

Subject

DCM Activation is Not Applicable When Safety Connect Service has Expired

Market

USA

Service Category

Audio/Visual/Telematics

Section

Navigation/Multi Info Display

Applicability

Vehicles with Safety Connect

APPLICABLE VEHICLES

2012-2016	Camry	2014-2016	Highlander
2010-2016	Prius	2011-2016	Sienna
2013-2016	Avalon HV	2010-2011, 2013-2016	Land Cruiser
2012-2016	Prius V	2010-2016	4Runner
2013-2016	Avalon	2012-2015	Prius PHV
2015-2016	Prius C	2014-2016	Highlander HV
2012-2016	Camry HV		

CONDITION

Safety Connect is a vehicle option which requires a subscription fee for the system to be active. The first year of service is provided in the vehicle purchase price. Once the subscription has lapsed the DCM will be in an inactive state. In some instances, a DCM may need to be replaced even though the customer is not using the service.

RECOMMENDATIONS

The vehicle repair manual instructs the technician to perform a DCM activation after replacing the DCM. If the subscription has expired, 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 DCM should be installed without performing the DCM activation.

You can confirm Safety Connect status by running a vehicle inquiry on TIS which will provide Safety Connect account status.

LINK REFERENCES

This Tech Tip does not contain any link references