

Echo During Phone Call

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA and Mexico

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2023	ES250, ES300H, ES350	
2022 - 2023	NX250, NX350, NX350H	

Introduction

Some 2022 – 2023 model year NX 250, NX 350, NX 350h (with 9.8-inch touchscreen only) and 2023 model year ES 250, ES 300h, and ES 350 (with 8.0-inch touchscreen only) vehicles, equipped with a 10-speaker premium sound system, may exhibit an echo condition during a phone call via Bluetooth®, Apple CarPlay®, or Android Auto™ (wireless or wired). The person in the car does not hear or experience any echo or other abnormalities. The condition can be resolved by replacing the amplifier assembly. Follow the Repair Procedure in this bulletin to address this condition.

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Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

- ALL 2022 model year NX vehicles
- 2023 model year NX and ES vehicles produced BEFORE the Production Change Effective VINs shown below.

MODEL	MODEL YEAR	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
NX 250	2023	TMMC Cambridge	FWD	2T2#DCAZ#PC005696
			AWD	2T2#DCEZ#PC003991
		TMC Tahara	FWD	JTJ#DCAZ#P5012576
			AWD	JTJ#DCEZ#P5000829
		TMC Kyusyu	FWD	JTJ#DCAZ#P2007781
			AWD	JTJ#DCEZ#P2002552
NX 350		AWD	TMMC Cambridge	2T2#GCEZ#PC030228
			TMC Tahara	JTJ#GCEZ#P5005387
			TMC Kyusyu	JTJ#GCEZ#P2009821
NX 350h			TMMC Cambridge	2T2#KCEZ#PC015721
			TMC Tahara	JTJ#KCEZ#P5008908
			TMC Kyusyu	JTJ#KCEZ#P2014878

MODEL	MODEL YEAR	PLANT	BATTERY TYPE	PRODUCTION CHANGE EFFECTIVE VIN
ES 250	2023	TMMK	-	58A#11D1#PU011344
ES 300h			Nickel-metal Hydride	58AB21B1#PU013992
			Lithium ion	58A#A1C1#PU031921
ES 350			-	58A#Z1B1#PU151496

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Warranty Information

For USA Market

OP CODE	MODEL	DESCRIPTION	TIME	OFF	T1	T2
860601	NX	R & R Stereo Component Amplifier Assembly	*	86280-#####**	78	74
	ES					

*See the Flat Rate Manual.

**Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.

For Mexico Market

OP CODE	MODEL	DESCRIPTION	TIME	OFF	T1	T2
860601	NX	R & R Stereo Component Amplifier Assembly	*	86280-#####**	78	74
	ES					

*See the Flat Rate Manual.

**Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 80,000 kilometers, 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

For USA and Mexico Markets

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
86280-F6010	86280-F6010*	Stereo Component Amplifier Assembly	1
86280-78080			
86280-06320	86280-06320*		

*NEW parts in inventory with same part number have the revised software.

Repair Procedure

1. During a phone call via Bluetooth®, Apple CarPlay®, or Android Auto™ (wireless or wired), does the caller outside the vehicle hear an echo?
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Disconnect the negative (–) battery terminal.

3. Remove the amplifier assembly.
 Refer to TIS, applicable model and model year Repair Manual:
 - [2022 – 2023](#) NX 250, NX 350, NX 350h:
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Component Amplifier: Removal”
 - [2023](#) ES 250, ES 300h, ES 350:
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Component Amplifier: Removal”

4. Install the NEW amplifier assembly.
 Refer to TIS, applicable model and model year Repair Manual:
 - [2022 – 2023](#) NX 250, NX 350, NX 350h:
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Component Amplifier: Installation”
 - [2023](#) ES 250, ES 300h, ES 350:
Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Component Amplifier: Installation”

5. Confirm the condition no longer exists.