

# Telematics, Bluetooth, or Speaker Inoperative From 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	

### REVISION NOTICE

**September 10, 2021 Rev1:**

- The bulletin title and Repair Procedure section have been modified.
- Any previous printed versions of this bulletin should be discarded.**

## 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.

## Telematics, Bluetooth, or Speaker Inoperative From Continental DCM

### 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)	2WD	2T3A1RFV#KC037261	
			2T3Z1RFV#KW045444	
			2T3H1RFV#KW045444	
			2T3K1RFV#KW045444	
			2T3Y1RFV#KW045444	
		AWD	2T3W1RFV#KW045444	
			2T3C1RFV#KW045444	
			2T3J1RFV#KW071276	
			2T3G1RFV#KW071276	
			2T3B1RFV#KW071276	
2T3F1RFV#KW071276				
2T3N1RFV#KW071276				
2T3D1RFV#KW071276				
2T3P1RFV#KW071276				
2T3R1RFV#KW071276				
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	2T3BWRV#KW030855	
				2T3LWRV#KW030855	
				2T3MWRV#KW030855	
				2T3DWRV#KW030855	
				2T3RWRV#KW030855	
				2T3EWRV#KW030855	
	Shokki (1)			JTMMWRV#KD034991	
				JTMLWRV#KD034991	
				JTMDWRV#KD034991	
				JTMRWRV#KD034991	
				JTMEWRV#KD034991	
				JTMMWRV#KD518561	
	Shokki (2)			JTMLWRV#KD518561	
				JTMDWRV#KD518561	
				JTMRWRV#KD518561	
				JTMEWRV#KD518561	
				JTMMWRV#KJ022326	
				JTMLWRV#KJ022326	
Takaoka	JTMDWRV#KJ022326				
	JTMRWRV#KJ022326				
	JTMEWRV#KJ022326				
	Sienna	TMMI	2GR-FKS	2WD	5TDYZ3DC#LS035314
					5TDZZ3DC#LS035314
					5TDKZ3DC#LS035314
				5TDXZ3DC#LS035314	
				AWD	5TDDZ3DC#LS234555
					5TDJZ3DC#LS234555
5TDEZ3DC#LS234555					

## Telematics, Bluetooth, or Speaker Inoperative From Continental DCM

### 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-#####*		

\*Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF 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 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		1
Highlander, Highlander HV	86740-0E080		1
Prius	86740-47250 or 86740-47200		1
Prius Prime	86740-47250		1
RAV4, RAV4 HV	86740-42040 or 86740-42170		1
Sienna	86070-08030		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 16.10.017 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 Data Communication Module (DCM)/telematics transceiver assembly.

#### NOTE

The vehicle Repair Manual instructs the technician to perform a DCM activation AFTER replacing the DCM. If the subscription has expired for this generation system, the DCM cannot be activated because it does not have active cellular service. If a DCM is replaced and the Safety Connect subscription has expired, do NOT perform DCM activation. In this situation the DCM should be installed without performing the DCM activation.

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](#)”



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### Repair Procedure (continued)

- 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](#)”
  - 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 [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).