

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

2012-2018	Camry	2014-2018	Highlander
2010-2018	Prius	2011-2018	Sienna
2013-2018	Avalon HV	2010-2011, 2013-2018	Land Cruiser
2012-2018	Prius V	2010-2018	4Runner
2013-2018	Avalon	2012-2015	Prius PHV
2017-2018	Prius Prime	2015-2018	Prius C
2014-2018	Highlander HV	2012-2018	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 expired the DCM (Telematics Transceiver) 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.

If registration of the replacement DCM part is attempted using the Techstream utility after the account has become inactive, the registration will fail, and messages such as "ATX webserver is Down" or "ATX error" will be displayed.

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

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