Map Update Portal Landing Page

► **https://toyota-carmax.welcome.naviextras.com**

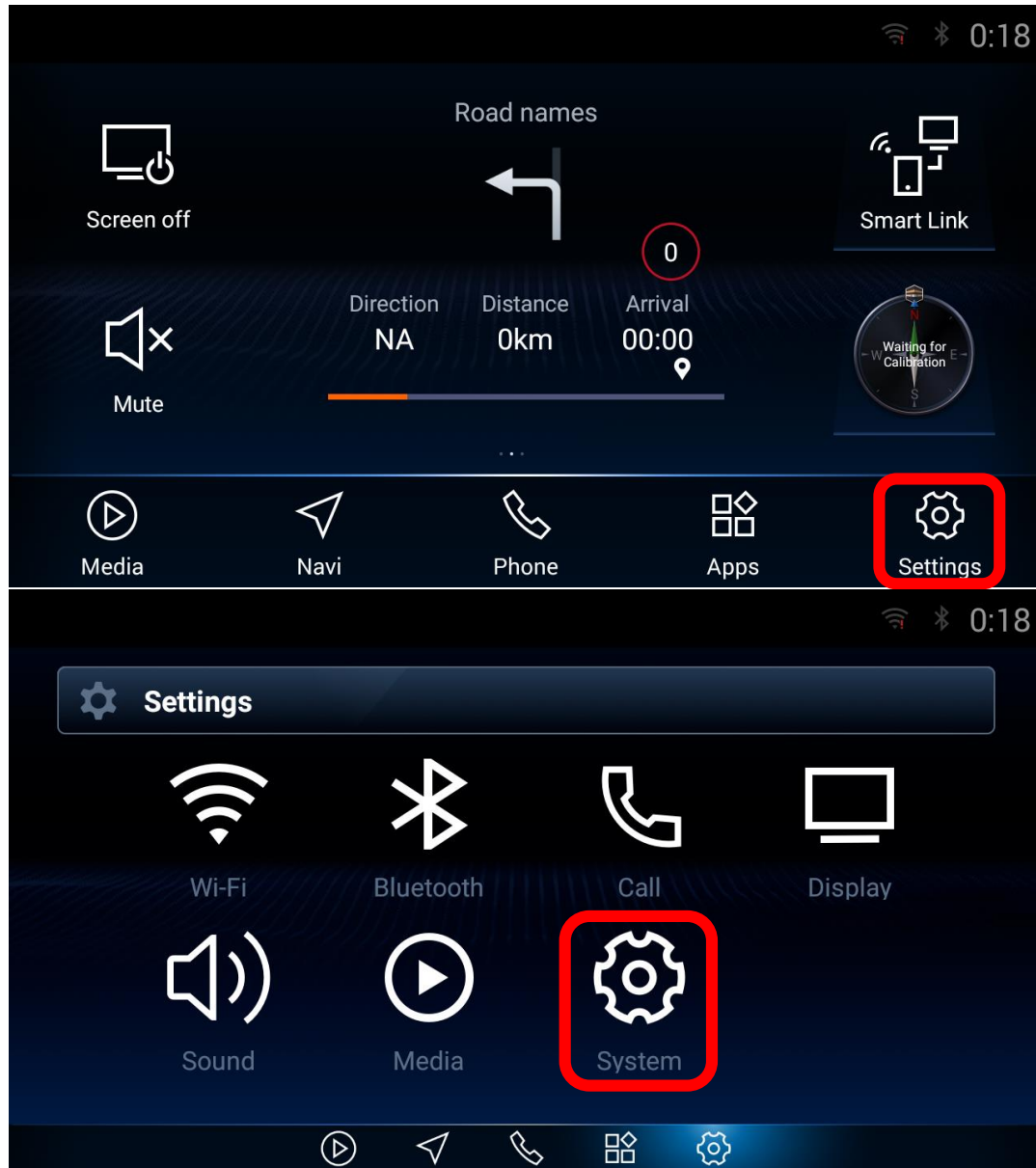**TOYOTA**

Software Update instructions

Welcome to Software updates

Firstly, Check software version

Before update, please read the notice and update preparation
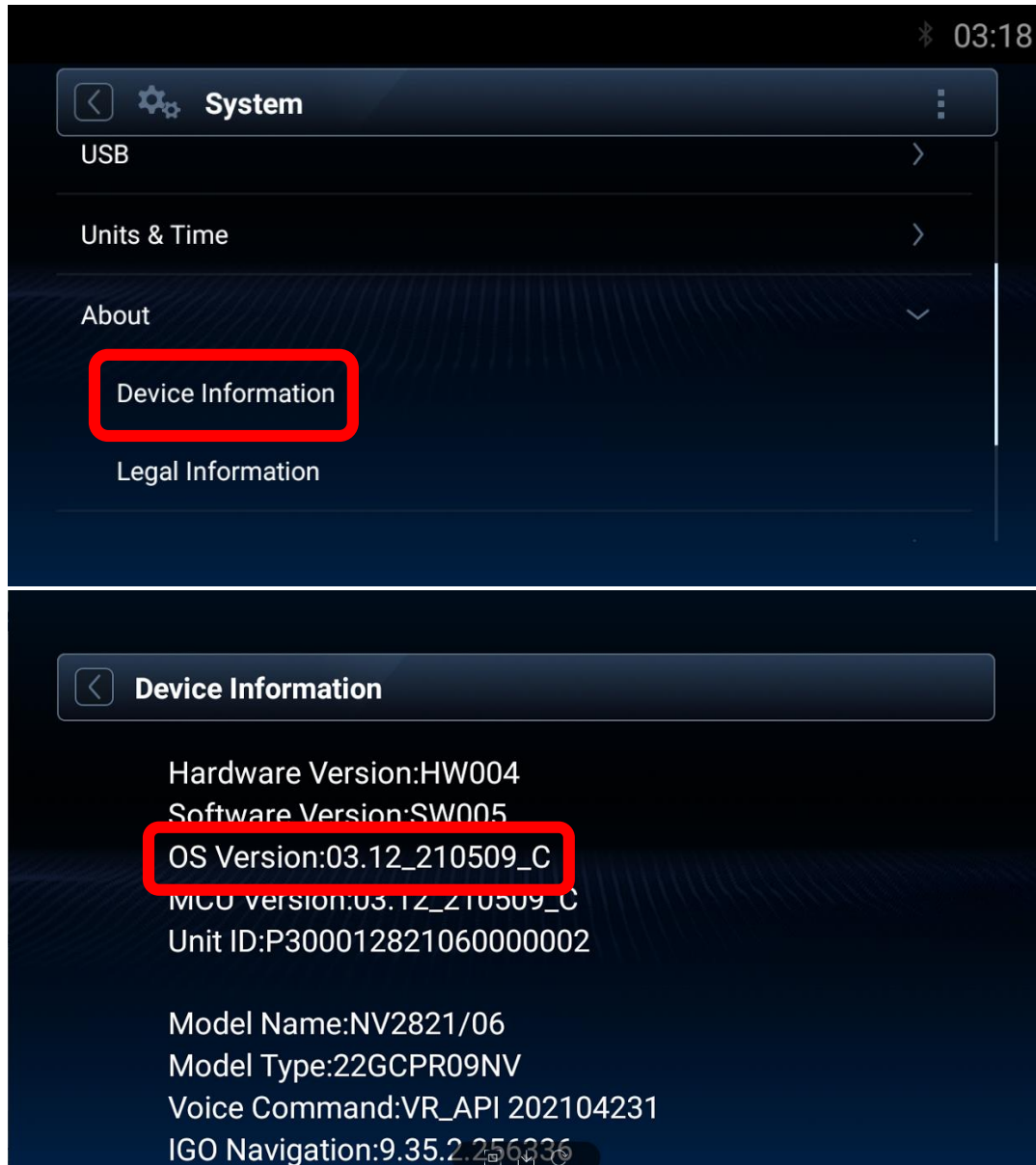
Check software version

Check software version

Step1. Click [Settings]

Step2. Click [System]

Check software version – cont.

Step3. Click **[About]**, then click **[Device Information].**

Step4. OS Version check:

- **If OS version date is before April 2, 2022 [03.37_220402_C], please follow this instruction to finish the infotainment system software update before the map update.**

- **If OS version date is after April 2, 2022 [03.37_220402_C], please start map update directly. Go back to the website:**

  https://toyota-carmax.welcome.naviextras.com/guide_prado_en.html

and carry out the Step2 directly :

"**SYNCHRONIZE THE USB FLASH DRIVE WITH THE NAVIGATION SYSTEM**".

Update preparation

⚠️ **Important Notice**

- **USB flash drive requirement**

    - **USB 2.0 flash drive**

    - **Above 2GB but below 32GB**

    - **FAT32 file system**

    ⚠️ **Other type or format drive flash may not be compatible.**

- The infotainment system update will take about 20 minutes, during this update your infotainment system must keep the engine on.

⚠️ **Unexpected Engine off will cause the software update to fail, even unable to boot.**

- **The infotainment system will restart several times automatically during the update process. Please do not remove USB flash drive and do not operate or engine off the infotainment system until a message "updated successfully" popup.**

⚠️ **Unexpected USB flash drive removing will cause the software update to fail, even unable to boot.**
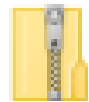
Update Preparation

Prepare an USB flash drive

- Prepare a USB flash drive and check the available space is more than **2 GB.**

Prepare software update files

- Download the update package file **"22GCPR09NV_SW007_03.37_220402_C.zip"** from your PC.
- Download link: **https://toyota-carmax.welcome.naviextras.com/guide_prado_en.html**
- Copy **the "22GCPR09NV_SW007_03.37_220402_C.zip"** into the root directory of USB flash drive.

⚠️ **Do not unzip the update file**

22GCPR09NV_SW007_03.37_220402_C.zip

**Software update files
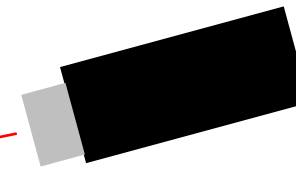(.zip format)**

Update Preparation – cont.

- Insert the USB flash drive into the USB slot of the infotainment system front facial.

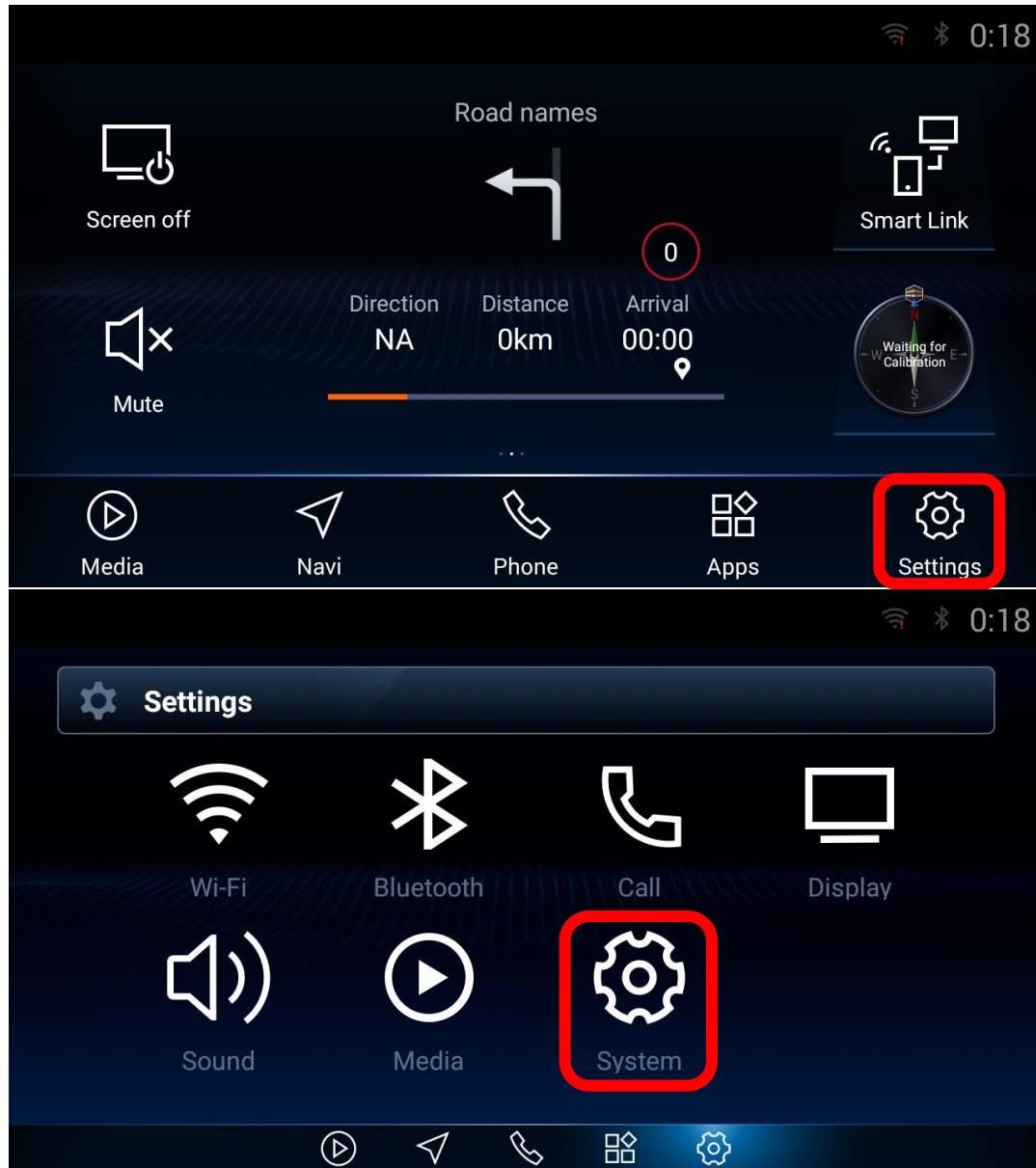⚠️ Do not remove USB flash drive during the process of updating.

Prado infotainment system
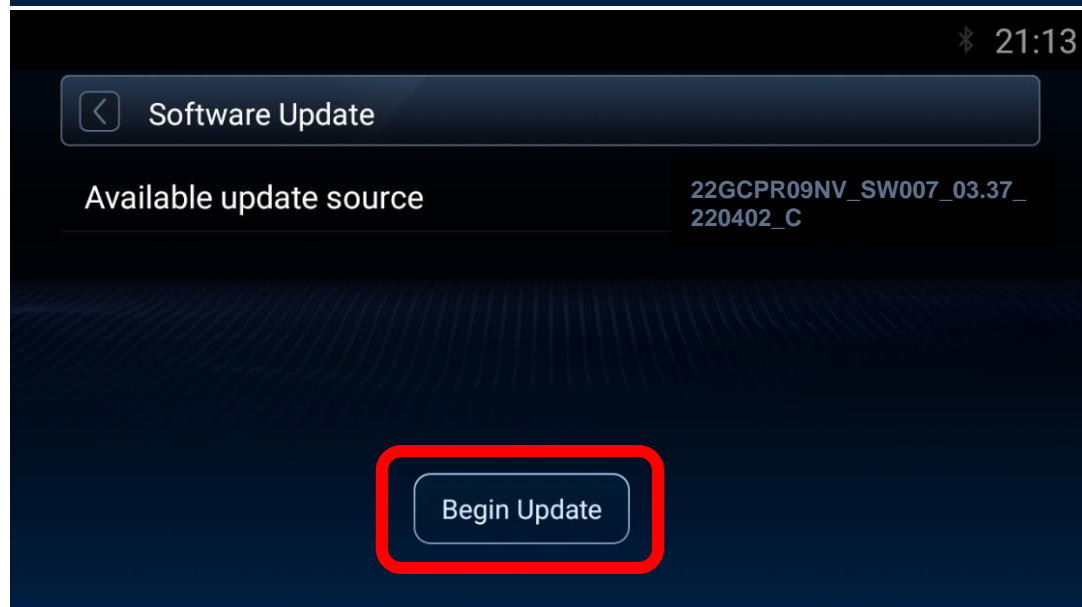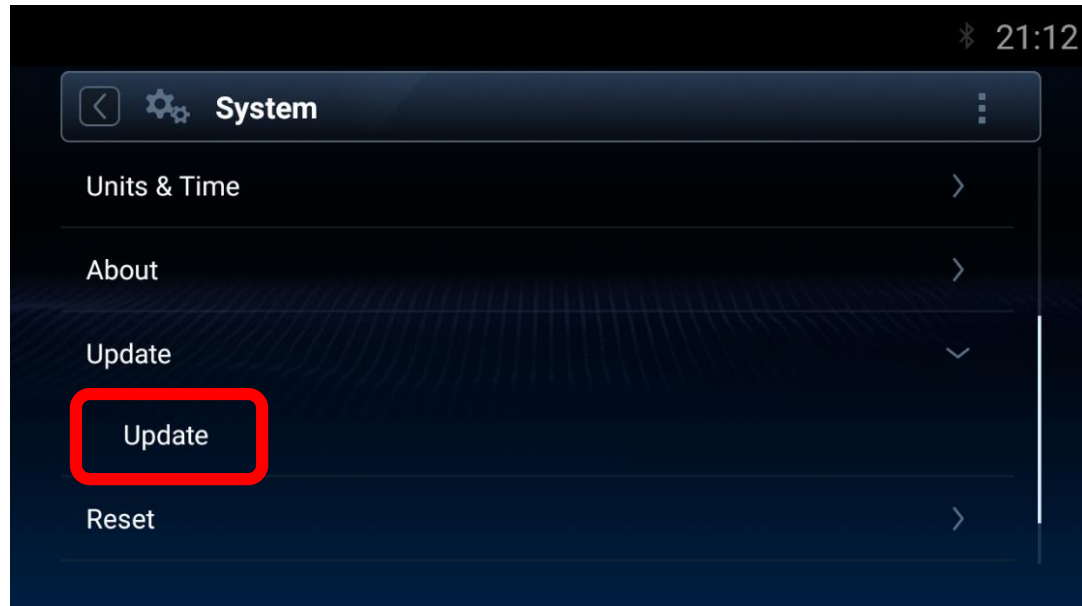
Insert USB flash drive

Update steps

Update Steps

Step1. Click [Settings] in the navigation bar to enter the settings page.

Step2. Click [System] in settings page to enter the system page.

Update Steps – cont.
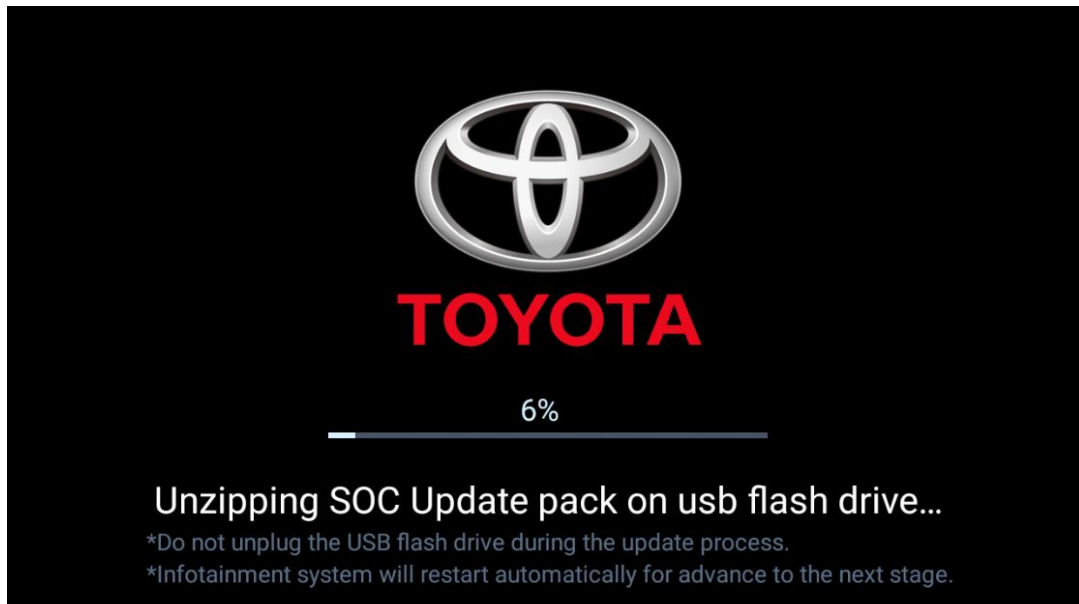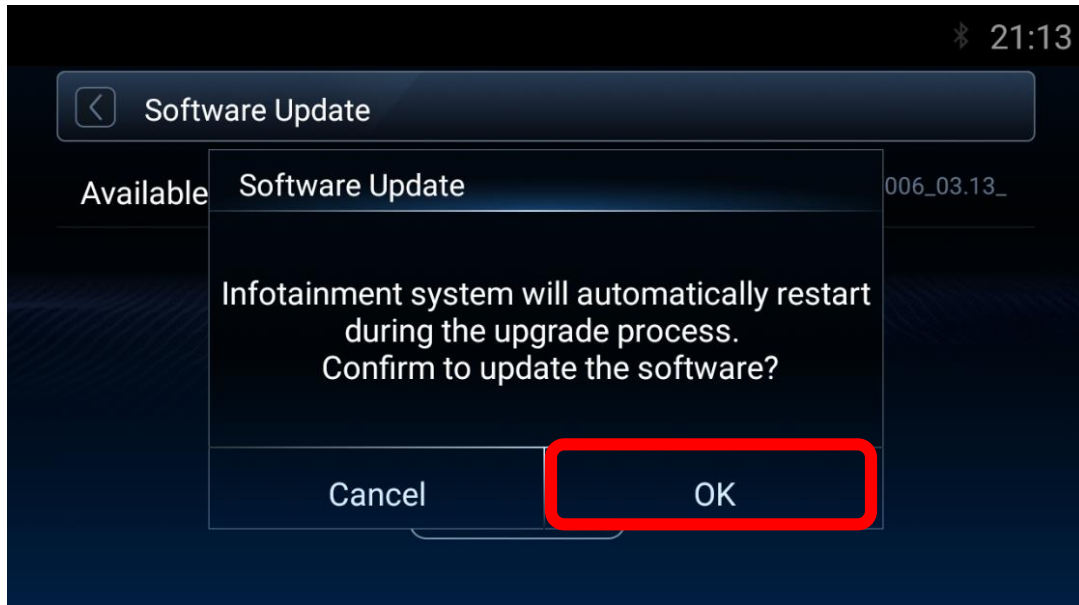

Step3. Scroll down the list and click **"Update"**, then click **"Update"** to enter the software update page.

Step4. In the software update page, the available update source will show up automatically if there is available package detected from USB flash drive. click **[Begin Update]** to the next step.

* Note: If you do not see the update source, refer to **Trouble Shooting** (Page16)

Update Steps – cont.

Step5. A message will pop-up before enter the software update process, click [OK] and the installation process will start automatically.

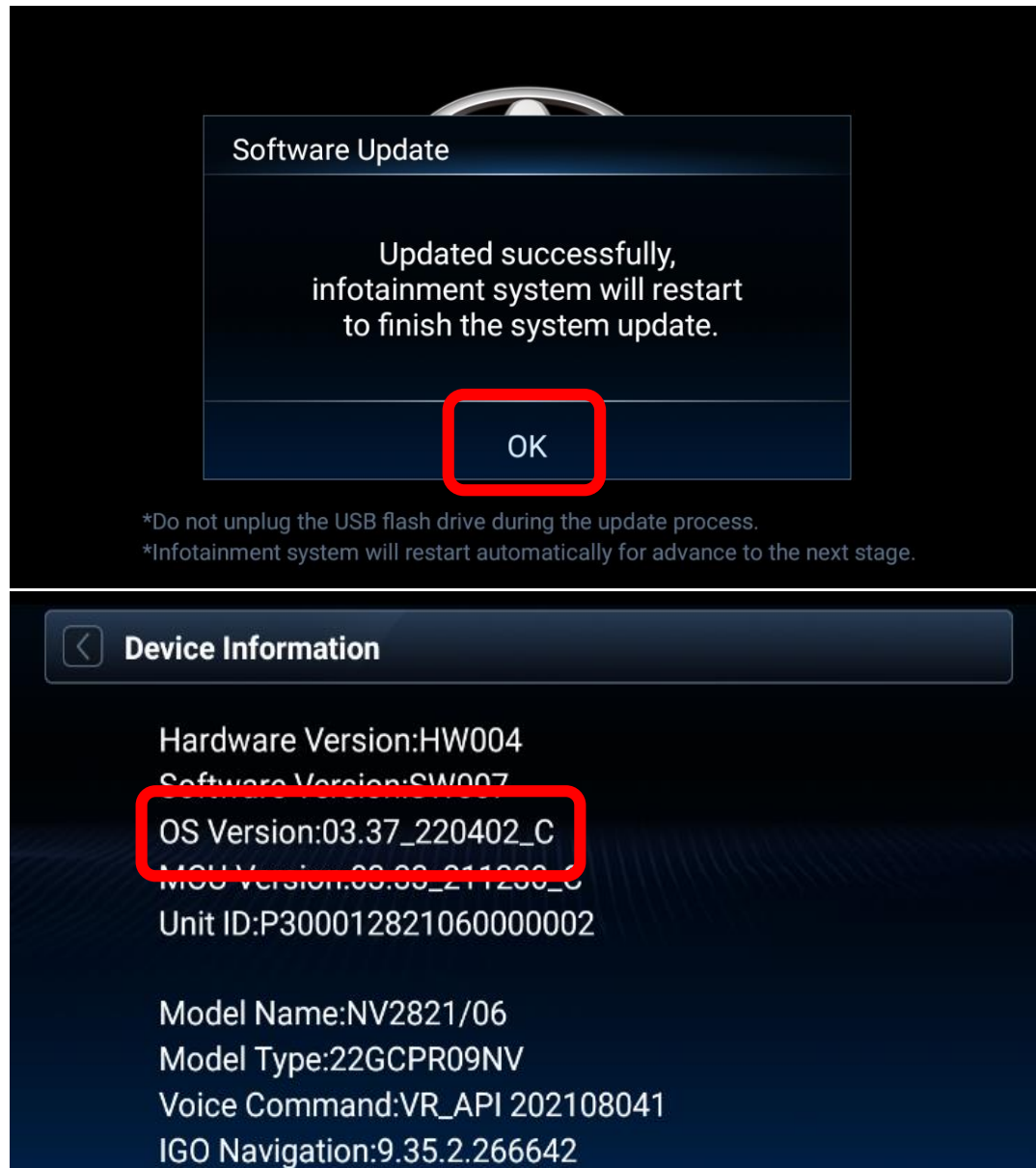*** Note: If you do not see the update progress, refer to Trouble Shooting (Page17)**

Step6. The update progress will be shown in the page, infotainment system will restart several times automatically for advance to next stage during the installation process.

⚠️

-It will take around 20 minutes.
-Do not remove USB flash drive and operate or engine off during update process until a message "Updated successfully" popup.

Update Steps – cont.

Step7. When the installation was finished, a message will pop-up shows the updated successfully, click **[OK]** and the infotainment system will restart again to finish the system update.

* Note: If you do not see the successfully message, refer to **Trouble Shooting** (Page18,19,20)

Step8. After the system update process, click **[Settings]** -> **[System]** to enter the system page. Scroll down the list and click **"About"** button, then short press **"Device Information"** to enter the device information page.

*Note:
Please check the OS version is the same as "03.37_220402_C.

Device Information

Hardware Version:HW004
Software Version:SW007
OS Version:03.37_220402_C
MCU Version:03.33_211230_C
Unit ID:P30001282106000002

Model Name:NV2821/06
Model Type:22GCPR09NV
Voice Command:VR_API 202108041
IGO Navigation:9.35.2.266642

If the OS version is the same as "03.37_220402_C, it can go to next step for the map updating.
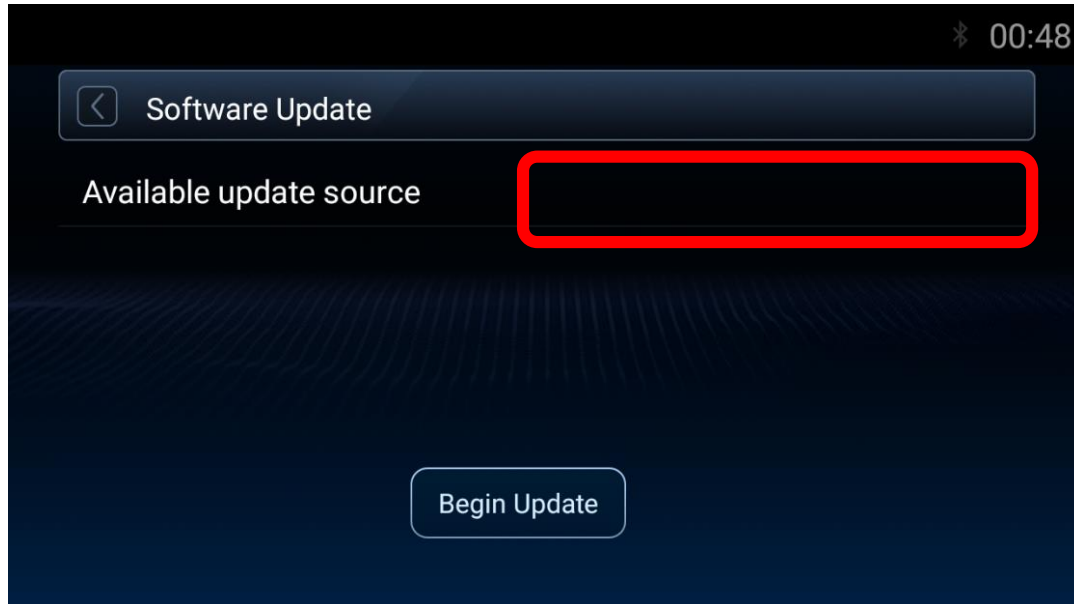
Pleaser follow the map update instructions from the Step2 of website :
"SYNCHRONIZE THE USB FLASH DRIVE WITH THE NAVIGATION SYSTEM ".

https://toyota-carmax.welcome.naviextras.com/guide_prado_en.html

Trouble shooting

Trouble Shooting

Software Update page does not show available update source after inserted USB flash drive
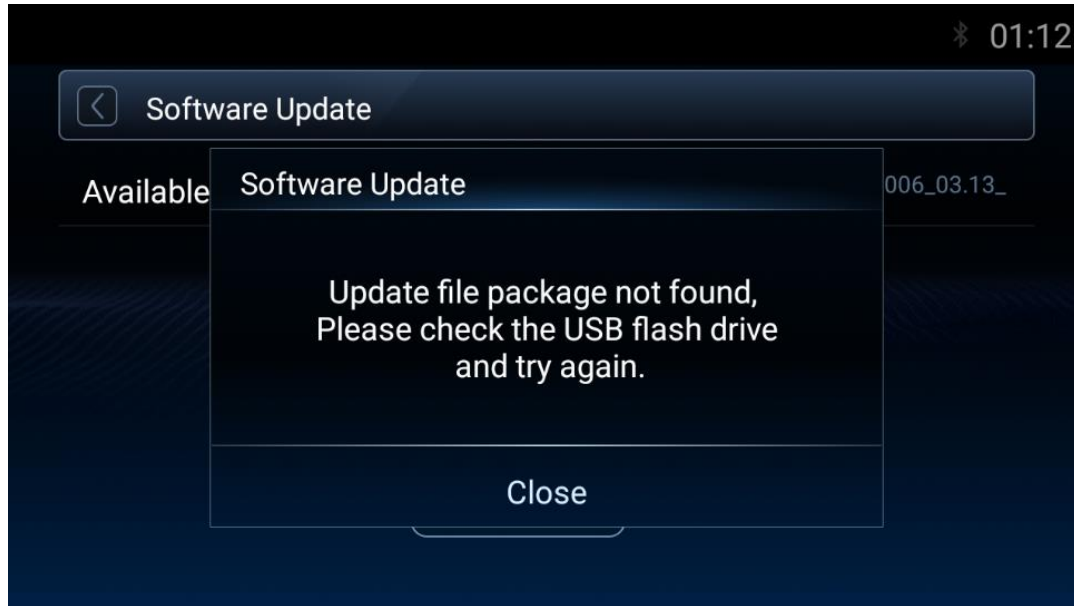

It could be:

◆ **USB flash drive is not inserted properly**
[Action] Re-insert USB flash drive.

◆ **USB Connection is set as "Fast Charge Mode"**
[Action] Set as "Data Transfer Mode".
Go Settings->System->USB->USB Connection.

◆ **File location or format is not correct**
[Action] Check
"22GCPR09NV_SW007_03.37_220402_C.zip" in
the root of USB flash drive.

Trouble Shooting – cont.

System pop-up a window which shows "Update file package not found…" after pressing [Begin Update] of Software Update page

It could be:

◆ **OS version is greater than [03.37_220402_C], [Action] Follow page 3~4 to recheck OS Version.**

◆ **USB flash drive is not inserted properly [Action] Re-insert USB flash drive.**

Trouble Shooting – cont.

Update Failed with Error Code 15

If the infotainment system update failed with a message "SOC update failed, error code=15+information =update failure".

① Please turn Engine OFF over 5 seconds
② Turn Engine ON to restart the infotainment system
③ Start a factory data reset
④ Insert USB flash drive again and repeat update steps

Trouble Shooting – cont.

MCU related update, and get stuck over 5 mins

During the MCU related update, and get stuck over 5 mins
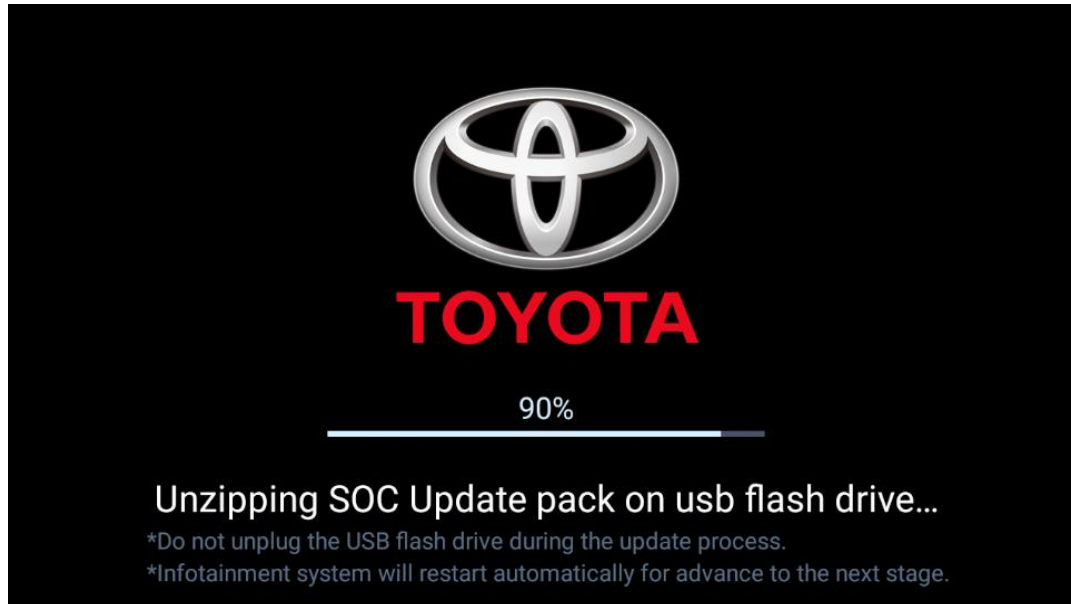
① Unplug the USB flash drive and turn Engine off.

② Disconnect the negative electrode of the battery and Re-connect it.

③ Turn Engine on to restart the infotainment system.

④ Re-insert USB flash drive again and repeat update steps above.

*Note:

Some items must be initialized after the battery being reconnected.

⚠ If not familiar with battery disconnect operation, please find Toyota Dealer for further support.

Trouble Shooting – cont.

Accidentally unplug USB flash drive / Engine off the infotainment system during update process

90%

Unzipping SOC Update pack on usb flash drive...
*Do not unplug the USB flash drive during the update process.
*Infotainment system will restart automatically for advance to the next stage.

If the update is accidentally interrupted due to USB disconnect or engine off problem

① Turn Engine on to restart the infotainment system.

② Start a factory data reset.

③ Insert USB flash drive again and repeat update steps above.