

DTC U0323/U0423/U3000 Cannot be Deleted

Service Category Audio/Visual/Telematics

Section Navigation/Multi Info Display

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2017	iA	Body Type(s): 4Dr. Sedan Transmission(s): 6MT, 6AT

Introduction

Some 2017 model year iA vehicles may exhibit Diagnostic Trouble Codes (DTCs) U0323 (PCM Software Incompatibility with Instrument Panel Control Module), U0423 (ABS Invalid Data Received from Instrument Panel Cluster Control Module), or U3000 (IC Control Module Internal Electronic Failure) if the vehicle's battery or the multimedia display is disconnected. Follow the Repair Procedure in this bulletin to address this condition.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	—	—	—	—

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

* Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 12.10.018 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

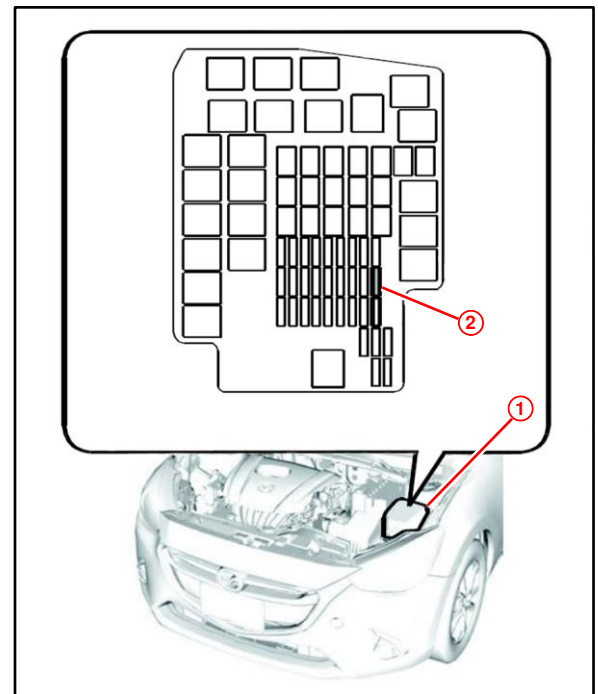
DTC U0323/U0423/U3000 Cannot be Deleted

Repair Procedure

The Tire Pressure Monitor System (TPMS) warning light flashes and/or the Traction Control System/Dynamic Stability Control (TCS/DSC) indicator lights will illuminate. The DTC CANNOT be deleted if the DTC occurs when the ignition is turned to the OFF position within 20 seconds of turning the ignition ON and the ROOM fuse (Engine Compartment) is NOT installed when the battery level is low and/or the navigation receiver is disconnected.

1. Confirm the condition.
Using Techstream, perform a Health Check. Was DTC U0323, U04423, or U3000 retrieved?
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
2. Using Techstream, clear the DTCs.
3. Using Techstream, perform a Health Check. Was DTC U0323, U04423, or U3000 retrieved?
 - **YES** — Complete the [DTC Troubleshooting Procedure](#), then continue to step 4.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
4. Verify that the navigation receiver and the ROOM fuse are installed properly.
 - A. Verify that the ROOM fuse is installed in the Relay Block as shown.

Figure 1. ROOM Fuse



1	Relay Block
2	ROOM Fuse Installation Location

DTC U0323/U0423/U3000 Cannot be Deleted

Repair Procedure (Continued)

- B. Verify that the navigation receiver connectors are properly seated.

Access the navigation receiver connectors.

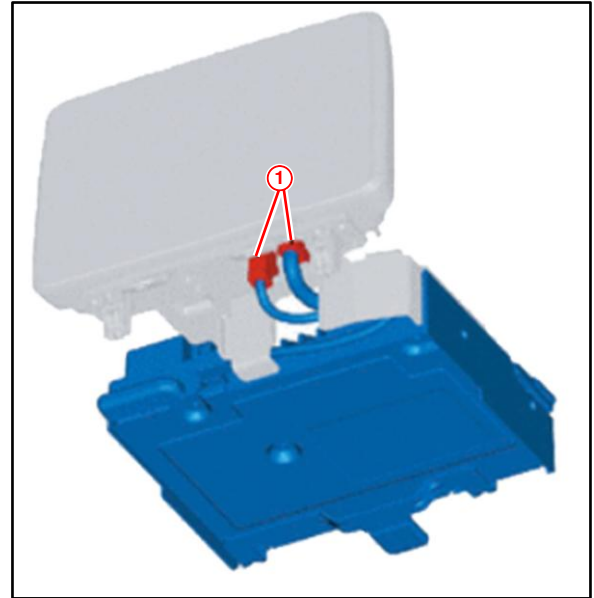
Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

- 2017 iA:
Audio/Visual/Telematics – Audio Visual – “Audio/Video: Navigation Receiver: [Removal](#)”

Are the navigation receiver connectors properly seated?

- **YES** — Go to step 6.
- **NO** — Continue to step 5.

Figure 2. Navigation Receiver



1

Connector

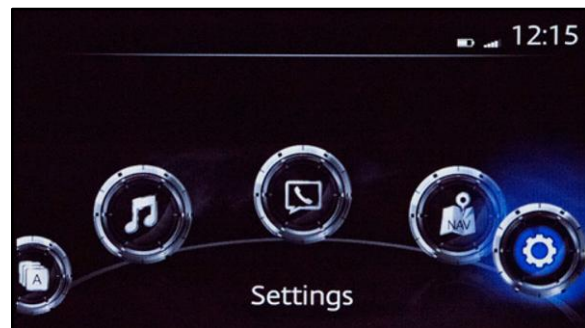
5. If the navigation receiver connectors are NOT properly seated, complete the following procedure:
 - A. Properly seat the connectors.
 - B. Switch the ignition ON (engine OFF or ON) and wait 1 minute or more.
 - C. Switch the ignition OFF and wait for 3 seconds or more.
 - D. Switch the ignition ON (engine OFF or ON) and complete the navigation receiver automatic configuration.
6. Reinstall the multimedia display, audio panel #1, and audio panel #2.
 Refer to TIS, applicable model and model year Repair Manual:
 - 2017 iA:
Audio/Visual/Telematics – Audio Visual – “Audio/Video: Navigation Receiver: [Installation](#)”

DTC U0323/U0423/U3000 Cannot be Deleted

Repair Procedure (Continued)

7. On the “Home” screen, press the rightmost icon labeled *Settings*.

Figure 3.



8. In the “Settings” menu, press *System*.

NOTE

The change to the “Settings” menu can be made using either the “Temp” or “Distance” submenu. If *Distance* is selected, go to substep B.

Figure 4.



- A. In the “System” submenu, press *Temp* and Select *F°* or *C°* to change the temperature units. Choose the alternate setting from the previously selected measurement unit.

Figure 5.



DTC U0323/U0423/U3000 Cannot be Deleted

Repair Procedure (Continued)

- B. In the “System” submenu, press *Distance* and select *Miles* or *Km* to change the mileage units. Choose the alternate setting from the previously selected measurement unit.

Figure 6.



9. Turn the ignition key to the OFF position.
10. Turn the ignition key to the ON position and delete the DTCs using Techstream.
11. Confirm that the DTCs have been cleared using Techstream.
12. Return the original temperature and/or mileage units using the multimedia menu system.
13. Confirm that the DTCs do NOT reset.