

SOS Inoperative – Continental DCM

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	Avalon, Avalon HV, Corolla Hatchback, Highlander, Highlander HV, RAV4, RAV4 HV	
2020	Corolla, Corolla HV, Prius, Prius Prime	
2018 - 2020	Sienna	

Introduction

Some 2018 – 2020 model year Sienna (XLE, Limited); 2019 model year Avalon, Avalon Hybrid, Corolla Hatchback, Highlander (Platinum only), Highlander Hybrid (Platinum only), RAV4, and RAV4 Hybrid; and 2020 model year Corolla, Corolla Hybrid, Prius (excluding Limited), and Prius Prime (excluding XLE, LTD) vehicles equipped with Safety Connect may exhibit one or more of the following conditions:

- SOS button lights are inoperative
- Bluetooth® microphone and voice command are inoperative
- Right front audio speakers are inoperative
- Connected services are inoperative
- Remote start is inoperative

A replacement telematics transceiver assembly is now available to address these conditions. Follow the Repair Procedure in this bulletin to address these conditions.

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Production Change Information

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

- ALL 2019 model year Corolla Hatchback vehicles equipped with Safety Connect.

MODEL	PLANT	ENGINE	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Avalon	TMMK	2GR-FKS	2WD	4T1BZ1FB#KU037660
Avalon HV		A25A-FXS	Hybrid	4T1B21FB#KU011444
Corolla	TMMS	M20A-FKS	2WD	5YFS4RCE#LP014655
				5YFM4RCE#LP014655
				5YFT4RCE#LP014655
				5YFP4RCE#LP014655
		5YFEPRAE#LP033943		
		5YFDPRAE#LP033943		
		5YFHPRAE#LP033943		
	5YFFPRAE#LP033943			
	Takaoka	M20A-FKS		JTDS4RCE#LJ037672
				JTDM4RCE#LJ037672
				JTDP4RCE#LJ037672
		2ZR-FAE		JTDT4RCE#LJ037672
				JTDDPRAE#LJ062471
				JTDEPRAE#LJ062471
JTDHPRAE#LJ062471				
Corolla HV		2ZR-FXE	Hybrid	JTDEBRBE#LJ013680
Highlander	TMMI	2GR-FKS	2WD	5TDYZRFH#KS343764
			AWD	5TDDZRFH#KS710408
Highlander HV		2GR-FXS	Hybrid	5TDDGRFH#KS071597
Prius Prime	Tsutsumi	2ZR-FXE	2WD	JTDKARFP#L3150317
				JTDKARFU#L3113086
Prius				AWD

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Production Change Information (continued)

MODEL	PLANT	ENGINE	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
RAV4	TMMC (Cambridge)	A25A-FKS	2WD	2T3K1RFV#KC020900
				2T3H1RFV#KC020900
				2T3Y1RFV#KC020900
				2T3W1RFV#KC020900
				2T3C1RFV#KC020900
			AWD	2T3J1RFV#KC037261
				2T3F1RFV#KC037261
				2T3G1RFV#KC037261
				2T3N1RFV#KC037261
				2T3P1RFV#KC037261
	TMMC (Woodstock)	A25A-FKS	2WD	2T3A1RFV#KC037261
				2T3Z1RFV#KW045444
				2T3H1RFV#KW045444
				2T3K1RFV#KW045444
				2T3Y1RFV#KW045444
			AWD	2T3W1RFV#KW045444
				2T3C1RFV#KW045444
				2T3J1RFV#KW071276
				2T3G1RFV#KW071276
				2T3B1RFV#KW071276
AWD	2T3F1RFV#KW071276			
	2T3N1RFV#KW071276			
	2T3D1RFV#KW071276			
	2T3P1RFV#KW071276			
AWD	2T3R1RFV#KW071276			
AWD	2T3A1RFV#KW071276			

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Production Change Information (continued)

MODEL	PLANT	ENGINE	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
RAV4	Shokki (1)	A25A-FKS	2WD	JTMH1RFV#KD034789
				JTMK1RFV#KD034789
				JTMY1RFV#KD034789
				JTMW1RFV#KD034789
				JTMC1RFV#KD034789
			AWD	JTMF1RFV#KD038217
				JTMG1RFV#KD038217
				JTMN1RFV#KD038217
				JTMP1RFV#KD038217
				JTMA1RFV#KD038217
	Shokki (2)	A25A-FKS	2WD	JTMH1RFV#KD516353
				JTMK1RFV#KD516353
				JTMY1RFV#KD516353
				JTMW1RFV#KD516353
				JTMC1RFV#KD516353
			AWD	JTMF1RFV#KD521709
				JTMG1RFV#KD521709
				JTMN1RFV#KD521709
				JTMP1RFV#KD521709
				JTMA1RFV#KD521709
Takaoka	A25A-FKS	2WD	JTMH1RFV#KJ015264	
			JTMK1RFV#KJ015264	
			JTMY1RFV#KJ015264	
			JTMW1RFV#KJ015264	
			JTMC1RFV#KJ015264	
		AWD	JTMG1RFV#KJ021242	
			JTMF1RFV#KJ021242	
			JTMN1RFV#KJ021242	
			JTMP1RFV#KJ021242	
			JTMA1RFV#KJ021242	

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Production Change Information (continued)

MODEL	PLANT	ENGINE	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN	
RAV4 HV	TMMC (Woodstock)	A25A-FXS	AWD Hybrid	2T3BWRFV#KW030855	
				2T3LWRFV#KW030855	
				2T3MWRFV#KW030855	
				2T3DWRFV#KW030855	
				2T3RWRFV#KW030855	
				2T3EWRFV#KW030855	
	Shokki (1)			JTMMWRFV#KD034991	
				JTMLWRFV#KD034991	
				JTMDWRFV#KD034991	
				JTMRWRFV#KD034991	
				JTMEWRFV#KD034991	
				JTMMWRFV#KD518561	
	Shokki (2)			JTMLWRFV#KD518561	
				JTMDWRFV#KD518561	
				JTMRWRFV#KD518561	
				JTMEWRFV#KD518561	
				JTMMWRFV#KJ022326	
				JTMLWRFV#KJ022326	
	Takaoka			JTMDWRFV#KJ022326	
				JTMRWRFV#KJ022326	
JTMEWRFV#KJ022326					
Sienna		TMMI	2GR-FKS	2WD	5TDYZ3DC#LS035314
					5TDZZ3DC#LS035314
					5TDKZ3DC#LS035314
	5TDXZ3DC#LS035314				
AWD	5TDDZ3DC#LS234555				
	5TDJZ3DC#LS234555				
	5TDEZ3DC#LS234555				

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL2021	R & R Transceiver Assembly, Telephone (Avalon, Avalon HV)	1.5	86740-#####	72	74
EL2022	R & R Transceiver Assembly, Telephone (Corolla, Corolla HV, Corolla Hatchback)	1.6			
EL2023	R & R Transceiver Assembly, Telephone (Highlander, Highlander HV)	2.4			
EL2024	R & R Transceiver Assembly, Telephone (RAV4, RAV4 HV)	1.6			
EL2025	R & R Transceiver Assembly, Telephone (Prius, Prius Prime)	1.4			
EL2026	R & R Mayday Assembly (Sienna)	1.2	86070-#####		

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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Parts Information

MODEL	PART NUMBER	PART NAME	QTY
Avalon, Avalon HV	86740-07011	Transceiver Assy, Telephone	1
Corolla, Corolla HV, Corolla Hatchback	86740-12090 or 86740-02050	Transceiver Assy, Telephone	1
Highlander, Highlander HV	86740-0E080	Transceiver Assy, Telephone	1
Prius	86740-47250 or 86740-47200	Transceiver Assy, Telephone	1
Prius Prime	86740-47250	Transceiver Assy, Telephone	1
RAV4, RAV4 HV	86740-42040 or 86740-42170	Transceiver Assy, Telephone	1
Sienna	86070-08030	Transceiver Assy, Telephone	1

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVI*	ADE	TSADVUNIT	1
Techstream 2.0		TS2UNIT	
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 15.20.016 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

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Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit one or more of the following conditions?

- SOS button lights are inoperative
- Bluetooth microphone and voice command are inoperative
- Right front audio speakers are inoperative
- Connected services are inoperative
- Remote start is inoperative

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Replace the DCM/telematics transceiver assembly.

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

- 2019 Avalon:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
- 2019 Avalon HV:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
- 2020 Corolla HV:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
- 2019 Corolla Hatchback:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
- 2020 Corolla:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
- 2019 Highlander HV:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
- 2019 Highlander:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”

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Repair Procedure (continued)

- 2020 Prius Prime:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
 - 2020 Prius:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
 - 2019 RAV4 HV:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
 - 2019 RAV4:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
 - 2018 – 2020 Sienna:
Audio/Visual/Telematics – Cellular Communication – “Cellular Communication: Mayday ECU: [Removal](#) / [Installation](#)”
3. Refer to Service Bulletin [T-SB-0019-19](#) *Telematics Data Communication Module (DCM) Activation Procedure Supplement* for DCM activation.
 4. Confirm the condition is no longer present and the SOS button light is illuminated solid green (NOT flashing).