TECHNICAL INSTRUCTIONS

FOR

LIMITED SERVICE CAMPAIGN E0K

SAFETY CONNECT SYSTEM Disabled

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

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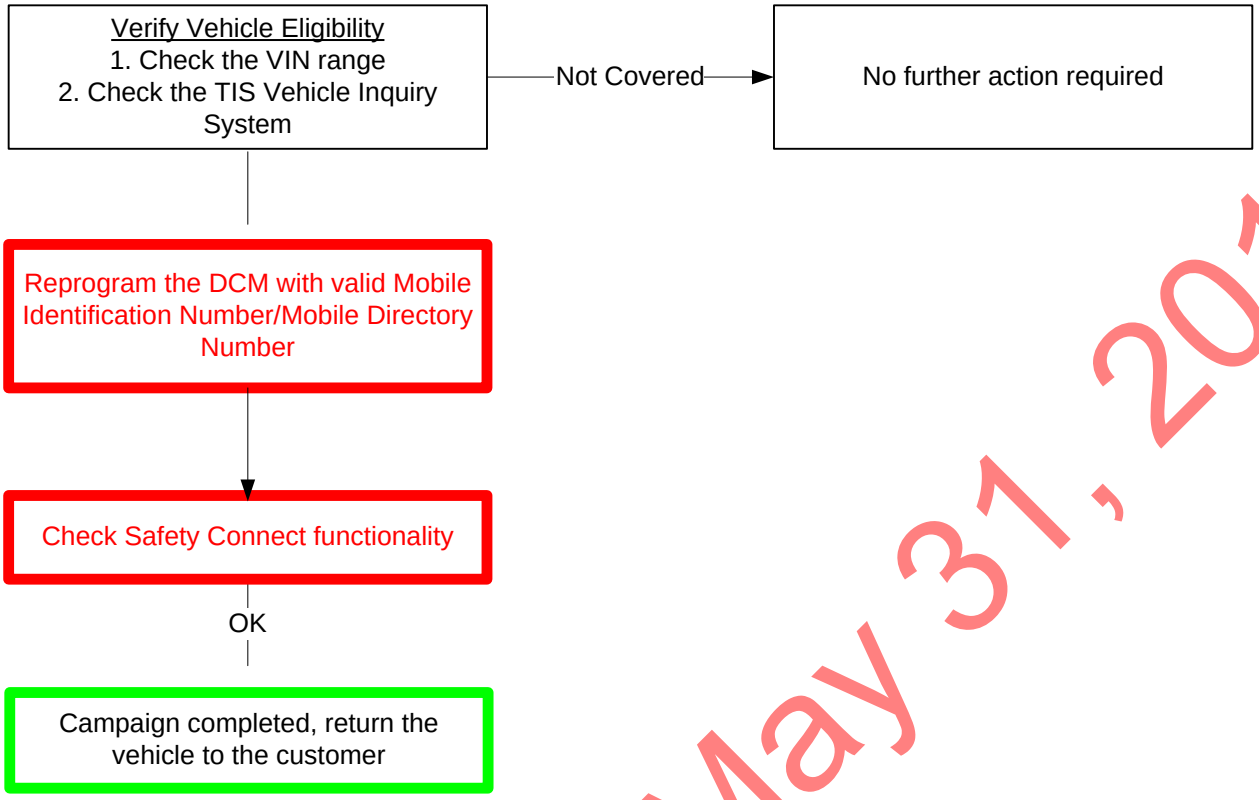
All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certifications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

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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Hybrid, Highlander, and Sienna vehicles the Mobile Identification Number/Mobile Directory Number has expired or is no longer valid.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**

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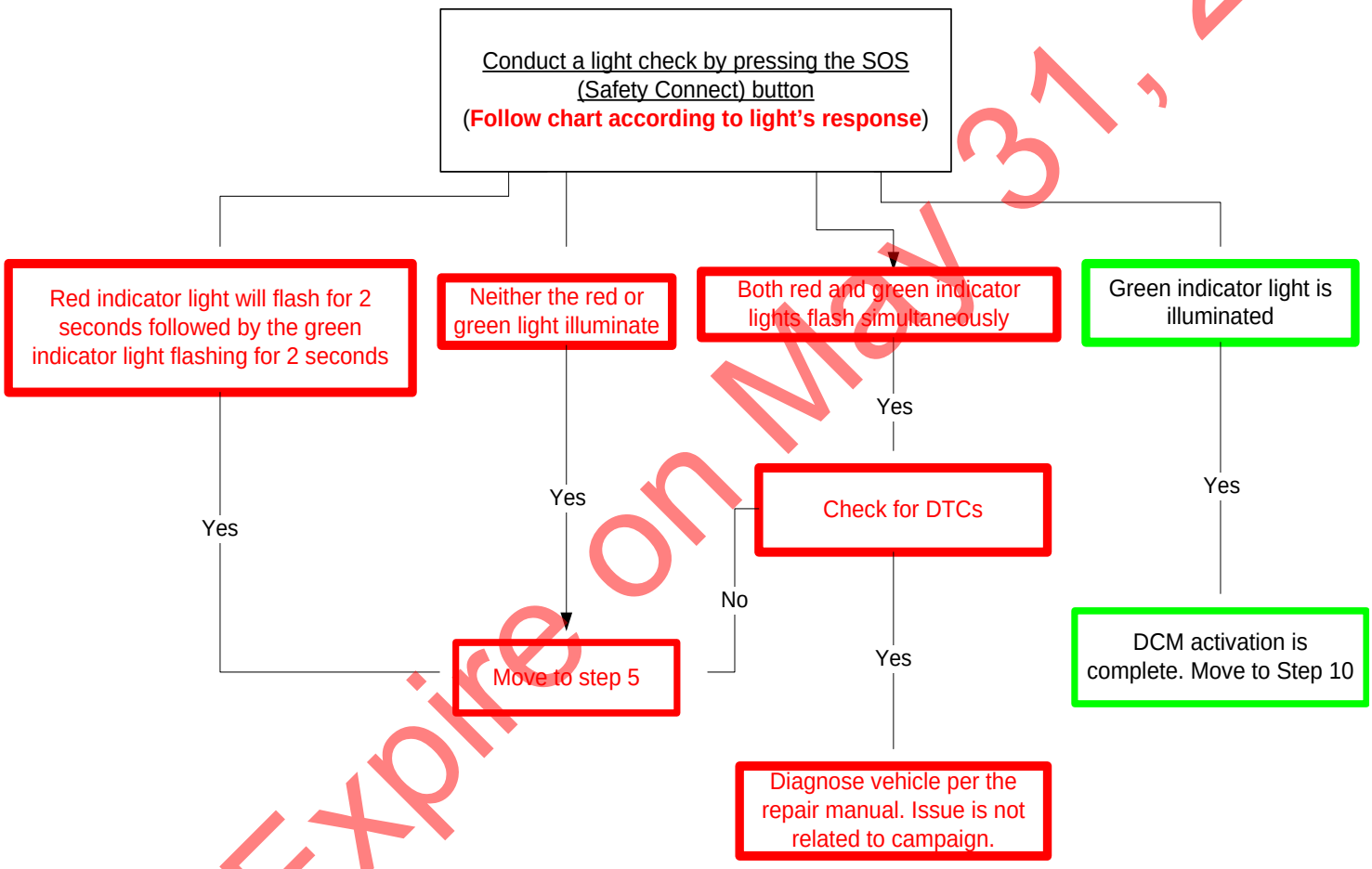
2. TURN OFF ALL ELECTRICAL ACCESORIES

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

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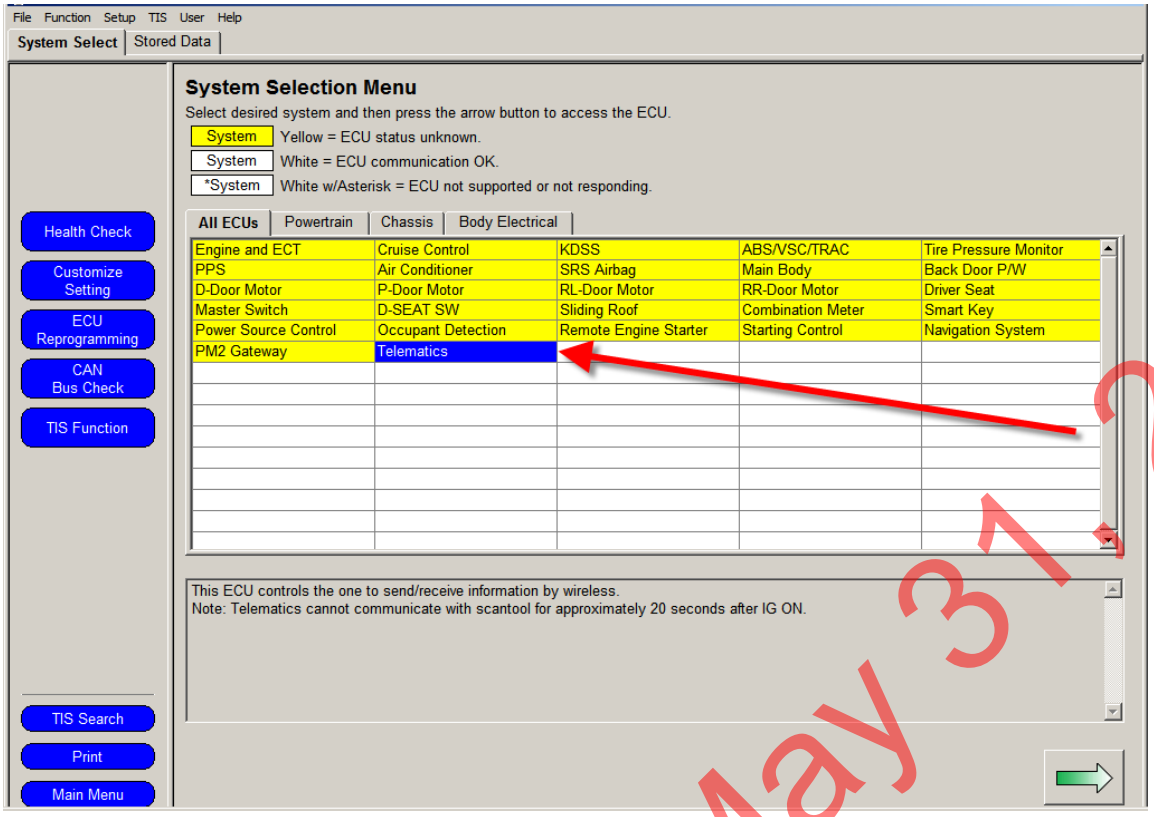
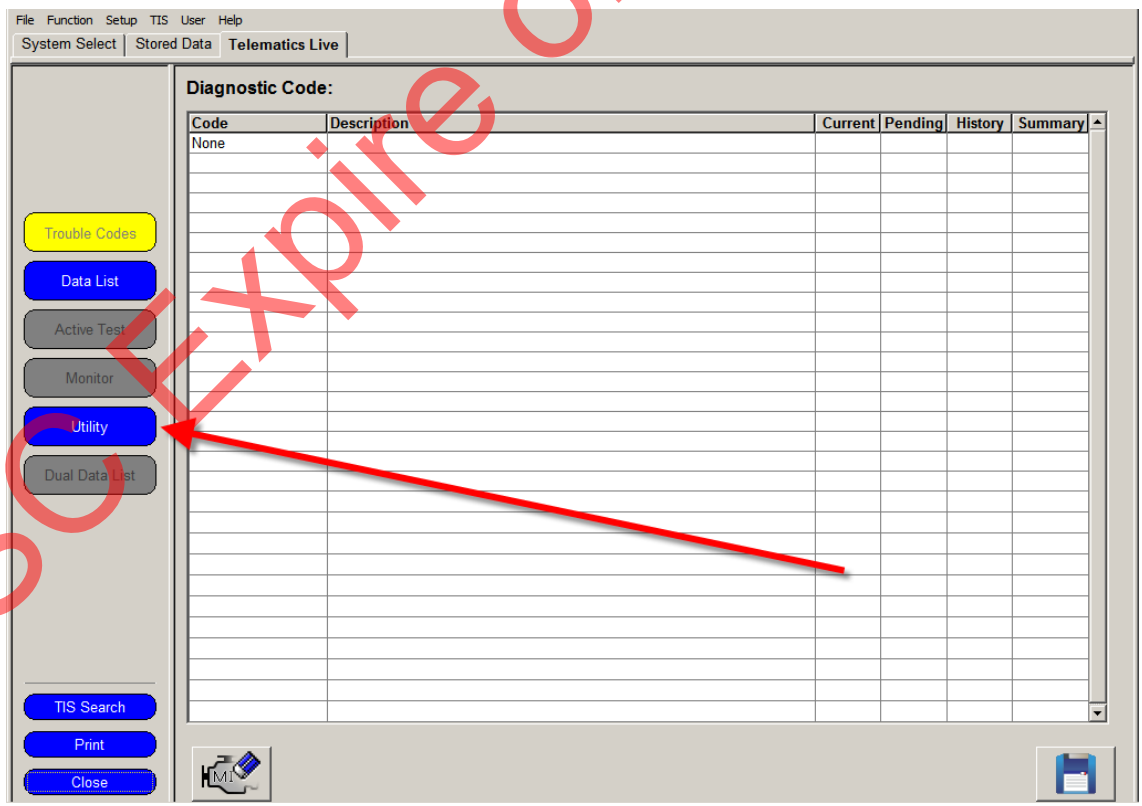
6. CHOOSE TELEMATICS FROM THE SYSTEM SELECTION MENU



7. CHOOSE THE UTILITY OPTION AND CLICK THE NEXT BUTTON



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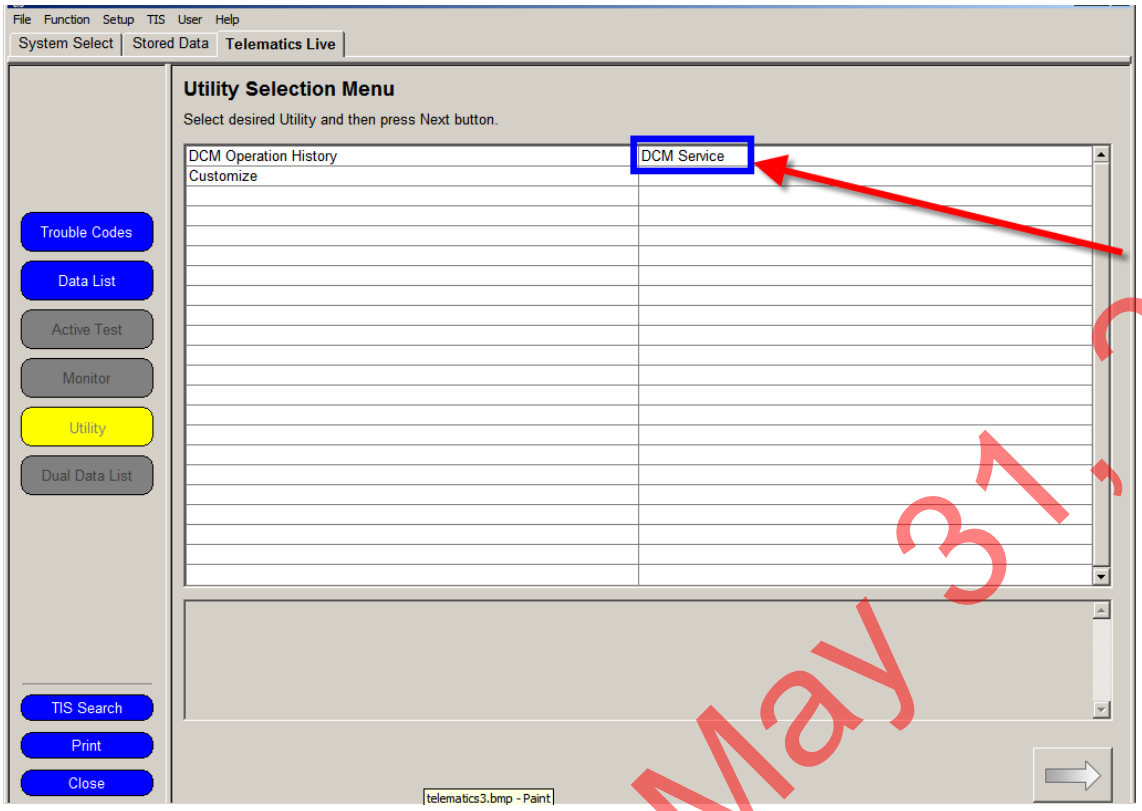
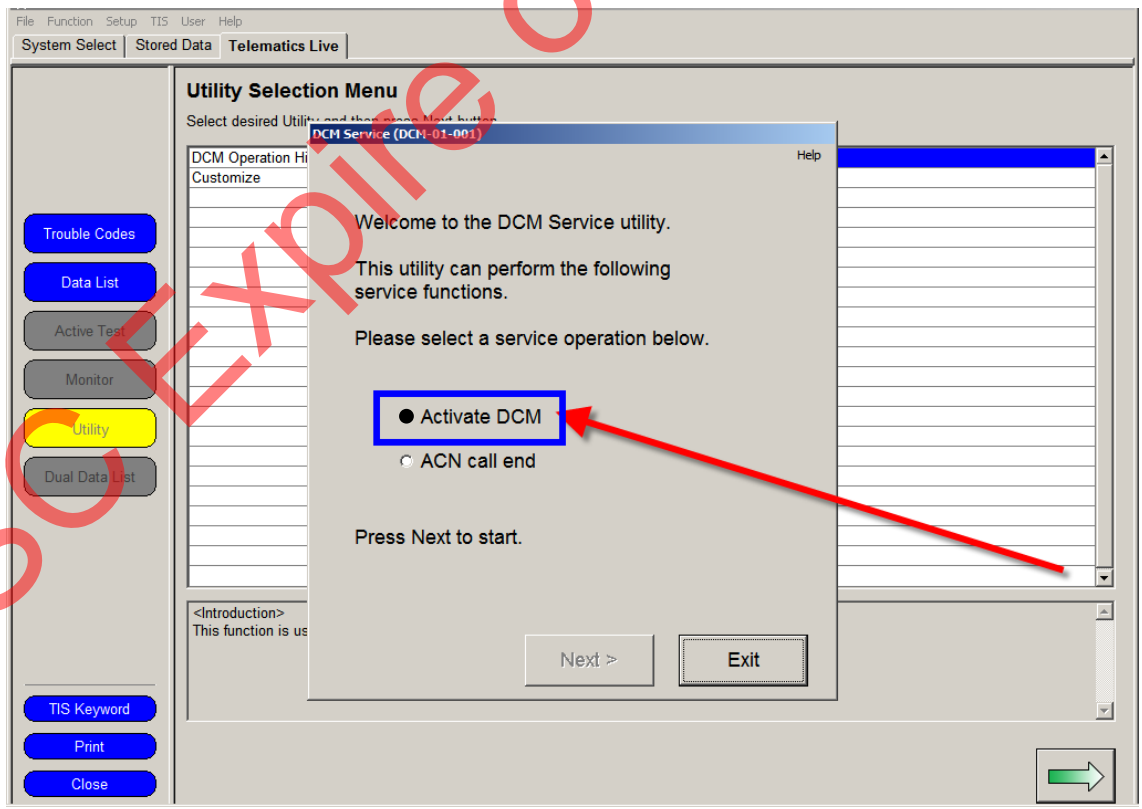
8. CLICK DCM SERVICE ON THE UTILITY MENU



9. CHOOSE ACTIVATE DCM

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



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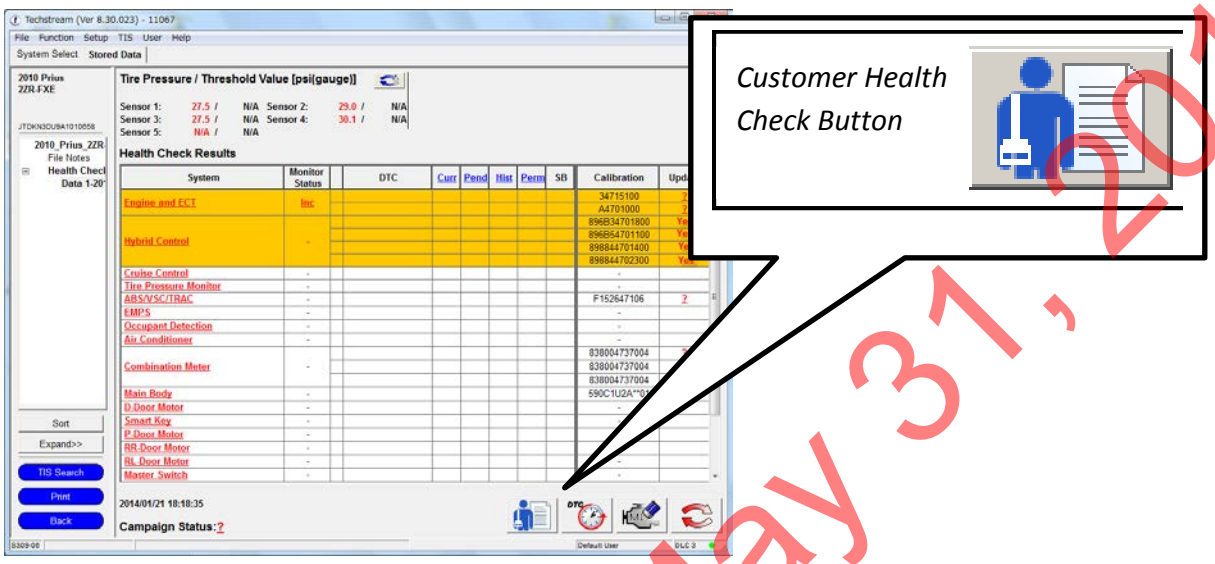
10. VERIFY THE DCM IS NOW ACTIVATED

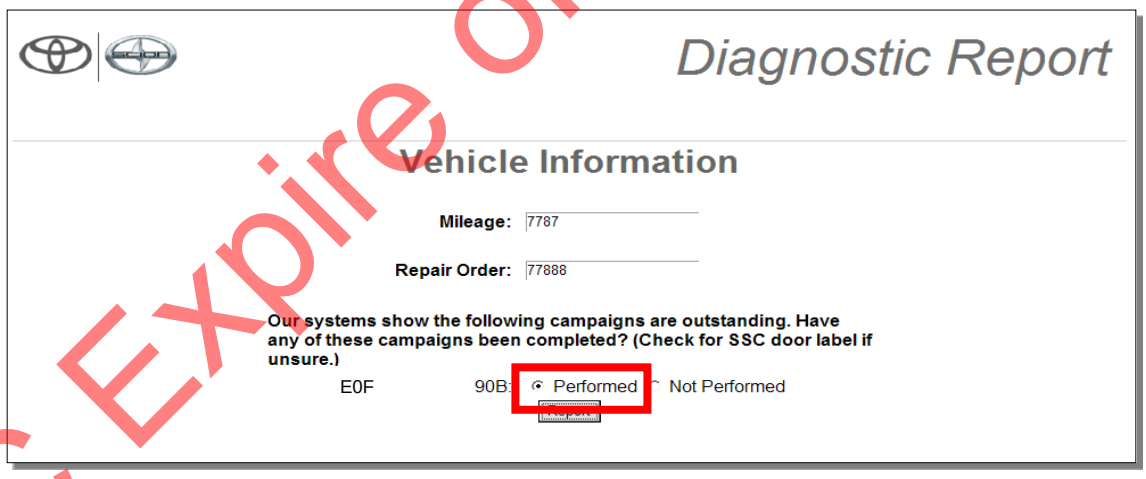
a) Press the SOS (Safety Connect) button and confirm the vehicle connects to the Toyota call center

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)



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



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

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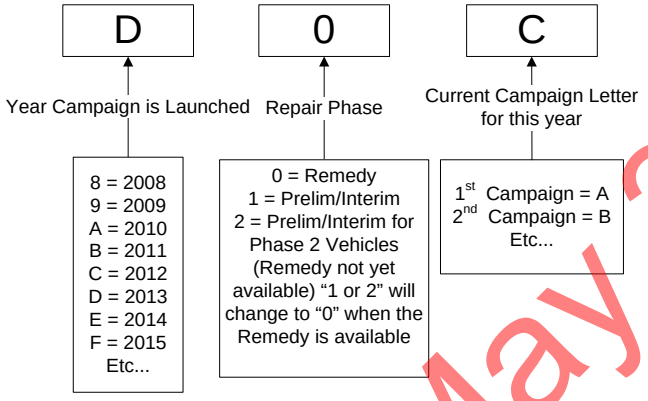
◄ VERIFY REPAIR QUALITY ►

- **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



Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
B1E = Launched in 2011, Interim Phase, 5rd Campaign Launched in 2011
C1C = Launched in 2012, Interim Phase, 3rd Campaign Launched in 2012

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