

Poor Sound Quality - JBL Equipped

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2017 - 2020	4Runner	

Introduction

Some 2017 – 2020 model year 4Runner vehicles equipped with JBL® audio may exhibit poor sound quality coming from the dash speakers or static/feedback heard by the incoming caller. Updated speakers are available to address this condition. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1917	R & R Speaker Assy, Front No. 2	0.4	86150-35090 86150-35120	76	14
Combo A	Opposite Side	0.2			

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.

Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
86150-35090	86150-35120	Speaker Assy, Front No.2	1 – 2

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Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit poor sound quality coming from the dash speakers or static/feedback heard by the incoming caller?

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Replace the affected speaker(s).

- A. Remove the affected speakers.

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

- 2017 – 2020 4Runner:
Audio / Visual / Telematics – Audio / Video – [“Audio / Video: Instrument Panel Speaker: Removal”](#)

- B. Install the NEW speaker(s).

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

- 2017 – 2020 4Runner:
Audio / Visual / Telematics – Audio / Video – [“Audio / Video: Instrument Panel Speaker: Installation”](#)

3. Confirm normal speaker operation.