

Abnormal 12.3-in. Radio Screen Operation

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display **Market** USA



Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020 - 2022	Highlander, Highlander HV	
2021 - 2022	Venza HV	

REVISION NOTICE

August 01, 2022 Rev1:

- **The Parts Information and Repair Procedure sections have been updated. Any previous printed versions of this bulletin should be discarded.**

Introduction

Some 2020 – 2022 Highlander and Highlander Hybrid, and 2021 – 2022 model year Venza Hybrid vehicles equipped with the 12.3-in. Premium Audio system may exhibit an abnormal multi-display operation, including but not limited to: an intermittent blank screen (reverse camera still operable), rebooting (Toyota logo present, audio still playing), touch screen inputs intermittently inoperative, or intermittent screen freezing. An updated integration control module is available to address these conditions. Follow the Repair Procedure in this bulletin to address this condition.

Abnormal 12.3-in. Radio Screen Operation

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 West	2WD	5TD*ZRAH#NS115735
		AWD	5TD*ZRBH#NS205615
	TMMI East	2WD	5TD*ZRAH#NS548426
		AWD	5TD*ZRBH#NS574176
Highlander HV	TMMI West	2WD	5TD*ARAH#NS014962
		AWD	5TD*BRCH#NS090306
	TMMI East	2WD	5TD*ARAH#NS514306
		AWD	5TD*BRCH#NS552353
Venza HV	Takaoka		

Warranty Information

OP CODE	MODEL	DESCRIPTION	TIME	OFF	T1	T2
EL9067	Highlander, Highlander HV	R & R Control Sub-assy, Integration	0.9	840C2-48010	7B	71
EL9068	Venza HV	R & R Control Sub-assy, Integration	1.1	840C0-48020		

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.

Abnormal 12.3-in. Radio Screen Operation

Parts Information

PART NUMBER	MODEL	PART NAME	QTY
840C2-48010*	Highlander, Highlander HV	Control Sub-assy, Integration	1
840C0-48020*	Venza HV		1

*Obtain the integration control sub-assy through the vendor exchange program, with the exception of when a NEW unit is required by law (for example, new and in-stock vehicles require new replacement parts). Refer to Warranty Policy 4.13 for additional information.

Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit an abnormal multi-display operation, including but not limited to: an intermittent blank screen (reverse camera still operable), rebooting (Toyota logo present, audio still playing), touch screen inputs intermittently inoperative, or intermittent screen freezing?

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

2. Replace the integration control sub-assembly with an exchange unit.

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

- 2020 – 2022 Highlander, Highlander HV:
Audio/Visual/Telematics – Navigation/Multi Info Display: “Navigation / Multi Info Display: Multi-display ECU: [Removal](#) / [Installation](#)”
- 2021 – 2022 Venza HV:
Audio/Visual/Telematics – Navigation/Multi Info Display: “Navigation / Multi Info Display: Multi-display ECU: [Removal](#) / [Installation](#)”

3. Test-drive the vehicle to confirm the condition no longer exists.