

Subject <b>Techstream Cannot Perform DCM Activation</b>		Market <b>USA</b>
Service Category <b>Audio/Visual/Telematics</b>	Section <b>Cellular Communication</b>	
Applicability <b>2017 Prius Prime 2018 Camry / HV</b>		

**APPLICABLE VEHICLES**

2018	Camry	2017	Prius Prime
2018	Camry HV		

**CONDITION**

Techstream cannot perform a DCM (Telematics ECU) Activation following a DCM replacement. Techstream may exhibit an "ATX web service unavailable" error or similar message when attempting a DCM activation. This is a known condition and will be remedied in the near future.

**RECOMMENDATIONS**

Create a Technical Assistance (TAS) Case, then call TAS for assistance with completing the DCM activation.

**NOTE:**

DCMs on vehicles other than the 2017 Prius Prime, 2018 Camry and 2018 Camry HV can be activated using Techstream.

**LINK REFERENCES**

This Tech Tip does not contain any link references