

Head Unit Software Update Version 8612G42397 via OTA and USB (Panasonic)

Service Category	Audio/Visual/Telematics
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Section	Audio/Video
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Market USA

Toyota Supports ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2026	RAV4 HV, RAV4 PHV	

Introduction

A head unit software update (version 8612G42397) is now available for 2026 model year RAV4 Hybrid, and RAV4 Plug-in Hybrid vehicles via OTA or USB.

Vehicle operators can perform this update directly by accepting the on-screen notification (see Figure 1) advising the software update is available, or by locating the software update from the Settings menu and initiating the available update (see Figure 2).

Figure 1.

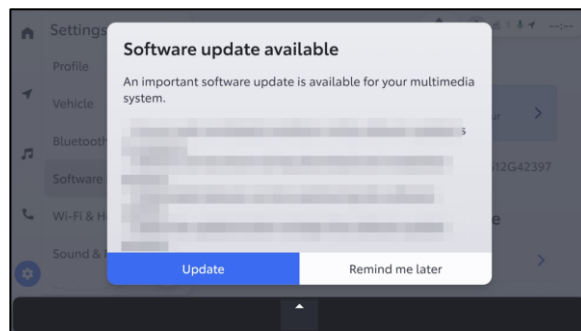
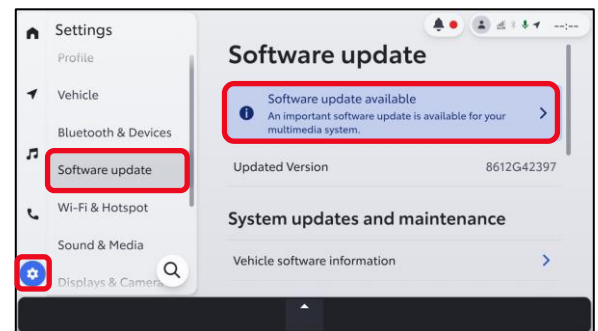


Figure 2.



This is a phased rollout, which means that as time progresses, more vehicles will receive the update notification and ability to update the head unit via OTA. This timing will vary by location and may not display for every vehicle in one location at the same day and time.

If it is necessary to perform the software update for a customer, follow the software update procedures in this bulletin.

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
–	Software update via OTA (Not Applicable to Warranty)	–	–	–	–
EL2613	Repair Software Update Menu and Perform Software Update Via OTA or USB	0.5	86100-#####*	87	74

*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

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.

NOTE

The head unit should NOT be replaced as part of the head unit Software Update Procedures.

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVi*	ADE	TSADVUNITECP	1
Techstream Lite		TSLP3DLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- GTS+ Software version 2026.03.002.02 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787 or by visiting *TIS – Diagnostics – Tools & Equipment – Techstream Order Portal*.

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Software Update Information

This new software addresses the following items in multimedia versions earlier than version 8612G42397:

NOTE

*This item does NOT affect the backup camera display.

- Head unit reboots.*
- Display screen is black.*
- The Add a device button is inoperative.
- A “Network required” screen appears during User Profile setup.
- Wireless Android Auto® does not connect after remote engine start drive-off.
- Native navigation ETA in the combination meter does not match the head unit.
- Native navigation ETA time does not match 12-hour or 24-hour clock settings.
- The next native navigation voice guidance prompt overlaps with the current prompt.
- Only suggest alternative native navigation routes if they save five minutes or more.
- Native navigation system enhancements and updates.
- Virtual assistant system enhancements and updates.
- Unable to export Drive Recorder videos to USB drive.
- Drive recorder doesn’t record PVM camera footage.
- Pressing the audio icon displays a loading screen instead of the audio source screen.
- FM radio volume is higher than expected.
- AM/FM seek buttons are intermittently inoperative.
- Toyota App POI does not transfer to head unit.
- Road sign assistance and cruise control related warning messages are displayed when parked in a location with poor GPS signal.
- Road sign assistance system enhancements and updates.
- Unable to change key fob lock/unlock feedback sound volume.
- Kick sensor system description mentions side doors.
- HMI enhancements and updates.
- Predictive Efficient Drive system general enhancements and updates.
- Software update system general enhancements and updates.

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Software Update Information (continued)

The new head unit software update and software update menu repair files may be accessed in the table below.

Table 1.

MODEL	MODEL YEAR	TYPE	CALIBRATION ID
RAV4 HV RAV4 PHV	2026	Update	TUSPKG_112132000_001.TUP
		Menu Repair	TUSPKG_100000002_001.TUP

NOTICE

Make sure to save the correct file for the appropriate procedure on the flash drive.

USB Flash Drive Preparation Procedure

1. Download the required file by clicking on the file name in Table 1.
2. Once downloaded, extract the contents by unzipping (opening) the .zip file.
3. Drag and drop ONE .TUP file onto a blank USB flash drive that meets the requirements below:
 - USB type: C
 - Capacity: 4.0 – 32 GB
 - Format: FAT32 (Windows®)

NOTICE

- Do NOT place more than one file on the flash drive at a time.
- Confirm there is no “(1)” or a similar suffix in the name of the file due to duplicates or multiple downloads.
- Do NOT rename the file unless it is to remove “(1)” or similar duplicate indicators.

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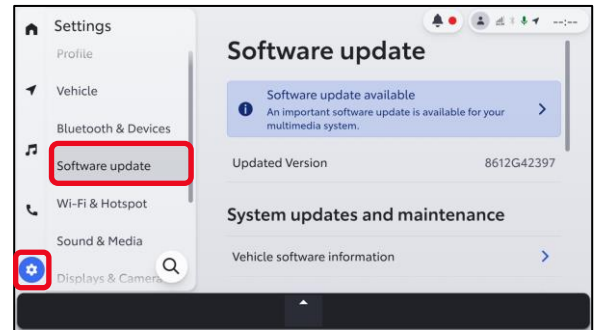
Software Part Number Verification

1. Select the gear icon, then scroll down and select Software update.

Does the Software update menu open as seen in Figure 3?

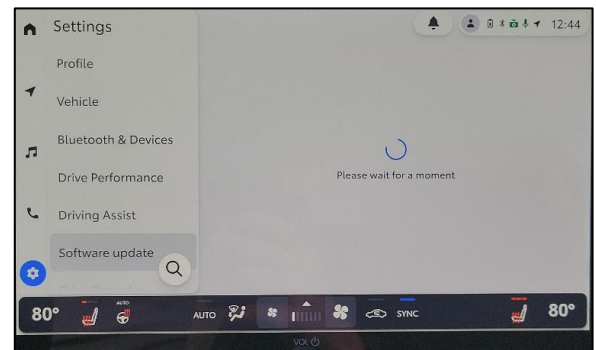
- **YES** — Go to step 3.
- **NO** — Continue to step 2.

Figure 3.



2. If the Software update menu displays the message "Please wait for a moment" as seen in Figure 4, go to the Software Update Menu Repair Procedure section on page [6](#).

Figure 4.

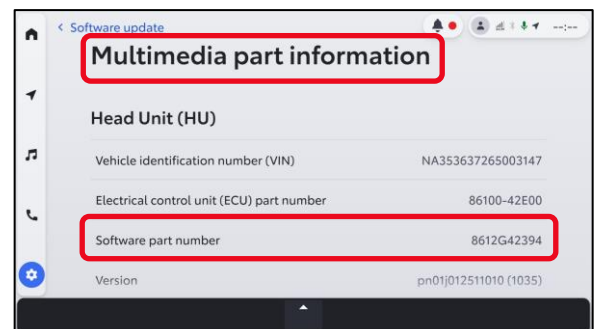


3. Scroll down and select Multimedia part information and confirm the Software part number as shown in Figure 5.

Is the software part number earlier than version 8612G42397?

- **YES** — Continue to the Software Update Procedures section.
- **NO** — This bulletin does not apply. Continue diagnosis using the applicable Repair Manual.

Figure 5.



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Software Update Procedures

The OTA update procedure is preferred. Perform USB update procedure ONLY if the OTA update procedure is unsuccessful.

OTA Update Procedure

Refer to the Multimedia Owner's Manual for OTA update instructions:

- [2026](#) RAV4 HV:
See section 1-6 Software Update – Updating and Checking the Software Information
- [2026](#) RAV4 PHV:
See section 1-6 Software Update – Updating and Checking the Software Information

USB Update Procedure

1. Prepare a USB flash drive with the software update file from Table 1.
2. Reference steps 4 – 6 of the Registration section of the Repair Manual for USB update instructions.

Refer to TIS, applicable model and model year Repair Manual:

- [2026](#) RAV4 HV and RAV4 PHV:
Audio / Visual / Telematics – Audio / Visual / Navigation – Radio Receiver – Registration

Software Update Menu Repair Procedure

1. Prepare a USB flash drive with the menu repair file from Table 1.
2. Turn the vehicle OFF.
3. Is the vehicle equipped with JBL audio?
 - **YES** — Continue to step 4.
 - **NO** — Go to step 5.
4. Remove the 30A amplifier fuse from the power distribution box assembly.
Refer to TIS, applicable model and model year Repair Manual:
 - [2026](#) RAV4 HV and RAV4 PHV:
Power Source / Network – Power Distribution – Power Integration System – Parts Location
5. Insert the USB drive.
6. Turn the vehicle Ready ON.

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Software Update Menu Repair Procedure (continued)

7. Select Complete when the prompt "Activation Completed" appears as shown in Figure 6.
8. Turn the vehicle OFF.
9. Remove the USB drive.
10. Turn the vehicle Ready ON.
11. Select the gear icon, then scroll down and select Software update as shown in Figure 7.
 - A. If the Software update menu opens as expected in Figure 7, continue to step 12.
 - B. If the Software update menu displays "Please wait for a moment" as seen in Figure 8, replace the head unit. Refer to TIS, applicable model and model year Repair Manual:
 - [2026](#) RAV4 HV and RAV4 PHV:
 - Audio / Visual / Telematics –*
 - Audio / Visual / Navigation –*
 - Radio Receiver – Removal*

Figure 6.

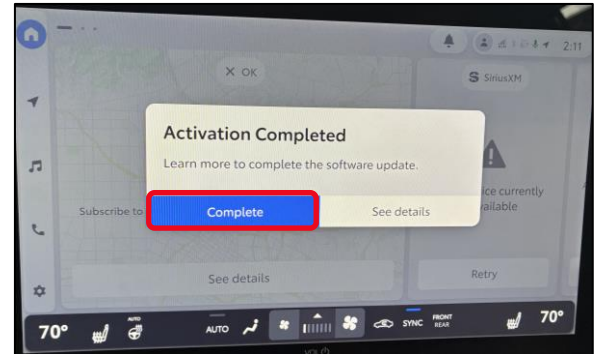


Figure 7.

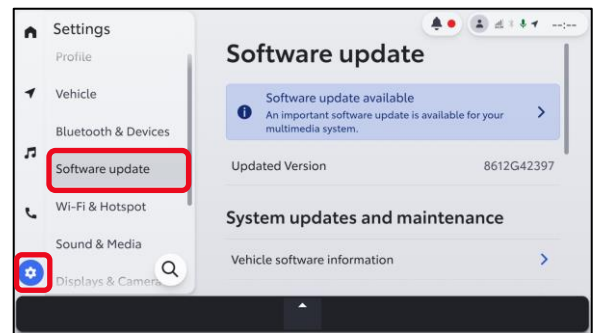
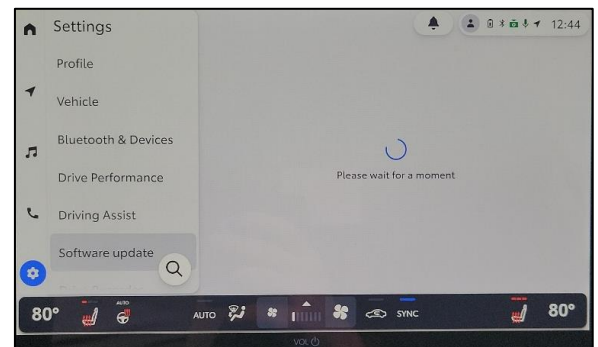


Figure 8.



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Software Update Menu Repair Procedure (continued)

12. Is the vehicle equipped with JBL audio?
 - **YES** — Reinstall the fuse and clear any DTCs using GTS+; then continue to step 13.
 - **NO** — Continue to step 13.
13. The Software Update Menu Repair Procedure is complete. Continue to step 3 of the Software Part Number Verification section on page [5](#).