



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

Thank you for your continued support.



Southeast Toyota Distributors, LLC

Accessory Service Bulletin

SET ACCESSORY REAR SEAT ENTERTAINMENT DIAGNOSTIC AND COMPONENT EXCHANGE INFORMATION

APPLICABILITY

YEAR(S)	MODEL(S)	INSTALLED ACCESSORY INFORMATION		
		DESCRIPTION	ACCESSORY CODE	KIT PART NUMBER
2015-17	4Runner	Rear Seat Entertainment, Overhead DVD	DV1000 or DV1010	00016-00126-01 00016-00126-02
2015-17	Highlander		DV1000 or DV1010	00016-00126-10 00016-00126-11
2015-17	Rav4		DV1000 or DV1010	00016-00126-08 00016-00126-09
2015-17	Sequoia		DV1010	00016-00126-07
2015-17	Sienna		DV1000, DV1010, or DV1020	00016-00126-03 00016-00126-04 00016-00126-05
2015-17	Tundra		DV1000 or DV1010	00016-00126-06 00016-00126-07

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

INTRODUCTION

Southeast Toyota (SET) offers Rear Seat Entertainment overhead DVD players as a Port installed option on various vehicles. These Rear Seat Entertainment systems are also offered for sale by our dealers as dealer installed accessories.

The purpose of this publication is to provide dealer personnel with the location of diagnostic information, contact information for diagnostic assistance, and component exchange center contact information.

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	OFF	T1	T2
<i>Utilize the SET Accessory Warranty page on SET Dealer Daily for exact component replacement times</i>					
Port Installed Option (PIO) - 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>					
Dealer Installed Option (DIO) - 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.					
Over the Counter Sale (OCS) - 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@SETToyota.com for claim payment instructions.

REAR SEAT ENTERTAINMENT- GENERAL DIAGNOSTICS

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 Factory Rear Seat Entertainment systems or systems added by other manufacturers.

DIAGNOSTIC INFORMATION

- The installation instructions located in the TIS “ACCY” tab contain symptom charts and wiring diagrams.
- The Accessory Owner’s manual, included with overhead DVD contains operation functions including tips on DVD remote control functions.
- For initial diagnostic support and exchange part assistance, please contact customer service at 1(866)869-7888.
- Per “Fixed Right First Time” Protocol, for second or subsequent repairs, create a TAS case and call SET Accessory Hotline 1(888)851-2722.