

Average Speed and Elapsed Time Do Not Display on Display Audio Screen

Service Category Vehicle Interior

Section Meter/Gauge/Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	Highlander	

Introduction

Some 2014 model year LE grade Highlander vehicles equipped with the 6.1 inch Entune[®] display audio system may exhibit a condition in which Average Speed or Elapsed Time data is not displayed on the trip information section of the display audio screen. Follow the Repair Procedure in this bulletin to address this condition.

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	GRADE	PLANT	ENGINE	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Highlander	LE	TMMI	2GR-FE	2WD	5TDZKRFH#ES013459
				4WD	5TDBKRFH#ES021865
			1AR-FE	2WD	5TDZARFH#ES005811

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1412	Reprogram Combination Meter	0.5	83800-0E540 83800-0E590	87	74

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.

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Parts Information

PART NUMBER	PART NAME	QTY
83800-0E540 83800-0E590	Meter Assy, Combination	-

NOTE

The Combination Meter Assembly should NOT be replaced as part of the Repair Procedure.

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
Techstream Lite		TSLITEPDLR01	

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
GR8 Battery Diagnostic Station*	00002-MCGR8	1

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 9.20.022 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.
- Additional SSTs may be ordered by calling 1-800-933-8335.
- The Diagnostic Tester is NOT recommended for flash reprogramming. Please use Techstream or an approved J2534 interface to perform flash reprogramming updates. Visit techinfo.toyota.com for more information regarding J2534 reprogramming.



* Essential SST.

Calibration Information

MODEL	ECM (CPU)	CALIBRATION ID		VDS
		PREVIOUS	NEW	
Highlander	Combination Meter	838000E54006 838000E54007	838000E54008	ZKRFH BKRFH ZARFH

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Repair Procedure

1. Confirm that no Average Speed or Elapsed Time data is displayed in the Trip Information screen of the display audio unit.
2. Flash reprogram the Combination Meter.

NOTE

- The GR8 Battery Diagnostic Station **MUST** be used in Power Supply Mode to maintain battery voltage above 11.4 volts while flash reprogramming the Combination Meter.
- For details on how to use the GR8 Battery Diagnostic Station, refer to the [GR8 Instruction Manual](#) located on the Technical Information System (TIS), *Diagnostics – Tools & Equipment – Battery Diagnostics*.

Follow the procedures outlined in Service Bulletin [T-SB-0012-13](#) “*Techstream ECU Flash Reprogramming Procedure*,” and flash the Combination Meter with the NEW calibration file update.

3. Confirm that the combination meter operates normally and that Average Speed and Elapsed Time data is displayed on the display audio screen.