

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

2012-2019	Camry	2014-2019	Highlander
2010-2019	Prius	2011-2019	Sienna
2013-2019	Avalon HV	2010-2011, 2013-2019	Land Cruiser
2012-2018	Prius V	2010-2019	4Runner
2013-2019	Avalon	2012-2015	Prius PHV
2017-2019	Prius Prime	2014-2019	Highlander HV
2012-2019	Camry HV		

CONDITION

Safety Connect is a vehicle option which requires a subscription fee for the system to be active. The trial period of service is provided upon the vehicle purchase. 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

Confirm Safety Connect status by running a vehicle inquiry on TIS which will provide Safety Connect account status. The vehicle repair manual instructs the technician to perform a DCM activation after replacing the DCM. However, 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, the DCM should be installed without performing the DCM activation.

LINK REFERENCES

This Tech Tip does not contain any link references