

Voice Prompts and Beeps Inoperative - JBL Equipped

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	Highlander, Highlander HV	

REVISION NOTICE

January 17, 2020 Rev1:

- The Introduction section has been updated.
- Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2019 model year Highlander and Highlander Hybrid vehicles equipped with JBL audio may exhibit inoperative text message playback, navigation voice prompts, and/or button beeps with the setting ON. Updated amplifiers are available through the exchange program to address this condition. 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
Highlander	TMMI	FWD	5TDYZRFH#KS327465
Highlander HV		AWD	5TDDZRFH#KS982745
			5TDDGRFH#KS065294

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
860601	R & R Stereo Component Amplifier Assembly	1.4	86280-0E120	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.

Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
86280-0E120	86280-0E121	Amplifier Assy, Stereo Component*	1

*Obtain amplifier assembly through the Manufacture Exchange Center with the exception of in-stock vehicles, which require new unit replacement.

Repair Procedure

1. Confirm the condition as described in the Introduction.
 Are the text message playback, voice prompts, and/or button beeps inoperative?
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
2. Replace the stereo component amplifier assembly with an exchange unit.
 Refer to TIS, applicable model and model year Repair Manual:
 - 2019 Highlander:
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Component Amplifier: [Removal](#) / [Installation](#)”
 - 2019 Highlander HV:
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Component Amplifier: [Removal](#) / [Installation](#)”
3. Confirm normal operation of the vehicle.