

# Rear Seat Entertainment Headphones Intermittently Inoperative

**Service Category** Audio/Visual/Telematics

**Section** Audio/Video

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016	Land Cruiser	

## Introduction

Some 2016 model year Land Cruisers equipped with Rear Seat Entertainment (RSE) headphones may exhibit audio signal loss in the passenger side rear seat intermittently. RSE headphones will work normally when in the center seat or left rear seat. RSE Headphones may exhibit audio signal loss if the left side screen is turned off. New wireless headphones are available to address this condition.

## Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1613	R & R RSE Headphones	0.2	PT943-00141	85	52

### 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.

## Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
PT943-00141	PT943-00140	Wireless Headphones	2

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### Repair Procedure

1. Identify the headphones currently in the vehicle.
2. Is there a channel select switch on the earpiece?
  - **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
  - **NO** — Go to step 3.

Figure 1.



3. Replace the headphones.
4. Verify the headphones operate normally.