Subject		Market
Toyota Remote Connect - App Operating Tips		USA

Service Category	Section
Audio/Visual/Telematics	Audio/Video

Applicability
2018-2019 Camry, 2019 Avalon & Corolla

APPLICABLE VEHICLES

2018-2019	Camry	2019	Avalon
2019	Avalon HV	2019	Corolla
2018-2019	Camry HV		

CONDITION

Vehicle control apps might not operate as expected at times due to preconditions (normal operating parameters) not being established, vehicle settings and/or network/cellular coverage concerns.

RECOMMENDATIONS

Please review and identify the required details for operation before considering a potential need for a repair and/or diagnostic support. Please also assist customers with the required preconditions when necessary to ensure a positive ownership experience.

Contents:
1. Remote Engine Starter Preconditions and Tips
2. Remote Door Lock Preconditions and Tips
3. Vehicle ECU Initializations
4. Resources (as available)

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RECOMMENDATIONS

1. **Remote Engine Starter Preconditions and Tips:**
   Utilize the following table as a guide to successful operation of the control apps (cell phone) based remote engine starter system.

1	Service Mode on Multi-display is turned "OFF"
2	Vehicle has sufficient fuel (low fuel light is "OFF")
3	All Doors, Trunk and Hood are closed
4	Vehicle has been locked electrically
5	Brake pedal is not being depressed
6	Vehicle shifter is in the Park position
7	The start button is not being pushed
8	Vehicle battery is not in a discharged state
9	Vehicle security alarm has not been activated
10	Smart Key is out of range from the vehicle
11	Sufficient time has passed since the last attempt

NOTE: Network/cellular coverage may influence response time from each command. Sending multiple commands in a short period of time is not recommended. The remote start by key FOB is only possible (authorized) after the first successful start using the phone app.

2. **Remote Door Lock/Unlock Preconditions and Tips:**
   Utilize the following table as a guide to successful operation of the control apps (cell phone) based door lock and unlock system.

1	Vehicle ignition is turned OFF
2	All Doors, Trunk and Hood are closed
3	Smart Key is out of range from the vehicle
4	Another Lock/Unlock command is not in process
5	Remote Lock "Cancel" is not customized to "ON"

NOTE: Network/cellular coverage may influence response time from each command. Sending multiple commands in a short period of time is not recommended. Make sure door locks work normally by panel switch and FOB, and that the remote door lock operation is not customized to OFF.

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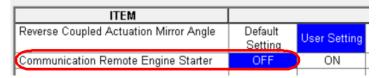USA

Applicability

RECOMMENDATIONS

3. Vehicle ECU Initializations:

Ensure the vehicle settings and initializations for door lock and remote engine starter are correct.

    A. Make sure that "Communication Remote Engine Starter" in Techstream customized settings that is designed/intended for an aftermarket RES kit is turned OFF.

EXAMPLE:

Select Customize Parameter

ITEM	Default Setting	User Setting
Reverse Coupled Actuation Mirror Angle		
Communication Remote Engine Starter	OFF	ON

B. With the related DTCs cleared, perform both Body ECU "Wireless Door Lock Registration/Setting" and Smart Access "ECU Communication ID Registration" for remote engine starter per the Repair Manual to complete the required Techstream utility initializations.

NOTES:
- If settings are improper, related DTCs may include: B126A, B2779, U0198, and U1117.
- Performing these specific "initializations" can be safely done even if not needed.
- Make sure the Body initialization utility includes the words "door lock" as a general "initialization" titled utility may be unrelated and not supporting the door lock/unlock app.
- Make sure that any customized setting for remote door locks has the feature enabled.
- Do NOT use the Telematics "activation" utility for existing DCMs with established accounts. [This is only for new off-the-shelf DCMs when first installed into vehicles.]

4. Resources (late 2018 roll-out/as available):
- Service Lane: Knowledge Center/Entune Quick Apps Check
- Service Lane: Knowledge Center/Entune Remote Connect Guide
- TIS/Tech Assistance:
  - Connected Services "Direction" PreCall Worksheet
  - Connected Services "Analysis" PreCall Worksheet
- Repair Manual/Telematics/DCM Replacement/Initializations for wireless door lock and remote engine starter in the Smart Key registration section.

LINK REFERENCES

This Tech Tip does not contain any link references