

Low Rear Sound Bias

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	ES300H, ES350	

Introduction

Some 2019 model year ES 350 and ES 300h vehicles equipped with the base audio system may exhibit a front-rear sound imbalance where the rear sound bias is less than expected even when fading the sound to the rear. The amplifier logic has been updated to address this condition. Follow the Repair Procedure in this bulletin to address this condition.

Production Change Information

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

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
ES 350	TMMK	2GR-FKS	58ABZ1B1#KU039215
	TMK		JTHBZ1B1#K2006989
ES 300h	TMMK	A25A-FXS	58AB21B1#KU001185
	TMK		JTHB21B1#K2047220

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
860601	R & R Stereo Component Amp Assy	0.3	86280-06220 86280-06221 86280-06230 86280-06231 86280-33300 86280-33301 86280-33310 86280-33311	87	74

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.

Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
86280-06220 86280-06221 86280-33300 86280-33301	86280-06250	Amplifier Assy, Stereo Component (Without Navigation)	1
86280-06230 86280-06231 86280-33310 86280-33311	86280-06260	Amplifier Assy, Stereo Component (With Navigation)	

NOTE

Only NEW parts are available for this repair. Parts CANNOT be ordered through the Pioneer Exchange Program.

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Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit a front-rear sound imbalance where the rear sound bias is less than expected even when fading the sound to the rear?

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

2. Replace the stereo amplifier assembly.

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

- 2019 ES 350:

Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Component Amplifier: [Removal](#) / [Installation](#)”

- 2019 ES 300h:

Audio/Visual/Telematics – Audio/Video – “Audio / Video: Stereo Component Amplifier: [Removal](#) / [Installation](#)”

3. Confirm normal operation.