


Bluetooth System Landline Side Sound Quality Improvement

Service Category Audio/Visual/Telematics

Section Cellular Communication

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2010	ES350, HS250H, IS F, IS250, IS250C, IS350, IS350C, LX570, RX350, RX450H, SC430	

Introduction

Some customers may experience a condition, when using the Bluetooth hands-free system to make a phone call, where the person on the landline side of the phone call hears static noise or distortion. An updated radio assembly has been developed to address this condition.

Production Change Information

This TSIB applies to all 2010 SC 430 vehicles, and to 2010 vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
ES 350	Kyushu	2WD	JTHBK1EG#A2351282
HS 250h			JTHBB1BA#A2003614
IS F	Tahara		JTHBP5C2#A5007004
IS 250	Kyushu	AWD	JTHBF5C2#A2094948
IS 250C		2WD	JTHCF2C2#A2032815
IS 350			JTHFF2C2#A2507314
IS 350C			JTHBE5C2#A5023847
LX 570	Toyota Auto Body	–	JTHFE2C2#A2501116
RX 350	Kyushu	2WD	JTJHY7AX#A4041097
		AWD	JTJZK1BA#A2409253
	TMMC	2WD	JTJBK1BA#A2419420
		AWD	2T2ZK1BA#AC016695
			2T2BK1BA#AC033072

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Production Change Information (Continued)

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
RX 450h	Kyushu	2WD	JTJZB1BA#A2002030
		AWD	JTJBC1BA#A2017494

NOTE

Only vehicles equipped with navigation systems have improved radios available.

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
860031	R & R Radio Assembly	ES 350	0.6	86120-33E##	78	74
		HS 250h	0.5	86120-75###		
		IS F, IS 250/350, IS 250C/350C	0.3	86120-53###		
		LX 570	0.7	86120-60G##		
		RX 350/450h	0.6	86120-48### 86120-0E###		
		SC 430	0.4	86120-24480		

APPLICABLE WARRANTY

- This repair is covered under the Lexus Comprehensive 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.

NOTE

The radio **MUST** be ordered through the Pioneer Exchange Program to qualify for warranty coverage.

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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Parts Information

MODEL	PREVIOUS PART NUMBER	CURRENT PART NUMBER	PART NAME	QTY
ES 350	86120-33E60	Same	Receiver Assembly, Radio	1
	86120-33E50	Same		1
HS 250h	86120-75050	Same		1
	86120-75200	Same		1
IS F, IS 250/350, IS 250C/350C	86120-53A70	Same		1
	86120-53A40	Same		1
	86120-53C80	Same		1
	86120-53C70	Same		1
LX 570	86120-60G10	Same		1
	86120-60G00	Same		1
RX 350/450h	86120-48G10	86120-0E140		1
	86120-48G20	86120-0E150		1
	86120-48G30	86120-0E160		1
	86120-0E140	Same		1
	86120-0E150	Same		1
	86120-0E160	Same		1
	86120-0E300	Same		1
	86120-0E310	Same		1
	86120-0E320	Same		1
	86120-48L70	Same		1
	86120-48L80	Same	1	
	86120-48L90	Same	1	
	SC 430	86120-24480	Same	1

Repair Procedure

1. Confirm the condition using the customer's mobile phone.
2. Replace the radio assembly.

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

- 2010 ES 350:
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: Removal / Installation”

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Repair Procedure (Continued)

- 2010 HS 250h:
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#) / [Installation](#)”
 - 2010 IS F:
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#) / [Installation](#)”
 - 2010 IS 250/350:
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#) / [Installation](#)”
 - 2010 IS 250C/350C:
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#) / [Installation](#)”
 - 2010 LX 570:
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#) / [Installation](#)”
 - 2010 RX 350 (to 08/2009):
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#) / [Installation](#)”
 - 2010 RX 350 (from 08/2009):
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#) / [Installation](#)”
 - 2010 RX 450h (to 08/2009):
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#) / [Installation](#)”
 - 2010 RX 450h (from 08/2009):
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#) / [Installation](#)”
 - 2010 SC 430:
Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#) / [Installation](#)”
3. Pair the customer’s mobile phone to the Bluetooth system.
 4. Confirm normal Bluetooth system operation including improved sound quality on the landline side.