

XM Radio Free Trial is not Available or Ends Prematurely

Service Category Audio/Visual/Telematics

Section Audio/Video

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020	Tacoma	

Introduction

Some 2020 model year Tacoma vehicles may exhibit a condition in which the XM radio will only play the preview (demo) station and will not allow the customer to use their 90-day free trial, or it has ended prematurely. Follow the Repair Procedure in this bulletin to address this condition.

Production Change Information

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

MODEL	PLANT	ENGINE	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Tacoma	TMMBC	2GR	2WD	3TMAZ5CN#LM125785
				3TMBZ5DN#LM024916
				3TMEZ5CN#LM125792
			4WD	3TMCZ5AN#LM318447
				3TMGZ5AN#LM318408
				3TMDZ5BN#LM086255

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1930	XM Radio 90 Trial Initialization	0.4	86804-XXXXX	87	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.

Repair Procedure

1. Confirm the vehicle's XM radio will ONLY play the preview (demo) AND the customer's 90-day free trial has NEVER been active or has ended prematurely.
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
2. Obtain the XM radio ID number visible on the vehicle's head unit display when it is set to XM radio channel 001.

Figure 1.



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Repair Procedure (continued)

3. Record the XM radio ID and e-mail it to tele-ops@toyotaconnected.com.
 - A. Ensure the e-mail contains the following information:
 - VIN
 - XM radio ID
 - Vehicle make and model
 - Contact information
 - B. Be sure to write "XM Radio Activation" in the subject line.
 - C. Send the email to tele-ops@toyotaconnected.com.
4. Return the vehicle to the customer and inform them that the XM radio 90-day free trial will be active within 24 hours.