

# Abnormal Screen Appearance

**Service Category** Audio/Visual/Telematics

**Section** Navigation/Multi Info Display

**Market** USA

Toyota Supports  
ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2017	Corolla	

## Introduction

Some 2017 model year Corolla vehicles may exhibit a condition where the radio will display vertical lines on half of the screen after starting the vehicle. This condition is intermittent and may not be easily duplicated. An updated radio has been made available to address this condition.

## Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL9049	R & R Multi-Display	0.4	86140-02520 86140-02540 86804-02100	73	74

### 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.

## Abnormal Screen Appearance

### Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
86140-02520	86140-02540	Receiver Assy, Radio & Display	1
86804-02100		Cover Sub-Assy, Navigation Computer	1

**NOTE**

The parts **MUST** be ordered through the exchange program to qualify for warranty coverage. The parts are **ONLY** valid through the exchange program.

### Required Tools & Equipment

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

\* Essential SST.

**NOTE**

- Only **ONE** of the Techstream units listed above is required.
- Software version **11.30.137** or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at **1-800-368-6787**.

## Abnormal Screen Appearance

---

### Repair Procedure

1. If the customer reports the condition listed in the Introduction, then replace the radio.

Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

- 2017 Corolla:  
*Audio/Visual/Telematics – Audio/Video*  
– “*Audio/Video: Radio Receiver:*  
[Removal / Installation](#)”
  - 2017 Corolla:  
*Audio/Visual/Telematics – Navigation/Multi Info Display* – “*Navigation/Multi Info Display: Navigation Receiver:* [Removal / Installation](#)”
2. On navigation equipped vehicles, be sure to move the navigation map micro SD card to the remanufactured radio.
  3. Confirm normal operation after the repair has been completed.

Figure 1.

