

# Abnormal Radio Operation (Panasonic)

**Service Category** Audio/Visual/Telematics

**Section** Navigation/Multi Info Display

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	Sienna	

## Introduction

Some 2019 model year Sienna vehicles equipped with Entune™ 3.0 Premium Audio (version 1187) may exhibit one or more of the following conditions.

- Intermittent black screen
- Intermittent garbled screen
- Intermittent screen freeze
- Entune™ apps inoperative
- Destination Assist inoperative
- Hybrid Navigation inoperative
- Hybrid Voice Recognition inoperative

Updated head units are available through the exchange program. Follow the Repair Procedure in this bulletin to address this condition.

## Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
860031N	R & R Radio Tuner for Post Facelift	0.5	86140-08190 86140-08210	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

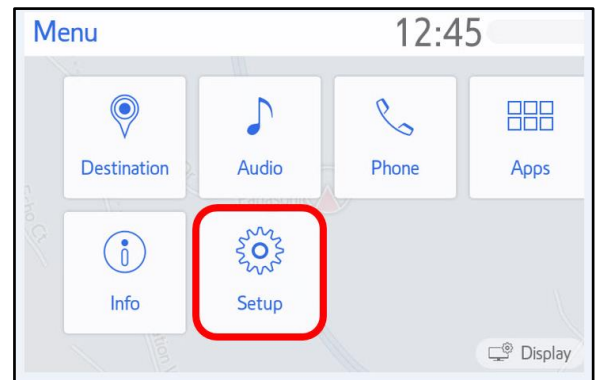
PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
	86140-08190	Receiver Assy, Radio & Display	1
	86140-08210		

### Repair Procedure

1. Confirm the condition exists.  
Does the vehicle exhibit ANY of the conditions described in the Introduction?
  - **YES** — Continue to step 2.
  - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

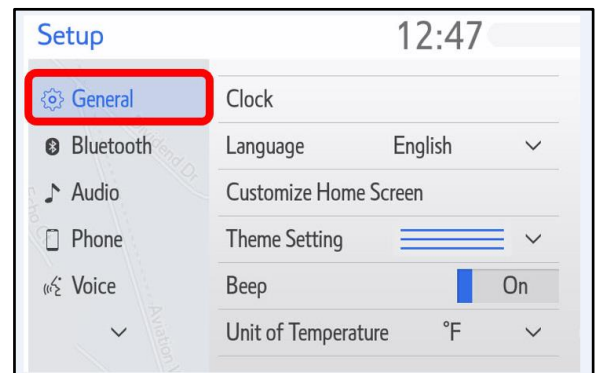
2. Press the Menu button on the radio faceplate, then select Setup.

**Figure 1.**



3. Select General on the Setup screen

**Figure 2.**

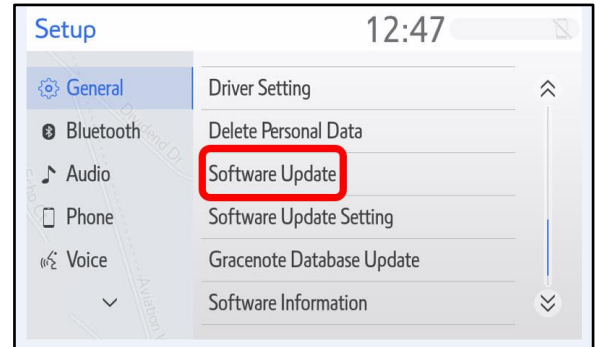


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### Repair Procedure (continued)

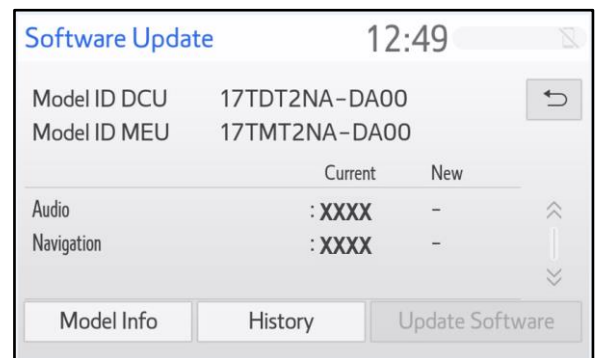
4. Scroll down and select Software Update.

Figure 3.



5. Verify that the software version is the same as indicated in the Introduction (version 1187).

Figure 4.



6. Does the audio software version match 1187?
  - **YES** — Continue to step 7.
  - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
7. Replace the radio.
  - A. Remove the radio.

Refer to TIS, applicable model and model year Repair Manual:

**NOTE**

Follow Repair Manual steps 1 – 8 and 11.

- 2019 Sienna:  
*Audio/Visual/Telematics – Navigation/Multi Info Display – [“Navigation / Multi Info Display: Navigation Receiver: Removal”](#)*

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### Repair Procedure (continued)

- B. Install the NEW or exchange radio.

Refer to TIS, applicable model and model year Repair Manual:

**NOTE**

Follow Repair Manual steps 1 and 4 – 11.

- 2019 Sienna:  
*Audio/Visual/Telematics – Navigation/Multi Info Display* – [“Navigation / Multi Info Display: Navigation Receiver: Installation”](#)

8. Confirm normal head unit operation.