

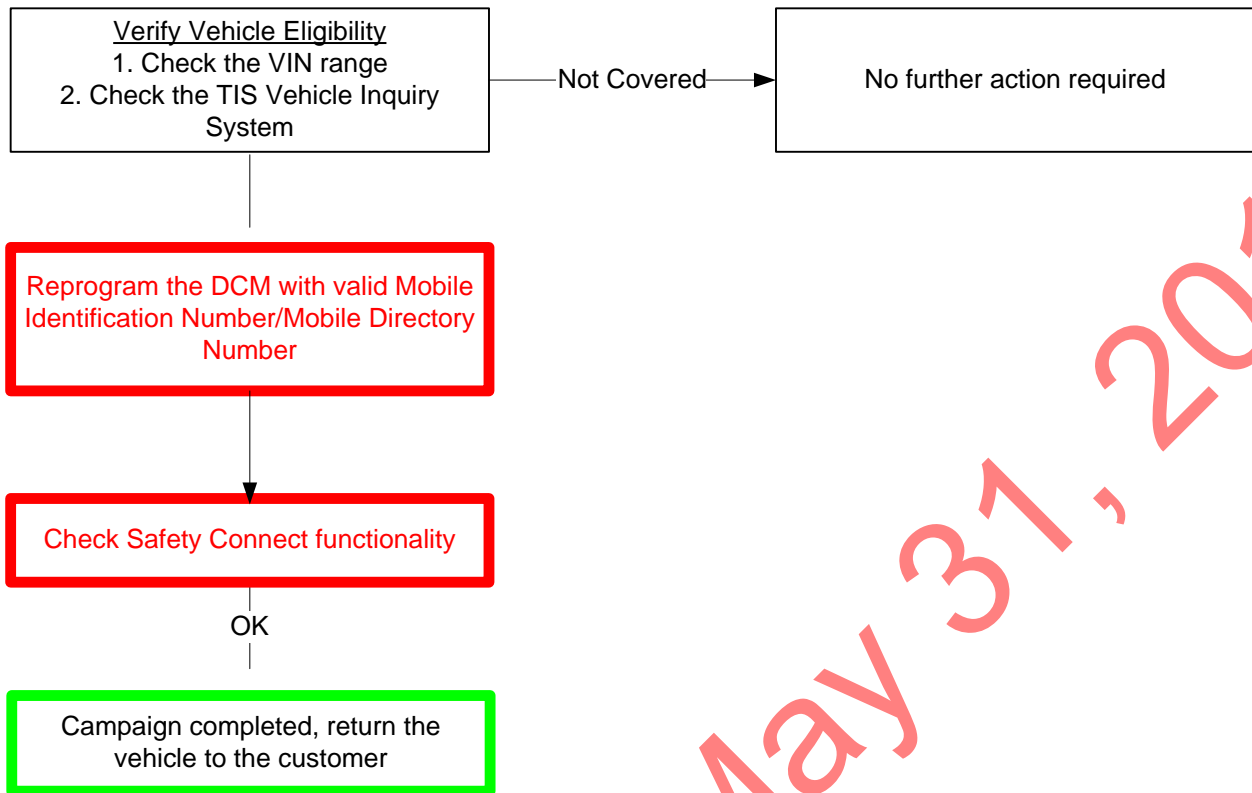
**TECHNICAL INSTRUCTIONS
FOR
LIMITED SERVICE CAMPAIGN E0K
SAFETY CONNECT SYSTEM Disabled**

**CERTAIN 2014 MODEL YEAR AVALON, AVALON HYBRID,
HIGHLANDER, AND SIENNA VEHICLES**

All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certifications levels:

- **Toyota Certified (any classifications)**
- **Toyota Expert (any classifications)**
- **Master**
- **Master Diagnostic Technicians**

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

WMI	MY	Model	VDS	MIN-MAX
4T1	2014	Avalon	BK1EB	U085708-U093137
		Avalon Hybrid	BD1EB	U020971-U02354
5TD	2014	Highlander	DKRFH	S005618-S010058
			YKRFH	S005068-S006709
		Sienna	DK3DC	S073641-S073641

NOTE:

- A small number of vehicles involved in this campaign may have a DCM that has previously been activated. File a warranty claim to mark them complete.
- Always check the TIS Vehicle Inquiry System to confirm the VIN is covered by this Limited Service Campaign, and that the campaign has not already been completed by another dealer.
- **TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer**

III. PREPARATION

A. PARTS

No parts are required to complete this campaign

B. TOOLS & EQUIPMENT

- Techstream 2.0 / TIS Techstream / Techstream Lite (Software 9.00 or Higher)
- GR8 Battery Diagnostic Station

IV. BACKGROUND

In certain 2014 Avalon, Avalon Hybrid, Highlander, and Sienna vehicles the Mobile Identification Number/Mobile Directory Number has expired or is no longer valid. The subject vehicles are equipped with Safety Connect, which allows drivers to contact the Toyota 24/7 response center at the touch of a button. Toyota has identified that the Safety Connect System in the subject vehicles has become disabled due to an unplanned expiration of the Mobile Identification Number/Mobile Directory Number.

V. REPROGRAMMING THE DCM

1. CONNECT THE GR8

- a) Set the GR8 to Power Supply Mode to maintain 13.5 volts during ECU reprogramming
- b) **The charger must be connected directly to the battery**



- A battery charger set to power supply mode **MUST** be used during reprogramming
- ECU damage may occur if the correct battery charger setting is not used

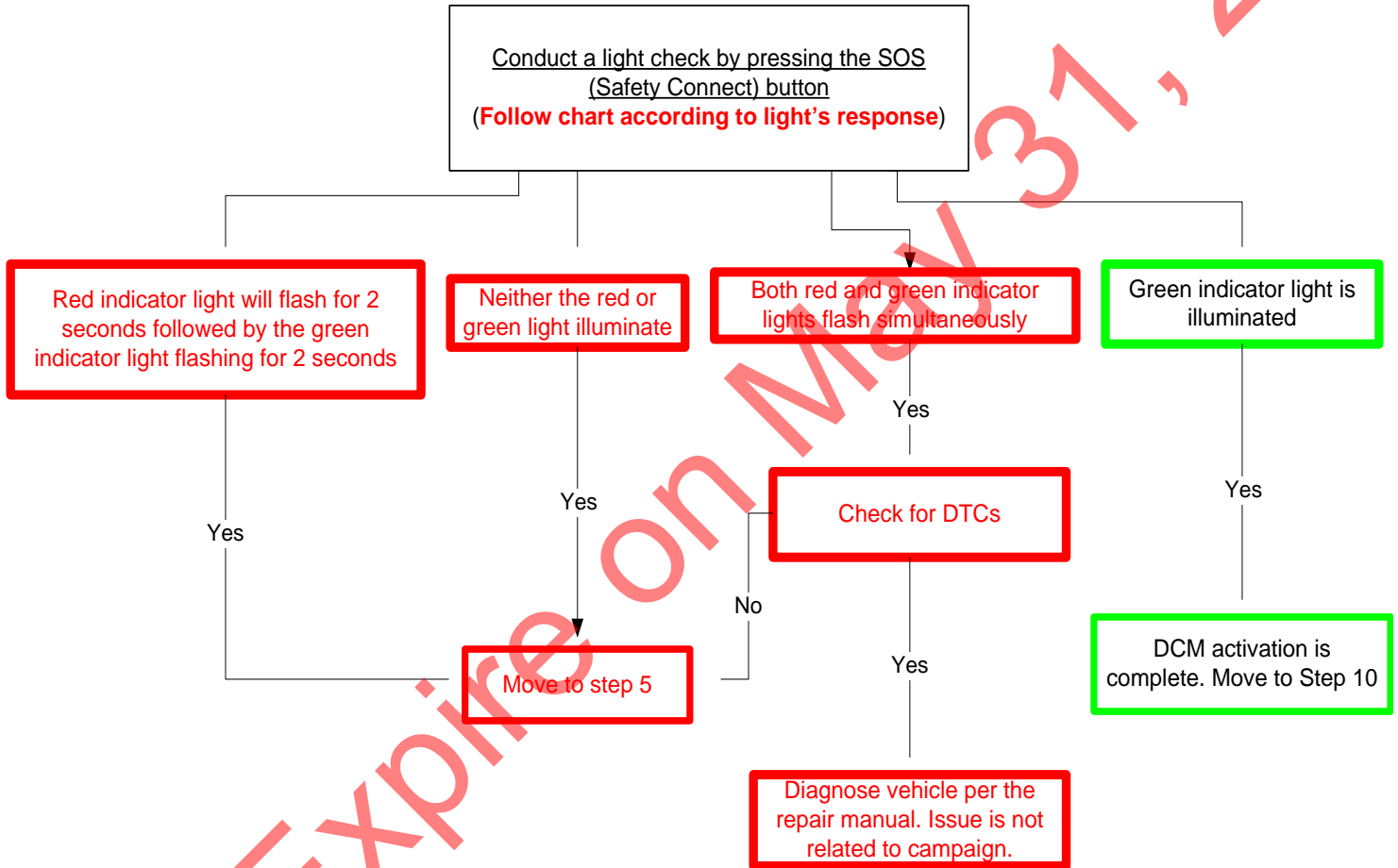
2. TURN OFF ALL ELECTRICAL ACCESORIES

a) Turn off all electrical accessories (i.e lights, audio and climate control systems)

3. CONFIRM THE IGNITION IS ON

4. VERIFY THE CONDITION

a) Conduct a light check by pressing the SOS (Safety Connect) button. Follow the flow chart according to the light's response.



5. CONNECT THE TECHSTREAM

6. CHOOSE TELEMATICS FROM THE SYSTEM SELECTION MENU

System Selection Menu
 Select desired system and then press the arrow button to access the ECU.

System Yellow = ECU status unknown.
 System White = ECU communication OK.
 *System White w/Asterisk = ECU not supported or not responding.

All ECUs	Powertrain	Chassis	Body Electrical
Engine and ECT	Cruise Control	KDSS	ABS/VSC/TRAC
PPS	Air Conditioner	SRS Airbag	Main Body
D-Door Motor	P-Door Motor	RL-Door Motor	RR-Door Motor
Master Switch	D-SEAT SW	Sliding Roof	Combination Meter
Power Source Control	Occupant Detection	Remote Engine Starter	Starting Control
PM2 Gateway	Telematics		

This ECU controls the one to send/receive information by wireless.
 Note: Telematics cannot communicate with scantool for approximately 20 seconds after IG ON.

Buttons: Health Check, Customize Setting, ECU Reprogramming, CAN Bus Check, TIS Function, TIS Search, Print, Main Menu, Next Button.

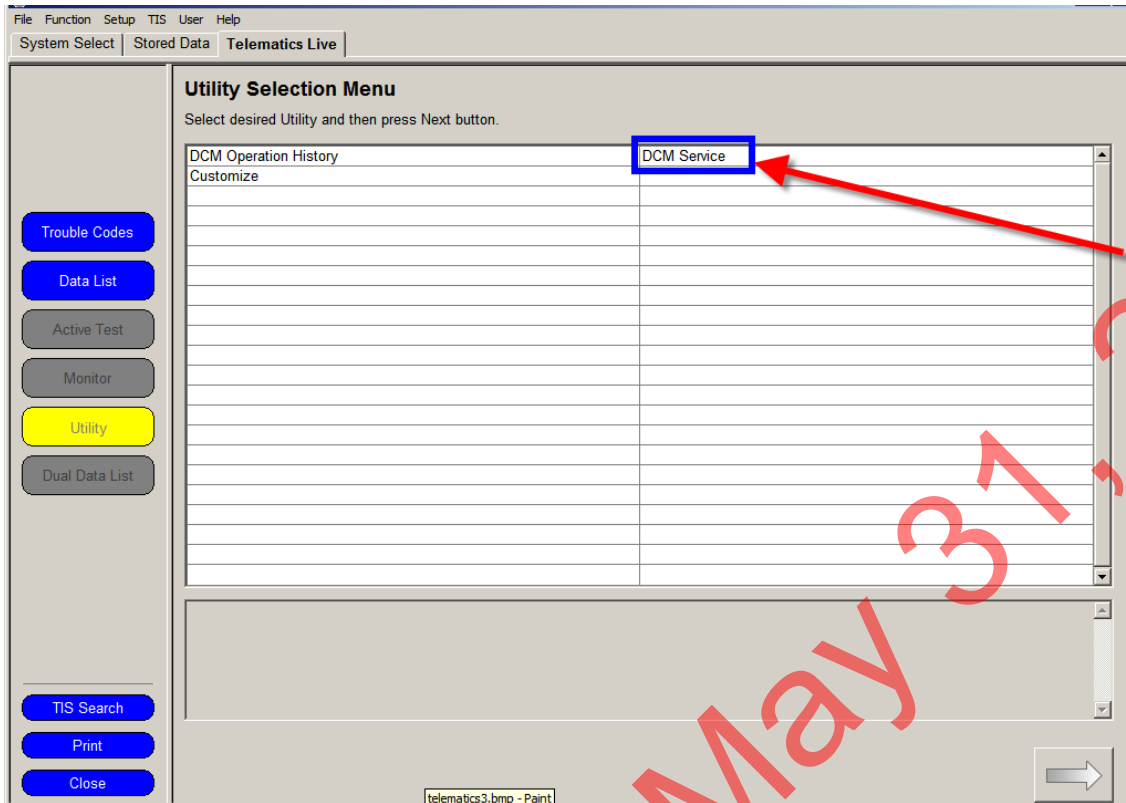
7. CHOOSE THE UTILITY OPTION AND CLICK THE NEXT BUTTON

Diagnostic Code:

Code	Description	Current	Pending	History	Summary
None					

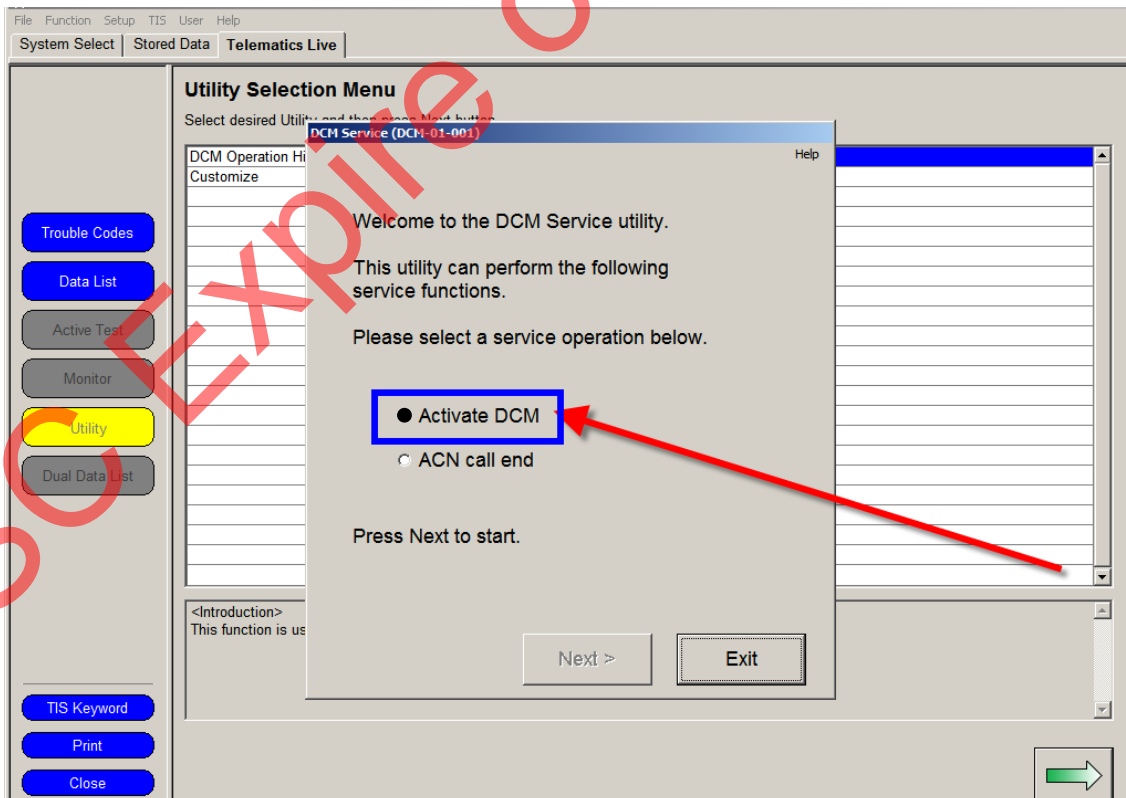
Buttons: Trouble Codes, Data List, Active Test, Monitor, Utility, Dual Data List, TIS Search, Print, Close, Next Button.

8. CLICK DCM SERVICE ON THE UTILITY MENU



9. CHOOSE ACTIVATE DCM

- a) Select Activate DCM and click next to reprogram the DCM



10. VERIFY THE DCM IS NOW ACTIVATED

- a) Press the SOS (Safety Connect) button and confirm the vehicle connects to the Toyota call center

11. PRINT CUSTOMER HEALTH CHECK REPORT

- a) From the Health Check Results screen select the Customer Health Check Report button (TIS will launch when button is pressed)

The screenshot shows the Techstream software interface. The main window displays 'Health Check Results' for a 2010 Prius_ZZR. The results table includes columns for System, Monitor Status, DTC, and Campaign Status. A callout box points to a button labeled 'Customer Health Check Button' which features an icon of a person with a clipboard. The table below shows the following data:

System	Monitor Status	DTC	Curr	Pend	Hint	Perm	SB	Calibration	Upd
Engine and ECT	Inc							34715100	2
								A4701000	2
								898B34701800	1
								898B54701100	1
								898A44701400	1
								898A44702300	1
Hybrid Control	-								
Cruise Control	-								
Tire Pressure Monitor	-								
ABS/ESC/TRAC	-							F152647106	2
EMPS	-								
Occupant Detection	-								
Air Conditioner	-								
Combination Meter	-							838004737004	
								838004737004	
								838004737004	
								590C102A1000	
Main Body	-								
D-Door Motor	-								
Smart Key	-								
P-Door Motor	-								
RR-Door Motor	-								
RL-Door Motor	-								
Master Switch	-								

- b) Log in to TIS
- c) Input Vehicle Mileage and Repair Order number
- d) Check the "Performed" campaign radio button for the applicable campaigns completed during this service event
- e) Select the Report button

The screenshot shows a 'Diagnostic Report' form. The 'Vehicle Information' section includes the following fields:

- Mileage: 7787
- Repair Order: 77888

Below the vehicle information, there is a section for outstanding campaigns with the following text: "Our systems show the following campaigns are outstanding. Have any of these campaigns been completed? (Check for SSC door label if unsure.)"

The campaign list includes:

- EOF
- 90B: Performed Not Performed

- f) Confirm Customer Health Check Report information is correct
- g) Print Customer Health Check Report from TIS
- h) Sign and provide to the customer

◀ VERIFY REPAIR QUALITY ▶

- Confirm the GR8 is set up properly prior to beginning the reprogramming
- Confirm the Safety Connect System is operational
- Confirm the reflash completes successfully
- Confirm there are no DTCs in the ECU

If you have any questions regarding this update, please contact your regional representative

VI. APPENDIX

A. CAMPAIGN DESIGNATION DECODER

