

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
2018 - 2020	NX300, NX300H	
2019	UX200, UX250H	

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 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
				JTJAARDZ#L2223792
NX 300h		P314		JTJDJRDZ#L2132175
				JTJGJRDZ#L2132175
				JTJHJRDZ#L2132175
				JTJAJRDZ#L2132175
UX 200	M20A-FKS	2WD	JTHY3JBH#K2018353	
UX 250h	M20A-FXS		JTHY6JBH#K2033641	
		AWD	JTHU9JBH#K2016767	

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	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 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 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 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:

- 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](#)”

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Repair Procedure (continued)

3. Refer to [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).