

# 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
2018 - 2020	NX300, NX300H	
2019	UX200, UX250H	

## Introduction

Some 2018 – 2020 model year NX 300/300h and 2019 model year UX 200/250h vehicles equipped with a Continental DCM may exhibit one or more of the following conditions:

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

MODEL	PLANT	ENGINE	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
NX 300	TMK	U661E	2WD	JTJGARBZ#L2164216
				JTJHARBZ#L2164216
				JTJSARBZ#L2164216
				JTJJARBZ#L2164216
				JTJAARBZ#L2164216
		U661F	AWD	JTJGARDZ#L2223792
				JTJHARDZ#L2223792
				JTJSARDZ#L2223792
				JTJJARDZ#L2223792
				JTJDARDZ#L2223792
NX 300h		P314		JTJAARDZ#L2223792
				JTJDJRDZ#L2132175
				JTJGJRDZ#L2132175
				JTJHJRDZ#L2132175
UX 200		M20A-FKS	2WD	JTJAJRDZ#L2132175
				JTHY3JBH#K2018353
UX 250h		M20A-FXS	2WD	JTHY6JBH#K2033641
			AWD	JTHU9JBH#K2016767

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### Warranty Information

OP CODE	DESCRIPTION	TIME	OFFP	T1	T2
EL2030	R & R Transceiver Assembly, Telephone (NX 300, NX 300h)	1.8	86740-78120	72	74
EL2031	R & R Transceiver Assembly, Telephone (UX 200, UX 250h)	1.9	86740-76180		

#### APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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
MODEL	PART NUMBER		
NX 300, NX 300h	86740-78120	Transceiver Telematics	1
UX 200, UX 250h	86740-76180		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 15.00.028 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 inoperative
- Bluetooth® microphone and voice command inoperative
- Right front audio speakers are inoperative
- Connected services inoperative
- Remote start 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:

- 2018 – 2020 NX 300:  
*Audio/Visual/Telematics – Cellular Communication* – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
- 2018 – 2020 NX 300h:  
*Audio/Visual/Telematics – Cellular Communication* – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
- 2019 UX 200:  
*Audio/Visual/Telematics – Cellular Communication* – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”
- 2019 UX 250h:  
*Audio/Visual/Telematics – Cellular Communication* – “Cellular Communication: DCM (Telematics Transceiver): [Removal](#) / [Installation](#)”

3. Refer to Service Bulletin [L-SB-0006-19](#) for DCM activation.

4. Confirm the condition is no longer present and the SOS button light is illuminated solid green (NOT flashing).