

Subject Techstream Cannot Perform DCM Activation		Market USA
Service Category Audio/Visual/Telematics	Section Cellular Communication	
Applicability Multiple Toyota Models		

APPLICABLE VEHICLES

2018	Camry	2018	Sienna
2018	Mirai	2017-2018	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

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