



**ATTENTION: This Technical Service Bulletin was issued by Southeast Toyota Distributors, LLC.**

**For Toyota Dealers located within the Southeast Region:** Please refer to SET Dealer Daily to obtain instructions on how to order parts and submit a warranty claim (If applicable).

**For Lexus Dealers or Toyota Dealers NOT located in Florida, Georgia, Alabama, South Carolina or North Carolina:** For Repair Authorization, Parts Ordering, and Warranty Claims please contact Southeast Toyota Distributors Warranty Claims Department:

(888)851-2722

Press 5, then Press 4 for Out of Region SET Repairs

[Accessory.Warranty@SEToyota.com](mailto:Accessory.Warranty@SEToyota.com)

Thank you for your continued support.

# SET ACCESSORY REAR SEAT ENTERTAINMENT- DVD SOUND QUALITY DURING STOP START OPERATION

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## Applicability

YEAR(S)	MODEL(S)	INSTALLED ACCESSORY INFORMATION		
		DESCRIPTION	ACCESSORY CODE	KIT PART NUMBER
2017	Highlander	Rear Seat Entertainment	DV1000, DV1010	00016-00126

**\*\*This Publication does not apply to Vehicles Originally Equipped with a Rear Seat Entertainment System from the factory or Systems added by other manufacturers.**

## Introduction

Vehicles with Toyota's engine stop and start system and Southeast Toyota (SET) rear seat entertainment overhead DVD system may experience DVD sound quality issues during engine stop and start operation due to system voltage fluctuations. This TSB addresses the concern with the addition of a voltage stabilization module.

## Warranty Information

For Dealers located in the Southeast Region, Florida, Georgia, Alabama, South Carolina, or North Carolina, Submit Warranty claim utilizing the information below.

OP CODE	DESCRIPTION	TIME	OPF	T1	T2
AED031	Install Voltage Regulator	0.7 hr	00016-00126	99	99
<b>NOTE:</b> Warranty not applicable to DIO installs performed after September 1, 2017.					
<b>Port Installed Option (PIO)</b> - is in effect for 36 months or 36,000 miles from the vehicle's in-service date, whichever occurs first. <i>Unless otherwise specified in vehicle VIN inquiry.</i>					
<b>Dealer Installed Option (DIO)</b> - is in effect for 12 months, regardless of mileage, from the date the part(s) was installed on the vehicle or the remainder of any applicable New Vehicle Limited Warranty, whichever provides greater coverage.					
<b>Over the Counter Sale (OCS)</b> - is in effect for 12 months, regardless of mileage, from the date the part(s) were sold. Labor is not warranted for over-the counter service part replacements.					

If you are a dealer located outside of the Southeast Region, please contact the SET Accessory Warranty Department at (888) 851-2722 or email [Accessory.Warranty@SEToyota.com](mailto:Accessory.Warranty@SEToyota.com) for claim payment instructions.

## DVD SOUND QUALITY DURING ENGINE STOP-START OPERATION

### Parts Information

PART NUMBER	DISCRIPTION
00016-00126-99	Rear Seat Entertainment Voltage Stabilization module kit

If you are a dealer outside of the SET region, please contact the SET accessory department at (888) 851-2722 or email [Accessory.Warranty@SEToyota.com](mailto:Accessory.Warranty@SEToyota.com).

### ACCESSORY IDENTIFICATION

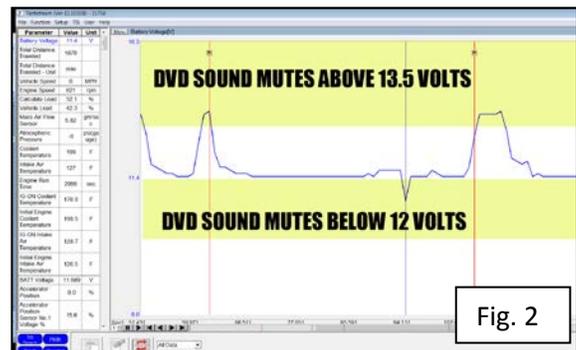
1. Perform TIS VIN inquiry or Service Lane Search
  - a) Port installed accessories are identified by the accessory code listed in applicability chart on page 1.
  - b) Dealer installed accessories can be identified by part number listed in the applicability chart on page 1 shown in service history.
 

HINT: SET DVD units can also be identified by the (A) Southeast Toyota Splash screen or (B) Southeast Toyota logo at the bottom of the screen. (Fig. 1)
  - c) This TSB does not apply to vehicles equipped with Rear Seat Entertainment systems other than what is indicated.



### VERIFY CONDITION

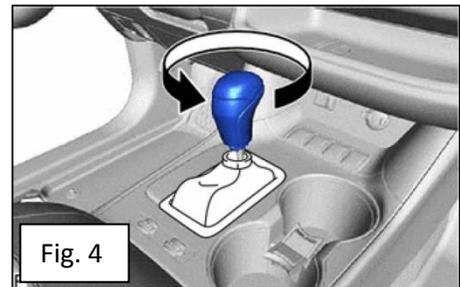
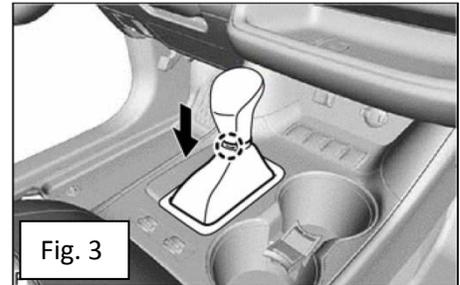
2. Review Owner's manual to determine conditions required for Engine Stop and Start operation.
3. Monitor Techstream engine data, battery voltage parameter while playing DVD in the rear seat entertainment system. Drive vehicle in conditions required for Engine Stop and Start operation.
  - If sound is momentarily muted when the ignition voltage drops below 12 volts or rises above 13.5 volts, this TSB applies. (Fig. 2) Proceed to step 4 in the repair section.
  - If concern is not as described, TSB does not apply. Please consult the installation instructions on TIS for diagnostics.



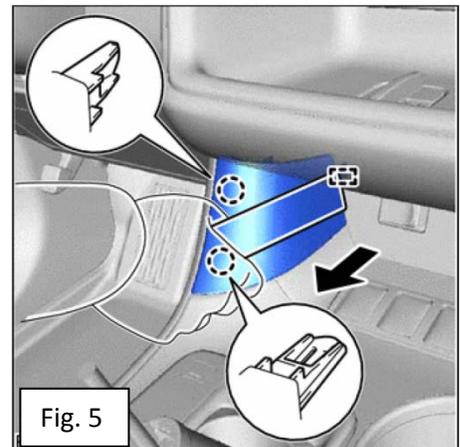
## DVD SOUND QUALITY DURING ENGINE STOP-START OPERATION

### REPAIR

4. APPLY THE PARKING BRAKE.
5. REMOVE SHIFT LEVER KNOB SUB-ASSEMBLY
  - a) Disengage the claw and disconnect the shift hole cover sub-assembly as shown in the illustration. (Fig. 3)
  - b) Turn the shift lever knob sub-assembly counterclockwise and remove it. (Fig. 4)



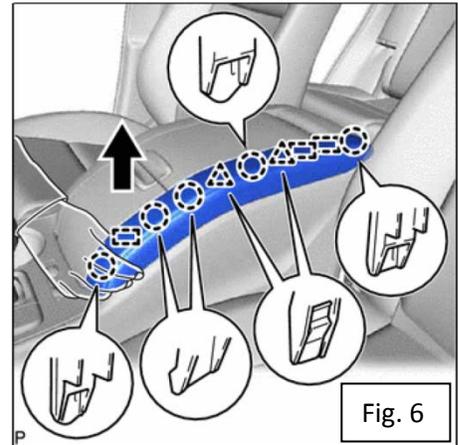
6. REMOVE FRONT PANEL GARNISHES LH and RH
  - a) Using a molding remover, disengage the 2 claws and guide, and remove the front panel garnish LH as shown in the illustration (Fig. 5)
  - b) Repeat process to remove RH front panel garnish.



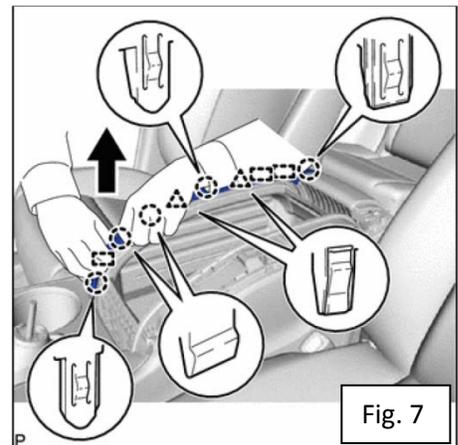
## DVD SOUND QUALITY DURING ENGINE STOP-START OPERATION

### 7. REMOVE NO. 1 AND NO. 2 CONSOLE UPPER PANEL GARNISH

- a) Disengage the 5 claws, 2 clips and 3 guides, and remove the No. 1 console upper panel garnish as shown in the illustration. (Fig. 6)

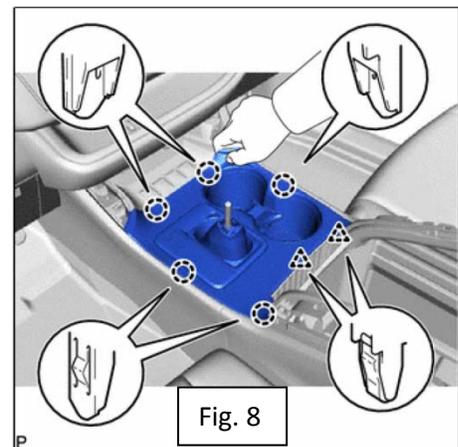


- b) Disengage the 5 claws, 2 clips and 3 guides, and remove the No. 2 console upper panel garnish as shown in the illustration. (Fig. 7)



### 8. REMOVE UPPER CONSOLE PANEL SUB-ASSEMBLY

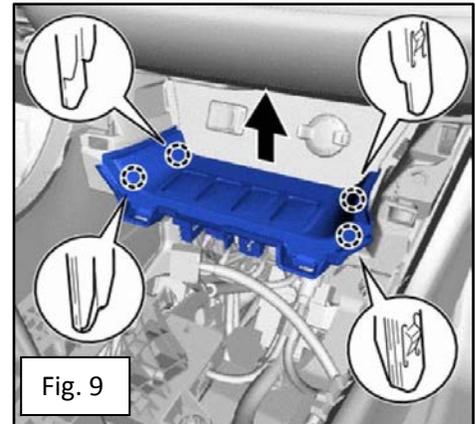
- a) Move the shift lever to N.
- b) Disengage the 5 claws and 2 clips as shown in the illustration. (Fig. 8)
- c) Disconnect the connector and remove the upper console panel sub-assembly.



## DVD SOUND QUALITY DURING ENGINE STOP-START OPERATION

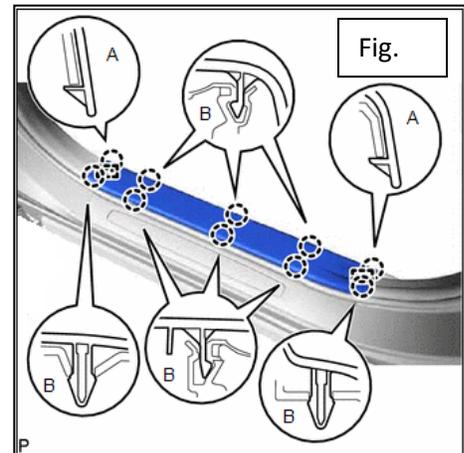
### 9. REMOVE NO. 2 SWITCH HOLE BASE.

- a) Disengage the 4 claws as shown in the illustration.
- b) Disconnect each connector to remove the No. 2 switch hole base. (Fig. 9)



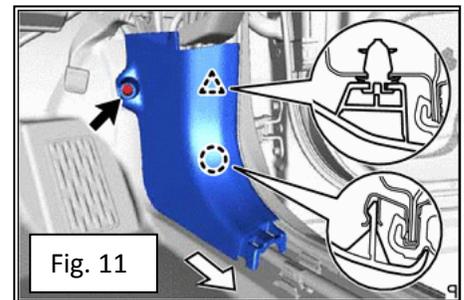
### 10. REMOVE FRONT DOOR SCUFF PLATE RH

- a) Disengage the 2 claws.
- b) Disengage the 8 claws (B) and 2 guides to remove the front door scuff plate RH. (Fig. 10)



### 11. REMOVE COWL SIDE TRIM SUB-ASSEMBLY RH

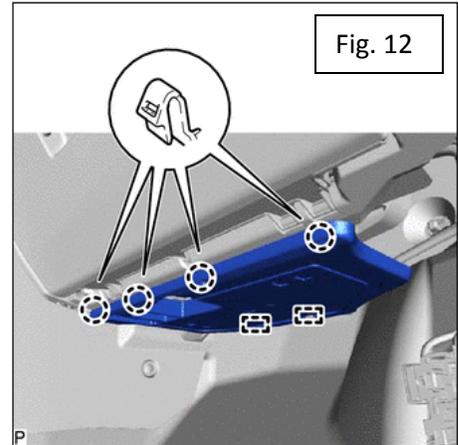
- a) Remove the Nut.
- b) Disengage the claw and clip to remove the cowl side trim sub-assembly RH as shown in the illustration. (Fig. 11)



## DVD SOUND QUALITY DURING ENGINE STOP-START OPERATION

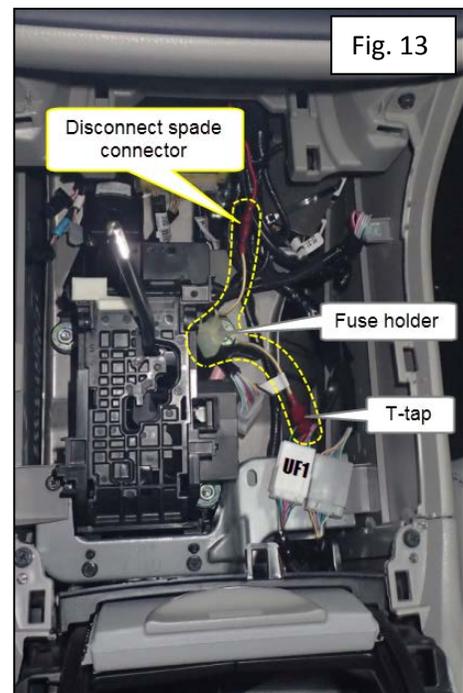
### 12. REMOVE NO. 2 INSTRUMENT PANEL UNDER COVER SUB-ASSEMBLY

- a) Disengage the 4 claws and 2 guides to remove the No. 2 instrument panel under cover sub-assembly. (Fig. 12)



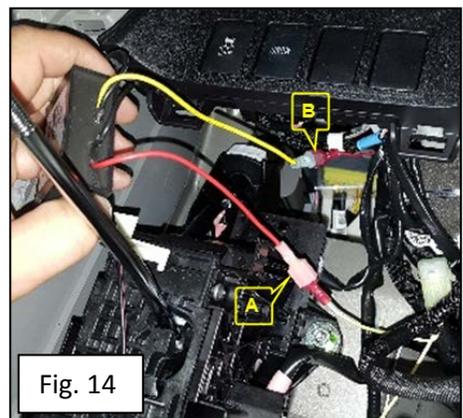
### 13. LOCATING ACCESSORY WIRING IN CENTER CONSOLE NEXT TO SHIFTER.

- a) Locate the Yellow wire at T-tap to the green wire at Connector UF1 pin 6.
- b) Follow yellow wire to fuse holder then to spade connector.
- c) Disconnect spade connector between Accessory fuse harness, yellow wire and Accessory power harness, red wire. (Fig. 13)



### 14. CONNECT VOLTAGE STABILIZATION MODULE

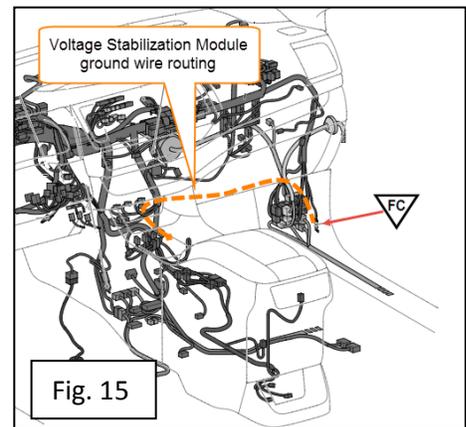
- a) Connect the YELLOW wire from the accessory fuse harness to the RED wire of the voltage stabilization module. (Fig. 14 A)
- b) Connect the YELLOW wire of the voltage stabilization module to the RED wire of the accessory power harness. (Fig. 14 B)



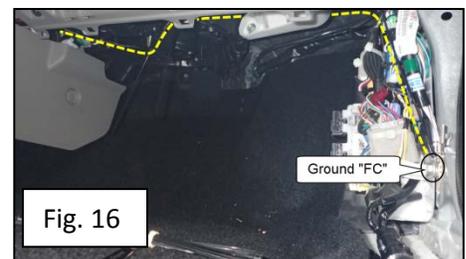
## DVD SOUND QUALITY DURING ENGINE STOP-START OPERATION

- c) Route the BLACK wire of the voltage stabilization module from the center console to the passenger side lower dash area. (Fig. 15)

*HINT: To aid in wire routing through the center console, use a fish tape or a long cable tie.*



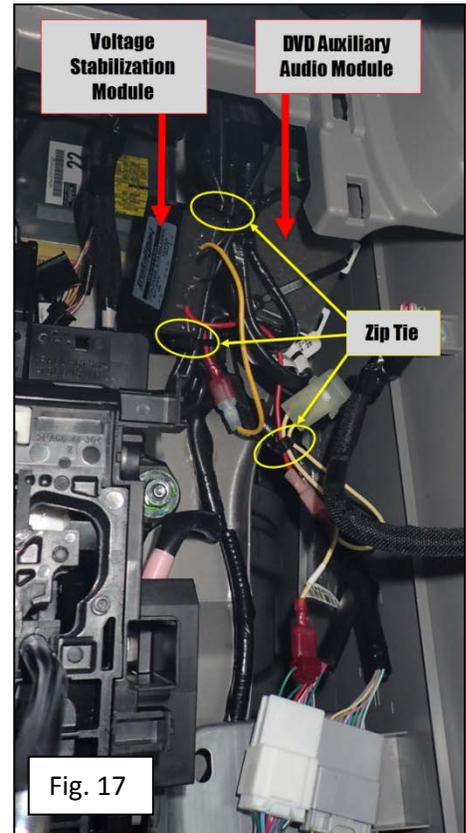
- d) Connect the BLACK ground wire's ring terminal to the factory ground FC in the passenger's kick panel. (Fig. 16) Secure to factory wiring harness with cable ties every 6-8 inches. Torque ground bolt to 57 in-lbf.



## DVD SOUND QUALITY DURING ENGINE STOP-START OPERATION

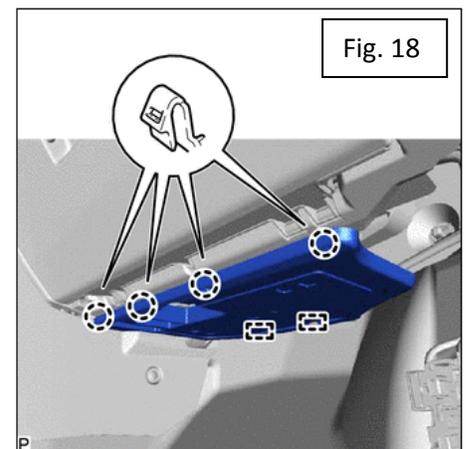
### 15. SECURE VOLTAGE STABILIZATION MODULE

- a) Use the supplied long cable tie to secure the Voltage Stabilization Module to the factory wiring harness, located near the Accessory Aux module.
- b) Secure excess wiring along factory harness using cable ties. (Fig. 17)



### 16. INSTALL NO. 2 INSTRUMENT PANEL UNDER COVER SUB-ASSEMBLY

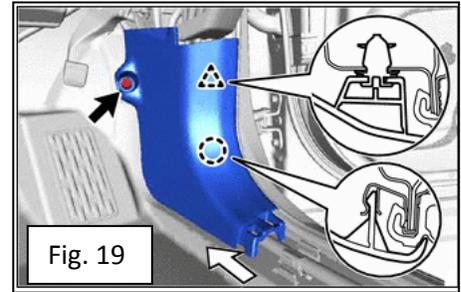
- a) Engage the 4 claws and 2 guides to install the No. 2 instrument panel under cover sub-assembly. (Fig. 18)



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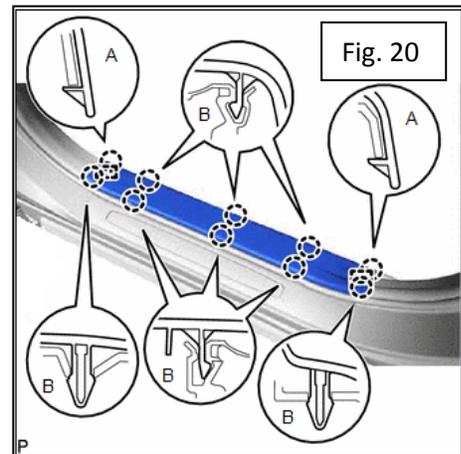
### 17. INSTALL COWL SIDE TRIM SUB-ASSEMBLY RH

- a) Engage the claw and clip to install the cowl side trim sub-assembly RH as shown in the illustration. (Fig. 19)
- b) Install the retaining nut



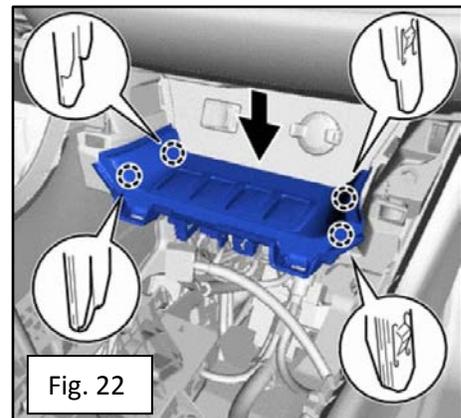
### 18. INSTALL FRONT DOOR SCUFF PLATE RH

- a) Engage the 8 claws (B) and 2 guides (A) to install the front door scuff plate RH. (Fig. 20)
- b) Engage the 2 claws.



### 19. INSTALL THE NO. 2 SWITCH HOLE BASE.

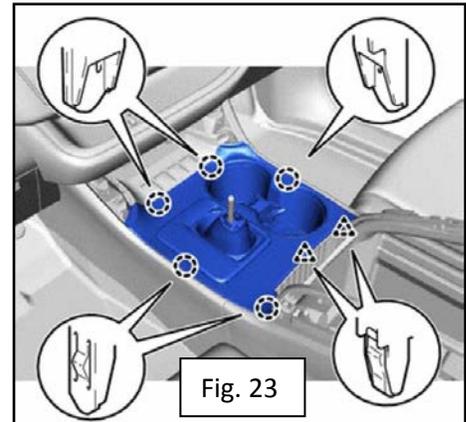
- a) Connect each connector.
- b) Engage the 4 claws to install the No. 2 switch hole base as shown in the illustration. (Fig. 22)



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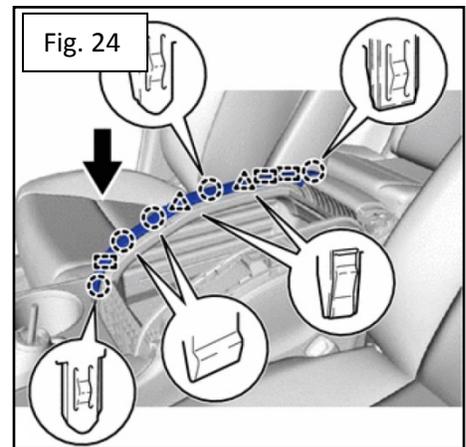
### 20. INSTALL UPPER CONSOLE PANEL SUB-ASSEMBLY

- a) With the shift lever to N.
- b) Connect the connector and install the upper console panel sub-assembly.
- c) Engage the 5 claws and 2 clips as shown in the illustration. (Fig. 23)

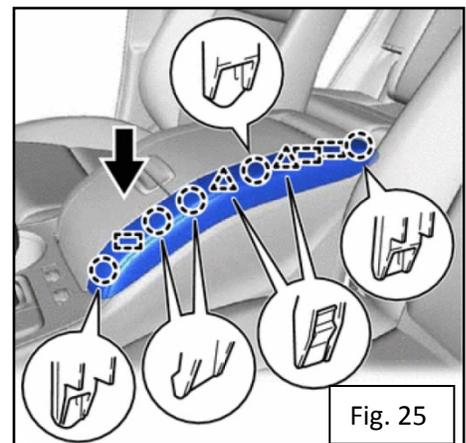


### 21. INSTALL NO. 1 AND NO. 2 CONSOLE UPPER PANEL GARNISH

- c) Engage the 5 claws, 2 clips and 3 guides, and install the No. 1 console upper panel garnish as shown in the illustration. (Fig. 24)



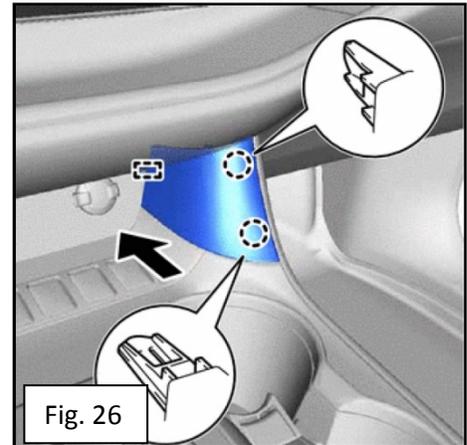
- d) Engage the 5 claws, 2 clips and 3 guides, and install the No. 2 console upper panel garnish as shown in the illustration. (Fig. 25)



## DVD SOUND QUALITY DURING ENGINE STOP-START OPERATION

### 22. INSTALL FRONT PANEL GARNISHES LH and RH

- c) Engage the 2 claws and guide, and install the front panel garnish LH as shown in the illustration (Fig. 26)
- d) Repeat process to install RH front panel garnish.



### 23. INSTALL SHIFT LEVER KNOB SUB-ASSEMBLY

- a) Turn the shift lever knob sub-assembly counterclockwise and remove it. (Fig. 27)
- b) Engage the claw and connect the shift hole cover sub-assembly as shown in the illustration. (Fig. 28)

