

Abnormal JBL Amplifier Operation

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports
 ASE Certification 

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 volume cannot be changed from level 41 in any mode or intermittently there is no sound until the vehicle is restarted. 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	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Camry	TMMK	2GR-FKS	4T1BZ1HK#JU001951 4T1BZ1HK#JU500417
		A25A-FKS	4T1B11HK#JU004171 4T1B11HK#JU502828
Camry HV		A25A-FXS	4T1B21HK#JU001425 4T1B21HK#JU500180

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1711	R & R Stereo Component Amp Assy	0.8	86280-06170	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
86280-06170	Amplifier Assy, Stereo Component	1

Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit one or both of the following conditions?

- The volume CANNOT be changed from level 41 in ANY mode.
- Intermittently there is NO sound until the vehicle is restarted.
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Replace the JBL stereo amplifier assembly.

Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

- 2018 Camry:
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Component Amplifier: [Removal / Installation](#)”
- 2018 Camry HV:
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Component Amplifier: [Removal / Installation](#)”

3. Confirm normal operation.