

Apple CarPlay Inoperative - iPhone 12 Models

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021	Avalon, Avalon HV, Prius, Prius Prime, RAV4 Prime	
2020 - 2021	C-HR, RAV4, RAV4 HV, Sequoia, Tundra	

Introduction

Some 2020 – 2021 model year C-HR, RAV4, RAV4 HV, Sequoia, Tundra and 2021 model year Avalon, Avalon HV, Prius, Prius Prime, and RAV4 Prime vehicles may exhibit inoperative Apple CarPlay® with all iPhone® 12 models. An updated USB port is available to address this condition. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1961	R & R Adapter Assy, Stereo Jack	0.4	86190-#####	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		
86190-12060	86190-12061	Adapter Assy, Stereo Jack	1
86190-F4040	86190-F4041		
86190-42030	86190-42031		
86190-0C030	86190-0C031		

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Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit inoperative Apple CarPlay® ONLY with all iPhone® 12 models?

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

2. Remove the stereo jack adapter assembly.

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

- 2021 Avalon and Avalon HV
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Removal](#)”
- 2020 – 2021 C-HR
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Removal](#)”
- 2021 Prius
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Removal](#)”
- 2021 Prius Prime
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Removal](#)”
- 2020 – 2021 RAV4 and RAV4 HV
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Removal](#)”
- 2021 RAV4 Prime
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Removal](#)”
- 2020 – 2021 Sequoia
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Removal](#)”
- 2020 – 2021 Tundra (column shift type)
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly (for Column Shift Type): [Removal](#)”
- 2020 – 2021 Tundra (floor shift type)
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly (for Floor Shift Type): [Removal](#)”

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Repair Procedure (continued)

3. Install the NEW stereo jack adapter assembly.

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

- 2021 Avalon and Avalon HV
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Installation](#)”
- 2020 – 2021 C-HR
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Installation](#)”
- 2021 Prius
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Installation](#)”
- 2021 Prius Prime
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Installation](#)”
- 2020 – 2021 RAV4 and RAV4 HV
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Installation](#)”
- 2021 RAV4 Prime
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Installation](#)”
- 2020 – 2021 Sequoia
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly: [Installation](#)”
- 2020 – 2021 Tundra (column shift type)
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly (for Column Shift Type): [Installation](#)”
- 2020 – 2021 Tundra (floor shift type)
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Jack Adapter Assembly (for Floor Shift Type): [Installation](#)”

4. Confirm normal Apple CarPlay® operation with all iPhone® 12 models.