

Radio Receiver Power/Volume Knob Becomes Detached

Service
Category Audio/Visual/Telematics

Market USA and

Mexico

 Toyota Supports
 ASE Certification 
Section Audio/Video

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2023 - 2024	Sequoia HV	
2024	Tacoma, Tacoma HV	
2022 - 2024	Tundra, Tundra HV	

REVISION NOTICE
November 11, 2024 Rev1:

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

Introduction

Some 2022 – 2024 model year Tundra and Tundra Hybrid, 2023 – 2024 model year Sequoia Hybrid, and 2024 model year Tacoma and Tacoma Hybrid vehicles equipped with a premium 14-inch audio multimedia display may exhibit a condition where the radio receiver power/volume knob becomes detached. An updated radio receiver power/volume knob is available to reduce the possibility of this condition. Please 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.

MODEL	PLANT	WMI	VDS	PRODUCTION CHANGE EFFECTIVE VIN
Sequoia HV	TMMTX	7SV	AAAAA	7SVAAAAA#RX003728
			AAABA	7SVAAABA#RX044738
Tacoma	TMMBC	3TM	#B5FN	3TM#B5FN#RM012059
			LB5JN	3TMLB5JN#RM051498
	TMMGT	3TY	###FN	3TY###FN#RT011716
			###HN	3TY###HN#RT007731
###JN			3TY###JN#RT038950	
Tacoma HV			###KN	3TY###KN#RT003797
			###LN	3TY###LN#RT005347
Tundra	TMMTX	5TF	##5A#	5TF##5A##RX039992
			#A5BC	5TF#A5BC#RX003466
			##5CD	5TF##5CD#RX001892
			##5D#	5TF##5D##RX220551
			#A5EC	5TF#A5EC#RX033782
			##5GD	5TF##5GD#RX003390
Tundra HV			#C5AB	5TF#C5AB#RX003897
			#C5BC	5TF#C5BC#RX001208
			#C5DB	5TF#C5DB#RX084716
			#C5EC	5TF#C5EC#RX008145

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Warranty Information

For USA Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL2427	R & R Radio Receiver Power/Volume Knob	0.4	86128-0C0##*	62	16

*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 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.

For Mexico Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL2427	R & R Radio Receiver Power/Volume Knob	0.4	86128-0C0##*	62	16

*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 Toyota Basic Warranty. This warranty is in effect for 36 months or 60,000 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

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
86128-0C050	86128-AN010	Knob, Radio Receiver*	1
86128-0C060	86128-AN020		

*This repair only requires one radio receiver knob. Verify in the Electronic Parts Catalog (EPC) for the correct part number by vehicle VIN number.

NOTE

This bulletin only applies to vehicles equipped with a premium 14-inch audio multimedia display.

Repair Procedure

1. Is the vehicle equipped with a premium 14-inch audio multimedia display?
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

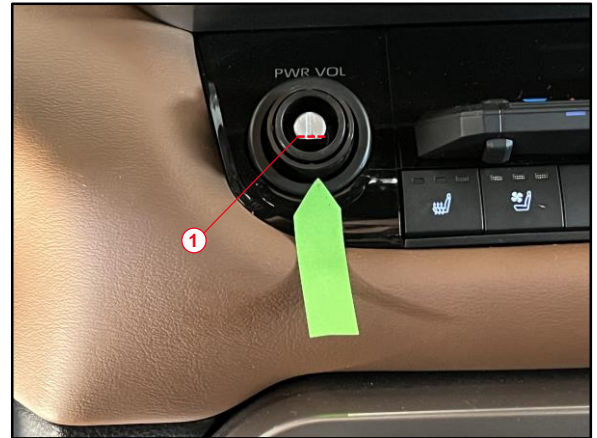
2. Confirm condition exists.
 Has the radio receiver power/volume knob become detached?
 - **YES** — Continue to step 3.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Radio Receiver Power/Volume Knob Becomes Detached

Repair Procedure (continued)

3. Mark the flat mounting point of the radio receiver power/volume switch with a piece of tape (or similar), as shown in Figure 1.

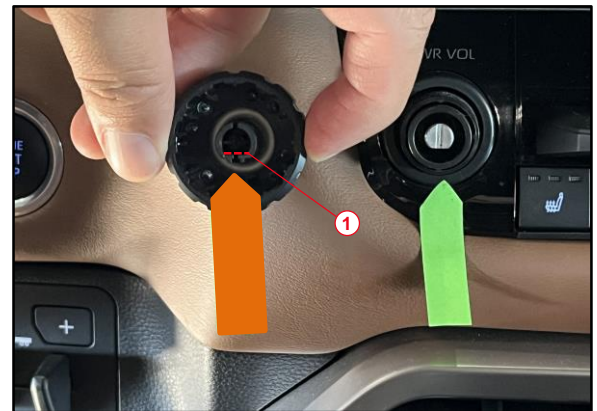
Figure 1.



1	Flat Mounting Point of the Radio Receiver Power/Volume Switch
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4. Mark the flat mounting point of the NEW radio receiver power/volume knob with a piece of tape (or similar).

Figure 2.



1	Flat Mounting Point of the New Radio Receiver Power/Volume Knob
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Repair Procedure (continued)

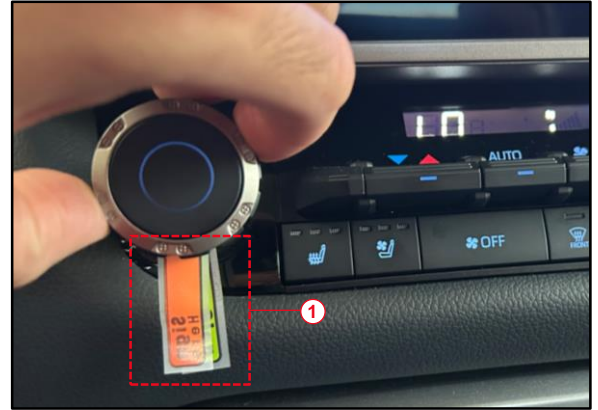
- Carefully install the NEW knob using the tape as a guide for aligning the two flat mounting points, as shown in Figure 3.

NOTICE

Do NOT attempt to install the knob if the flat mounting points are NOT aligned, such as in Figures 4 and 5. Failure to ensure that the flat mounting points are aligned before attempting the installation could result in damaging the knob and/or the switch.

After confirming the correct alignment of the radio receiver power/volume knob, press firmly to ensure proper engagement.

Figure 3. Aligned Flat Mounting Points

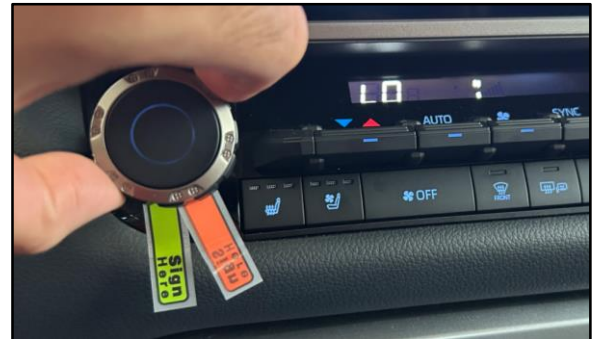


1 Aligned Pieces of Tape

Figure 4. Misaligned Flat Mounting Points



Figure 5. Misaligned Flat Mounting Points



- Remove ALL the tape.

Figure 6.



- Confirm that the new radio receiver power/volume knob is engaged, aligned correctly, and rotates evenly.