

Mark Levinson Sound System: Sound Cuts Off at High Volume and Lacks Bass

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA and Mexico

Toyota Supports ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2024 - 2025	TX350, TX500H, TX550H+	

Introduction

Some 2024 – 2025 model year TX 350, TX 500h, and TX 500h+ vehicles equipped with a Mark Levinson sound system, may exhibit one or both of the following conditions:

- Audio cuts off at high or maximum volume in some high bass audio settings.
- A lack of bass and sound depth from the sound system, especially from the rear speakers and subwoofer.

The stereo component amplifier assembly has been modified to improve these conditions and enhance the sound system performance. Follow the Repair Procedure in this bulletin to address these conditions.

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Warranty Information

For USA Market

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL2511	R & R Stereo Component Amplifier Assembly	0.7	86280-#####*	87	74

*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

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.

For Mexico Market

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL2511	R & R Stereo Component Amplifier Assembly	0.7	86280-#####*	87	74

*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 80,000 kilometers, 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*		
86280-0E330	86280-0E331-84	Stereo Component Amplifier Assembly	1

*The replacement REMAN amplifier should be ordered through Dealer Daily.

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Software Update Information

MODEL	MODEL YEAR	AP (AMPLIFIER) SOFTWARE ID	
		PREVIOUS	NEW
TX 350, TX 500h, TX 500h+	2024 – 2025	Older than 1400	1400 or Newer

Repair Procedure

1. Confirm the condition(s) exist(s).

Does the vehicle equipped with a Mark Levinson sound system exhibit one or both of the following conditions:

- Sound cuts off when playing audio at high or max volume in some high bass audio settings.
- A lack of bass and sound depth from the sound system, especially from the rear speakers and subwoofer.
- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Check the stereo component amplifier assembly software version.

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

- [2024 – 2025](#) TX 350, TX 500h, and TX 550h+:
Audio / Visual / Telematics – Audio / Video – Radio Receiver – Registration

Is the software version listed under the Model Info AP SW (Amplifier Software) screen older than 1400?

- **YES** — Continue to step 3.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

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Repair Procedure (continued)

3. Remove the stereo component amplifier assembly.

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

- [2024 – 2025](#) TX 350, TX 500h, and TX 550h+:

Audio / Visual / Telematics – Audio / Video – Stereo Component Amplifier – Removal

4. Install the NEW stereo component amplifier assembly.

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

- [2024 – 2025](#) TX 350, TX 500h, and TX 550h+:

Audio / Visual / Telematics – Audio / Video – Stereo Component Amplifier – Installation

5. Confirm that the conditions are no longer present.