

Subject		Market	
<b>Microphone &amp; Safety Connect Inoperative Diagnostic Precautions</b>		USA	
Service Category		Section	
Audio/Visual/Telematics		Cellular Communication	
Applicability			
Models Equipped with DCM			

**APPLICABLE VEHICLES**

2018-2019	Camry	2018-2019	Highlander
2018-2019	Prius	2018-2019	Sienna
2018-2019	Avalon HV	2018-2019	Mirai
2018-2019	Land Cruiser	2018-2019	4Runner
2019	Corolla Hatchback	2018-2019	C-HR
2019	RAV4 HV	2018-2019	Avalon
2019	RAV4	2018-2019	Prius Prime
2018-2019	Highlander HV	2018-2019	Camry HV

**CONDITION**

The microphone circuit passes through the DCM before reaching the radio/navigation system. To simplify the diagnosis of the microphone, Safety Connect SOS button lights, and DCM (Telematics transceiver) inoperative conditions, refer to the procedure below to prevent unnecessary parts replacement.

**RECOMMENDATIONS**

- Disconnect the 12V battery for 30 minutes to reset/initialize the DCM
- Confirm if the microphone is still inoperative, Safety Connect SOS button lights, or (DCM) conditions have changed by performing a reset/initialization
- If the microphone is operating normally and the green SOS light is ON, normal operation has been restored
- If the microphone is still inoperative, the SOS has no lights, or a steady red light ON, diagnose them per the repair manual
- Be sure to check all wiring and DCM connections before replacing the microphone

**LINK REFERENCES**

This Tech Tip does not contain any link references