

Infotainment System Reboots Under Cold Temperatures

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2017 - 2018	iA	

Introduction

Some 2017 – 2018 model year iA vehicles may exhibit a condition where the infotainment system reboots or the infotainment screen turns black under cold temperatures. This condition occurs when the vehicle interior is cold, and stops as the interior temperature increases. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1808	R & R SD Card	0.3	PTMZD-1M164	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.

Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
	PTMZD-1M164	SD Card for Yaris iA US Market	1

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Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit a condition where the infotainment system reboots or the infotainment screen turns black under cold temperatures?

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

2. Is an SD card already installed in the vehicle?

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

Figure 1. SD Card Slot



3. Remove the SD card.

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Repair Procedure (continued)

4. Locate the serial number on the SD card.

5. Identify the lot number of the SD card.
Do the last six digits of the SD card lot number match ANY of the lot numbers listed in the table below?
 - **YES** — Replace the SD card.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

Figure 2.

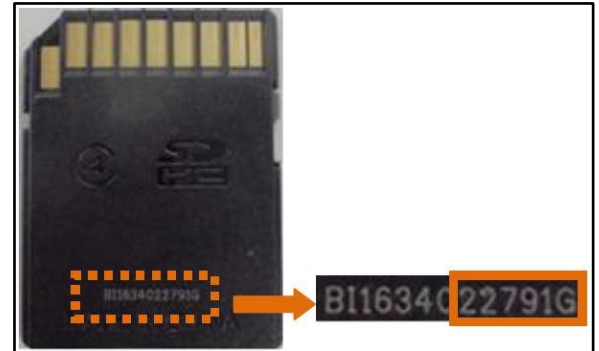


Table 1.

LAST SIX DIGITS OF LOT NUMBER				
50424D	50877D	50428G	50635G	50955G
50631D	50913D	50632G	50881G	50995G

6. Confirm the lot number of the replacement SD card.
Does the lot number of the replacement SD card match ANY of the lot numbers in Table 1?
 - **YES** — Order another replacement SD card.
 - **NO** — Install the SD card.

7. Confirm normal infotainment system operation.