



## Technical Service BULLETIN

January 10, 2005

Title:

### MULTI-DISPLAY FUNCTIONS ARE INOPERATIVE

Models:

'04 Highlander, Land Cruiser & Prius

ELECTRICAL  
EL002-05

**Introduction** Some customers may experience various malfunctions occurring with the multi-display. Some examples are:

- "Audio Off" is shown on audio screen while audio system is playing.
- Climate control is not responsive and may say "Check connection of the air conditioner."
- Map, Destination buttons are inoperative and may display "External system not connected."
- When pressing any button on the multi-display, the system takes 5 to 10 seconds to respond to the user's input.
- Outside air temperature is not displayed.

A revised multi-display has been developed to resolve these conditions.

**NOTE:**

If the TX+ or TX- wires are loose at the multi-display, the same symptoms will occur. Please confirm that all connections at the multi-display are secure and that pin fit of the TX+ and TX- wiring is good before ordering a replacement multi-display.

**Applicable  
Vehicles**

- **2004** model year **Highlander** and **Land Cruiser** vehicles equipped with the **Toyota navigation system**.
- **2004** model year **Prius** vehicles with or without the **Toyota navigation system**.

**Warranty  
Information**

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EL4012	R & R Display, Multi-Display	Highlander	0.4	86111-48060	87	71
		Land Cruiser	0.3	86111-60180		
		Prius	0.2	86110-47070		
			0.2	86110-47080		

**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 correction of a problem based upon a customer's specific complaint.



**Parts  
Information**

PREVIOUS PART NUMBER	CURRENT PART NUMBER	MODEL	PART NAME	QTY
86111-48060	Same	Highlander	Display, Multi-Display	1
86111-60180	Same	Land Cruiser		
86110-47070	86110-47071	Prius		
86110-47080	86110-47081			

**NOTE:**

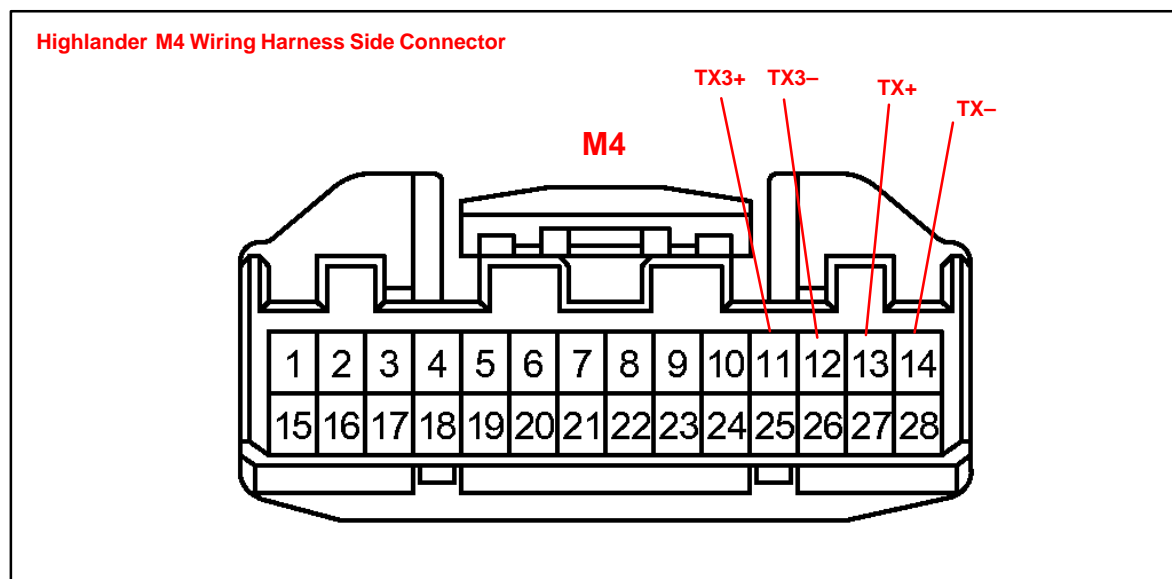
**Multi-displays must be ordered through the exchange program.**

**Repair  
Procedure**

1. Check all the TX terminals on the multi-display connectors (please see connector diagrams) and confirm the terminals are fully seated. Replace any damaged terminals or connectors.
2. Confirm the connectors to the multi-display are fully seated. Replace any damaged connectors.
3. If all the TX terminals are tight and the connectors are fully seated, replace the multi-display.

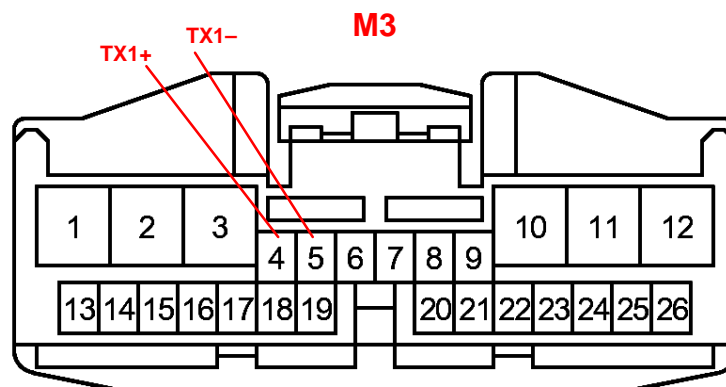
**NOTE:**

- For Highlander multi-display Removal and Replacement, refer to the Technical Information System (TIS), 2004 model year Highlander Repair Manual: *Audio & Visual System: Multi-display (CRT display): Replacement*.
- For Land Cruiser multi-display Removal and Replacement, refer to TIS, 2004 model year Land Cruiser Repair Manual: *Body (Mechanical): Instrument Panel: Removal*.
- For Prius multi-display Removal and Replacement, refer to TIS, 2004 model year Prius Repair Manual: *Audio & Visual System: Multi-display Assy: Replacement*.

**Highlander Multi-Display Connectors:**

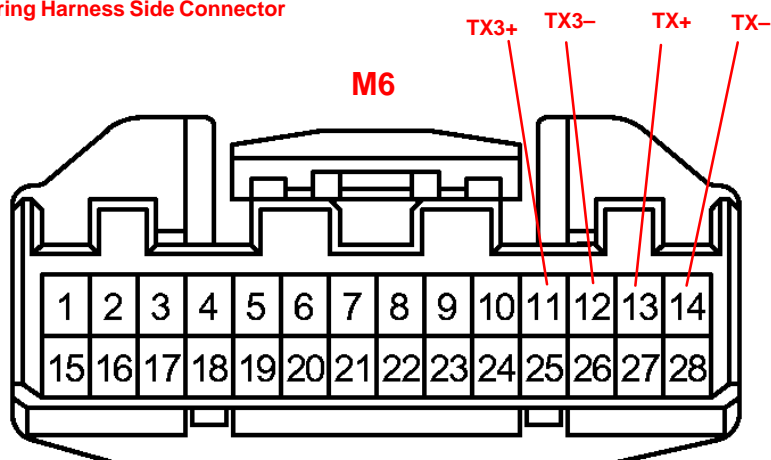
**Repair  
Procedure**  
(Continued)

**Highlander M3 Wiring Harness Side Connector**

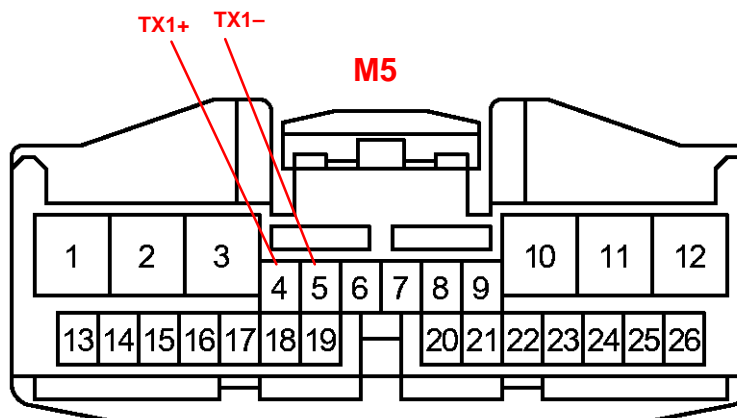


**Land Cruiser Multi-Display Connectors:**

**Land Cruiser M6 Wiring Harness Side Connector**



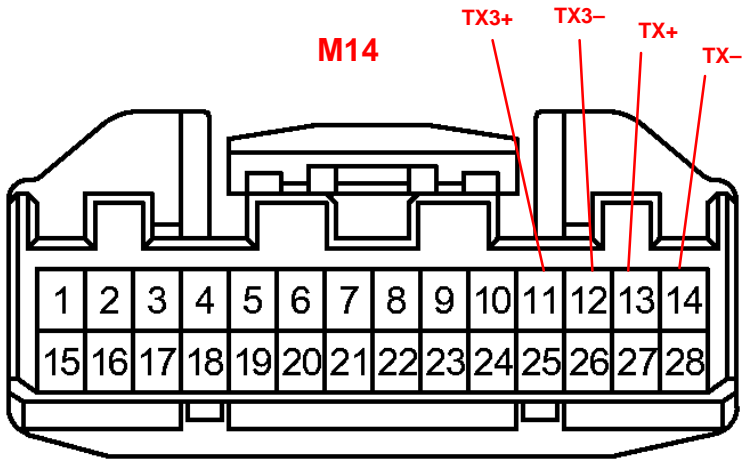
**Land Cruiser M5 Wiring Harness Side Connector**



Repair  
Procedure  
(Continued)

Prius Multi-Display Connectors:

Prius M14 Wiring Harness Side Connector



Prius M13 Wiring Harness Side Connector

