

Static-Laden/Distorted Bluetooth Sound Quality

Service Category Audio/Visual/Telematics

Section Cellular Communication

Market USA

Toyota Supports
 ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|---------|---|------------------------|
| 2010 | Camry, Camry HV, Land Cruiser, Prius, Sequoia, Tundra | |
| 2009 | Venza | |

Introduction

Some 2010 Toyota vehicles and 2009 Venza vehicles may exhibit a condition where the Bluetooth hands-free system introduces static noise or distortion that is only audible to the person on the landline side of the telephone call. An updated radio assembly has been developed to address this condition.

Production Change Information

This TSB applies to vehicles with the Toyota Navigation System produced **BEFORE** the Production Change Effective VINs shown below.

| MODEL | PLANT | ENGINE | PRODUCTION CHANGE EFFECTIVE VIN |
|--------------|------------------|------------|---------------------------------|
| Camry | Tsutsumi | 4 Cylinder | JTNBF3EK#A3003392 |
| | | 6 Cylinder | JTNBK3EK#A3049809 |
| | TMMK | 6 Cylinder | 4T1BF3EK#AU052456 |
| | | 4 Cylinder | 4T1BK3EK#AU106919 |
| | TMMNK | 6 Cylinder | 4T4BF3EK#AR052860 |
| Camry HV | TMMK | Hybrid | 4T1BB3EK#AU116536 |
| Land Cruiser | Toyota Auto Body | – | JTMHY7AJ#A5005242 |
| Prius | Tsutsumi | Hybrid | JTDKN3DU#A0036079 |
| | | | JTDKN3DU#A1052134 |
| | Toyota Auto Body | | JTDKN3DU#A5043114 |

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Production Change Information (Continued)

| MODEL | PLANT | ENGINE | PRODUCTION CHANGE EFFECTIVE VIN |
|---------|-------|-----------------|---------------------------------|
| Sequoia | TMMI | 4.7L V8, 2WD | 5TDZM5G1#AS001626 |
| | | 4.7L V8, 4WD | 5TDBM5G1#AS001105 |
| | | 5.7L V8, 2WD | 5TDYY5G1#AS024909 |
| | | 5.7L V8, 4WD | 5TDDW5G1#AS027082 |
| Tundra | TMMTX | 4.7L V8, 2WD | 5TFJM5F1#AX001095 |
| | | 4.7L V8, 4WD | 5TFUM5F1#AX005156 |
| | | 5.7L V8, 2WD | 5TFEY5F1#AX081798 |
| | | 5.7L V8, 4WD | 5TFUW5F1#AX110949 |
| Venza | TMMK | 4 Cylinder, 2WD | 4T3ZE11A#9U016861 |
| | | | 4T3BE11A#9U007801 |
| | | 6 Cylinder, 2WD | 4T3ZK11A#9U017495 |
| | | 6 Cylinder, 4WD | 4T3BK11A#9U022047 |

Warranty Information

| OP CODE | DESCRIPTION | MODEL | TIME | OFF | T1 | T2 |
|---------|----------------------|--------------|------|-------------|----|----|
| 860031 | R & R Radio Assembly | Camry | 0.5 | 86120-33D90 | 78 | 74 |
| | | Camry HV | | 86120-06510 | | |
| | | Land Cruiser | 0.5 | 86120-60F80 | | |
| | | Prius | 0.3 | 86120-47390 | | |
| | | Sequoia | 0.8 | 86120-0C330 | | |
| | | Tundra | | | | |
| | | Venza | 0.7 | 86120-0T061 | | |

APPLICABLE WARRANTY

- This repair is covered under the Toyota Comprehensive 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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Warranty Information (Continued)

NOTE

- For all models except Land Cruiser, the radio **MUST** be ordered through the Denso Exchange Program to qualify for warranty coverage.
- For Land Cruiser, the radio **MUST** be ordered through the Pioneer Exchange Program to qualify for warranty coverage.

Parts Information

| MODEL | PREVIOUS PART NUMBER | CURRENT PART NUMBER | PART NAME | QTY |
|--------------------|----------------------|---------------------|--------------------------|-----|
| Camry, Camry HV | 86120-33D90 | Same | Receiver Assembly, Radio | 1 |
| | 86120-06510 | Same | | 1 |
| Land Cruiser | 86120-60F80 | Same | | 1 |
| Prius | 86120-47390 | Same | | 1 |
| Sequoia | 86120-0C330 | Same | | 1 |
| Tundra | | Same | | 1 |
| Venza | 86120-0T061 | Same | | 1 |

Required Tools & Equipment

| SPECIAL SERVICE TOOLS (SST'S) | PART NUMBER | QTY |
|-------------------------------|--------------------------------|-----|
| Plastic Pry Tool Set* | 00002-06000-01 | 1 |

* Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

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Repair Procedure

1. Confirm the condition using the customer's mobile phone.
2. Record the customer's preset radio stations.
3. Replace the radio assembly.

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

- 2010 Camry:
Audio/Visual/Telematics – Navigation/Multi Info Display – “Navigation: Multi-Display: [Removal](#) / [Installation](#)”
 - 2010 Camry HV:
Audio/Visual/Telematics – Navigation/Multi Info Display – “Navigation: Multi-Display: [Removal](#) / [Installation](#)”
 - 2010 Land Cruiser:
Audio/Visual/Telematics – Audio/Video – “Radio Receiver (w/Multi-display): [Removal](#) / [Installation](#)”
 - 2010 Prius:
Audio/Visual/Telematics – Navigation/Multi Info Display – “Navigation/Multi Info Display: Navigation Receiver: [Removal](#) / [Installation](#)”
 - 2010 Sequoia:
Audio/Visual/Telematics – Navigation/Multi Info Display – “Navigation/Multi Info Display: Navigation Receiver: [Removal](#) / [Installation](#)”
 - 2010 Tundra (for Column Shift Type):
Audio/Visual/Telematics – Navigation/Multi Info Display – “Navigation: Navigation Receiver (for Column Shift Type): [Removal](#) / [Installation](#)”
 - 2010 Tundra (for Floor Shift Type):
Audio/Visual/Telematics – Navigation/Multi Info Display – “Navigation: Navigation Receiver (for Floor Shift Type): [Removal](#) / [Installation](#)”
 - 2009 Venza:
Audio/Visual/Telematics – Navigation/Multi Info Display – “Navigation/Multi Info Display: Navigation Receiver: [Removal](#) / [Installation](#)”
4. Pair the customer's mobile phone to the Bluetooth system.
 5. Reprogram the customer's radio station presets.
 6. Confirm normal Bluetooth system operation including improved sound quality on the landline side.