST into the vehicle's USB slot (there will be a short pause while the software version is read).
7. An "Update software from X.X.X to 14.1.0?" message will be displayed. Select Yes.

Figure 5.



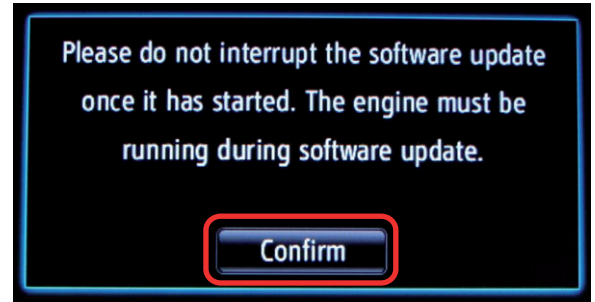
## Abnormal BeSpoke/Navigation Operation for Display Audio

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### Repair Procedure (Continued)

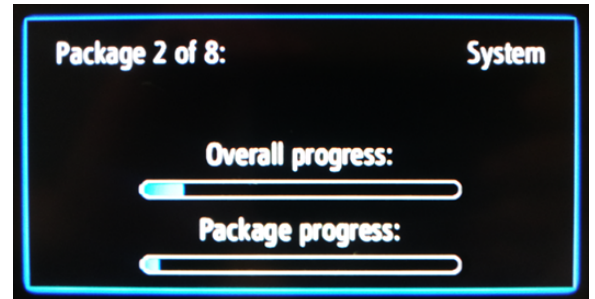
8. A *“Please do not interrupt the software update once it has started. The engine must be running during software update.”* message will be displayed. Select *Confirm* (the engine must be running during software update).

Figure 6.



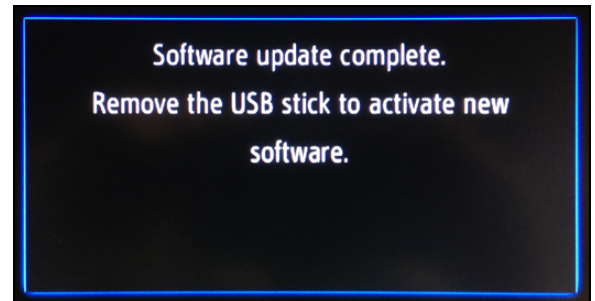
9. The software update will begin and the screen will show a *“Package X of 8”* message, and continue through 8 of 8. It will take approximately 5 minutes for the update to complete.

Figure 7.



10. When finished, a *“Software update complete”* message is displayed.

Figure 8.



11. Remove the USB Drive SST.
12. Turn the vehicle OFF then restart it.

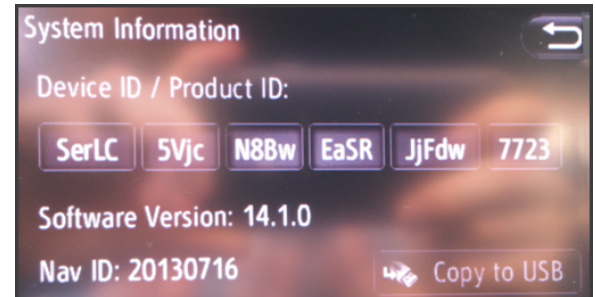
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### Repair Procedure (Continued)

13. Confirm the software version was updated by performing the Software Version Check Procedure.

Figure 10.



14. Pair the dealership troubleshooting phone to perform general operation checks and confirm that the condition(s) has been corrected.
15. Delete the dealership troubleshooting phone from the paired devices list.