

# Radio/Navigation Touch Screen Intermittently Inoperative

**Service Category** Audio/Visual/Telematics

**Section** Navigation/Multi Info Display

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2015	Prius V	

## Introduction

Some 2015 model year Prius V vehicles may exhibit an intermittently inoperative radio/navigation touch screen after the vehicle has hot or cold soaked. The only way the touch controls are able to be recovered is to cycle the ignition or reboot the head unit. Follow the procedures in this bulletin to address this condition.

## Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
86140-47210	86140-47211	Receiver Assy, Radio & Display	1*
86804-47230	86804-47231	Receiver Assy, Navigation	1*
86804-47250	86804-47251		1*

\* One per vehicle.

### NOTE

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

## Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
866101	R & R Multi-Display	0.4	86140-47210 86804-47230 86804-47250	87	74

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### Warranty Information (Continued)

#### **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 condition as described in the Introduction.
  - A. **If the vehicle interior is warm:**  
Start the vehicle and set the A/C to MAX LO Recirculate, then when the interior temperature has reached ambient temperature, confirm the condition.
  - B. **If the vehicle interior is cold:**  
Start the vehicle and set the HVAC to MAX HI Recirculate, then when the interior temperature has reached ambient temperature, confirm the condition.
2. Could the condition described in the Introduction be duplicated?
  - **YES** — Continue to step 3.
  - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
3. Replace the head unit with a remanufactured head unit.

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

- 2015 Prius V:  
*Audio/Visual/Telematics – Audio/Video – “Audio/Video: Radio Receiver: [Removal](#) / [Installation](#)”*
  - 2015 Prius V:  
*Audio/Visual/Telematics – Navigation Receiver – “Navigation/Multi Info Display: Navigation Receiver: [Removal](#) / [Installation](#)”*
4. Confirm condition is no longer present.