

Subject		Market	
<b>Techstream Cannot Perform DCM Activation</b>		USA	
Service Category		Section	
Audio/Visual/Telematics		Cellular Communication	
Applicability			
2018 Lexus			

**APPLICABLE VEHICLES**

2018	RC F	2018	LS500
2018	RC350	2018	NX300H
2018	ES300H	2018	GS F
2018	ES350	2018	RC300
2018	GS300	2018	LC500
2018	RX450H	2018	LC500H
2018	NX300	2018	CT200H
2018	GS350	2018	IS300
2018	IS350	2018	RX350
2018	LS500H	2018	GS450H
2018	LX570		

**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**

Currently under investigation.

If the condition of your vehicle matches the condition described on this document, create a TAS case and contact TAS and provide details prior to the repair. If it's a weekend or holiday continue with diagnosis and repair, save all parts and details, contact TAS on the next available work day and review details with TAS engineer.

**LINK REFERENCES**

This Tech Tip does not contain any link references