TOYOTA
Technical Service Bulletin

Echo During Bluetooth Call (Panasonic Equipped With JBL)

Service Category	Audio/Visual/Telematics

Section	Navigation/Multi Info Display	Market	USA

Toyota Supports
ASE Certification **ASE**

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	Camry, Camry HV	

Introduction

Some 2018 model year Camry and Camry HV vehicles may exhibit a condition where the incoming caller will hear an echo during a Bluetooth call through the head unit. This applies to Panasonic head units equipped with JBL. Updated head units are available through the exchange program to address this condition. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1714	R & R Multi-display	0.8	86140-06490 86140-06500 86140-06870 86140-06880	87	74

APPLICABLE WARRANTY
- **This repair is covered under the Toyota Comprehensive 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
86140-06490 86140-06500 86140-06870 86140-06880	Receiver Assy, Radio & Display	1

Repair Procedure

1. Confirm the condition exists.
   Does the incoming caller hear an echo during a Bluetooth call through the head unit?
   - **YES —** Continue to step 2.
   - **NO —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Replace the head unit with an exchange unit.
   Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:
   - 2018 Camry:
     Audio/Visual/Telematics – Audio/Video – "Audio / Video: Radio Receiver: Removal / Installation"
   - 2018 Camry HV:
     Audio/Visual/Telematics – Audio/Video – "Audio / Video: Radio Receiver: Removal / Installation"

3. Confirm normal operation of the vehicle.