



**Technical Service
BULLETIN**

July 3, 2006

Title:

**REAR SEAT ENTERTAINMENT SYSTEM
BLANK SCREEN**

Models:

'06 – '08 4Runner, RAV4, & Sienna

ELECTRICAL
EL009-06
REVISED

TSB REVISION NOTICE:

- **November 1, 2007: 2007 – 2008 model years have been added to Applicable Vehicles. Previous versions of this TSB should be discarded.**

Introduction On vehicles equipped with the new factory 9-inch rear seat DVD video screen, there is a Rear Seat Entertainment (RSE) Lock function that may cause the DVD screen to be blank if this function is turned on. Additionally, a DVD cannot be inserted or ejected from the system when the rear lock is turned on.

- Applicable Vehicles**
- **2006 – 2008 model year 4Runner, RAV4, and Sienna vehicles equipped with the Toyota factory Rear Seat Entertainment system.**

**Warranty
Information**

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–



**Repair
Procedure**

1. Confirm the customer's complaint of DVD RSE system is inoperative.
2. **For vehicles with Toyota navigation system:** Perform the following procedure to turn OFF the RSE Lock function.
 - A. Press the INFO switch on the navigation unit.
 - B. Press the "Screen Setting" touch button on the navigation display.
 - C. Under the "Rear Lock" option, press the "OFF" touch button and then press "OK" in the upper right part of the display.
 - D. Press the DVD switch on the RSE system (if a DVD is NOT already in the player, insert one) and confirm screen is ON and the system will play DVDs.
3. **For vehicles without Toyota navigation system:** Perform the following procedure to turn OFF the RSE Lock function.
 - A. Push the Audio Control knob multiple times to cycle through the various options (Bass, Mid, Treble, etc.) until "REAR LOCK" is shown on the screen.
 - B. Turn the Audio Control knob so the display says "OFF" next to "REAR LOCK".
 - C. Press the DVD switch on the RSE (if a DVD is NOT already in the player, insert one) and confirm screen is ON and the system will play DVDs.
4. If the above procedure resolves the concern, explain the system operation to the customer.

This procedure is described in the "Audio/Video" section of the vehicle Owner's Manual.
5. If the above procedure does NOT resolve the concern, perform RSE diagnosis using the Technical Information System (TIS), 2006 model year applicable vehicle Repair Manual.