

Satellite Radio Inoperative

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	Corolla	

Introduction

Some 2014 model year Corolla vehicles equipped with navigation system may exhibit a condition where the radio display does not show the satellite radio option after the battery is reconnected or when the Short Pin is installed.

Production Change Information

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

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
Corolla	TMMMS	5YFBPRHE#EP005171
	TMMC	2T1BURHE#EC010404

Warranty Information

OP CODE	DESCRIPTION	TIME	OFB	T1	T2
860031	R & R Radio Assembly	0.4	86100-02100	87	71

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic 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 occurrence of the specified condition described in this bulletin.

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Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Plastic Pry Tool Kit*	00002-06020-01	1

* Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

Parts Information

PART NUMBER	PART NAME	QTY
86100-02100	Receiver Assy, Radio & Navigation	1
86804-02020	Cover Sub-Assy, Navigation computer	1

NOTE

- Part number 86100-02100 includes MAP micro SD card.
- Part number 86804-02020 does not include MAP micro SD card.
- Radio ID number is 100150.

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Repair Procedure

1. Verify that the radio display does NOT show the satellite radio option.

Figure 1. Radio Display without Satellite Radio Option



Figure 2. Radio Display with Satellite Radio Option



- If radio display does NOT show the satellite radio option, go to step 2.
 - If radio display shows satellite radio option, **STOP** – this bulletin does NOT apply.
2. Verify that the connectors between the head unit and the extension module are fully seated.
 - If the connectors are fully seated, go to step 3.
 - If the connectors are NOT fully seated, **STOP** – this bulletin does NOT apply.

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Repair Procedure (Continued)

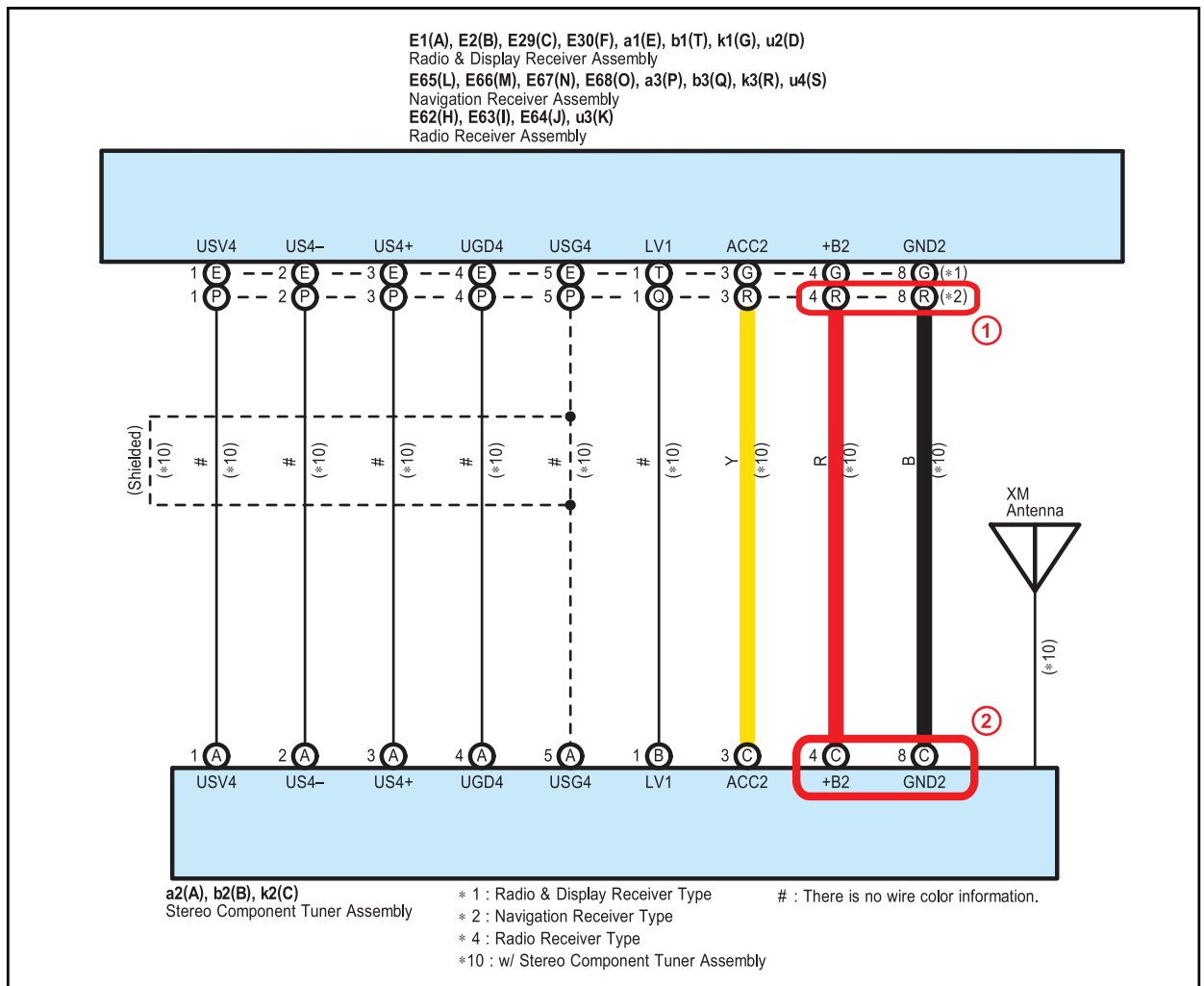
- Verify that there is no power from the navigation receiver assembly to the stereo component tuner assembly by measuring the voltage according to the value in the table below.

TESTER CONNECTION	CONDITION	SPECIFIED CONDITION
C-4 (+B2) – C-8 (GND2)	Always	11 to 14 V

NOTE

The navigation receiver assembly connector and the stereo component tuner assembly connector **MUST** be connected during measurement.

Figure 3.



1 Navigation Receiver Assembly Connector

2 Stereo Component Tuner Assembly Connector

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Repair Procedure (Continued)

- If there is no power, go to step 4.
- If there is power, **STOP** – this bulletin does NOT apply. Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

2014 Corolla:

Audio/Visual/Telematics – Navigation/Multi Info Display – “Navigation / Multi Info Display: Navigation System: [Problem Symptoms Table](#)”

4. If connectors are fully seated but there is no power from the navigation receiver assembly to the stereo component tuner assembly, order a replacement radio through the applicable radio exchange program per the Toyota Warranty Policy and Procedures, *“[Policy 4.13: Audio Systems Warranty](#).”*

5. Remove the original radio.

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

- 2014 Corolla:
Audio/Visual/Telematics – Audio/Video – “Navigation/Multi Info Display: Navigation Receiver: [Removal](#)”

6. Install the NEW radio.

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

- 2014 Corolla:
Audio/Visual/Telematics – Audio/Video – “Navigation/Multi Info Display: Navigation Receiver: [Installation](#)”

7. Confirm that the satellite radio option is shown on radio display and that the radio operates properly in all modes.