

Subject

**Touch Screen Inoperative with Display Audio**

Market

**USA**

Service Category

**Audio/Visual/Telematics**

Section

**Navigation/Multi Info Display**

Applicability

**12-14MY Multiple Models w/Display Audio**

**APPLICABLE VEHICLES**

2013-2014	Highlander	2012-2014	Camry
2012-2014	Prius	2014	Tundra
2013-2014	Avalon HV	2012-2014	Prius V
2012-2014	4Runner	2014	Sequoia
2013-2014	Avalon	2012-2014	RAV4
2013-2014	Venza	2012-2014	Prius PHV
2012-2014	Tacoma	2012-2014	Prius C
2013-2014	Highlander HV	2012-2014	Corolla
2012-2014	Camry HV		

**CONDITION**

Some vehicles equipped with Display Audio may exhibit a condition where the touch screen is inoperative.

**RECOMMENDATIONS**

This condition may be caused by foreign object or debris stuck between the display audio screen and the faceplate. If you see any foreign object or debris (refer to the pictures below), please use paper/card with thickness less than 0.1mm (e.g. business card) to remove it.



**Note:**

- Radio screen/button layout can be different by model.
- Do not blow air onto the faceplate to remove the debris, compressed air sprayed on the display can cause moisture inside the radio assembly.

**LINK REFERENCES**

Expires on 10/23/2014

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