

Radio Controls Inoperative At Cold Temperatures

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2016	Highlander	

Introduction

Some 2016 model year Highlander vehicles equipped with Pioneer head units (faceplate ID P11264) may experience inoperative controls or phantom touch input when below 55°F. Updated head units are now available to address this condition, please follow the procedure in this bulletin to correct this condition.

Production Change Information

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

MODEL	PLANT	ENGINE	PRODUCTION CHANGE EFFECTIVE VIN
Highlander	TMMI	2GR-2WD	5TDKCRFH#GS153115
		2GR-AWD	5TDBKRFH#GS289230
		1AR-2WD	5TDZARFH#GS019941

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1605	R & R Multi-Display	0.8	86140-0E190	87	13

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.

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Parts Information

PART NUMBER	PART NAME	QTY
86140-0E190	Receiver Assy, Radio & Display	1

Repair Procedure

1. Confirm the condition as described in the Introduction.

Does the customer's concern match the condition in the Introduction?

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

2. Confirm the audio system by checking the Faceplate ID printed on the bottom right corner of the head unit.

Figure 1.



Does the Faceplate ID read P11264?

- **YES** — Go to step 3.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

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Repair Procedure (Continued)

- Remove the head unit.

Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

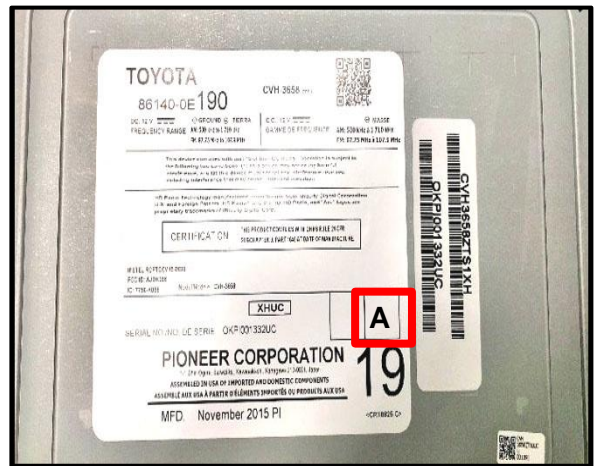
- 2016 Highlander:
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#)”

- Inspect the head unit label on top of the head unit to verify post countermeasure marking.

Is there a character in the indicated area?

- YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- NO** — Go to step 5.

Figure 2.



- Replace the head unit.

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

- Highlander 2016:
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Installation](#)”

- Verify the condition is no longer present.