TOYOTA
Technical Service Bulletin

Telematics Data Communication Module (DCM) Activation Procedure Supplement

Service Category	Audio/Visual/Telematics

Section	Cellular Communication

Market USA

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	Avalon, Avalon HV, C-HR, Corolla Hatchback	
2018 - 2019	Camry, Camry HV, Mirai, Sienna	
2017 - 2019	Prius Prime	

Introduction

This bulletin details the supplemental procedure to confirm Telematics Data Communication Module (DCM) activation for applicable 2017 – 2019 model year Toyota vehicles after the process is initiated by Techstream. The steps outlined in this bulletin include:

- Techstream Messages
- DCM Activation Confirmation
- Vehicle Confirmation

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

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Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE
- Only ONE of the Techstream units listed above is required.
- Software version 13.30.018 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

Supplemental Procedure

Techstream Messages

1. AFTER initiating the DCM service process as outlined in the Repair Manual, the following Techstream messages will display to provide activation status and the next steps.

    A. Once the DCM service request is sent and an in-progress confirmation is received, the following Techstream screen will display.

    Press Next.

Figure 1.


```
DCM Service
    The request has been received and
    DCM activation is in progress.

    Press "Next" to proceed.




                    < Back   Next >   Exit
```

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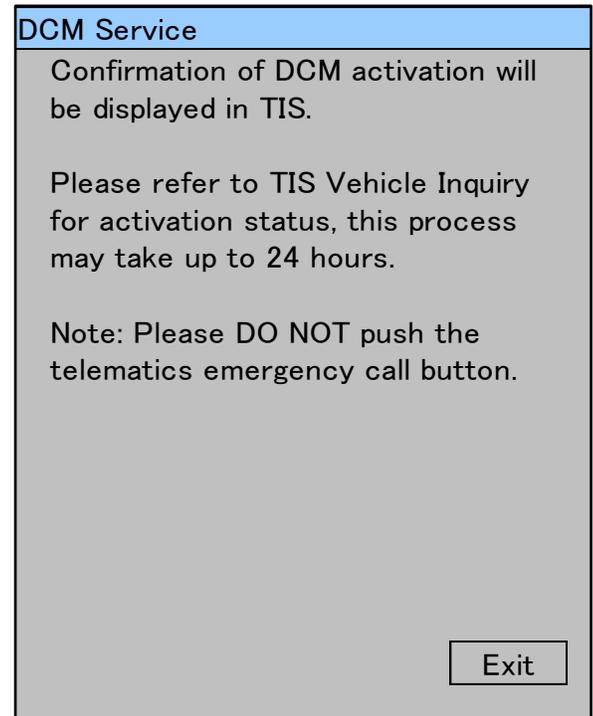
Supplemental Procedure (continued)

Techstream Messages (continued)

B. The following Techstream screen will provide the next steps for DCM activation. Press Exit.

> **NOTE**
> - This process may take up to 24 hours.
> - Do NOT push the telematics emergency call (SOS) button until DCM activation is confirmed.

Figure 2.

DCM Service
Confirmation of DCM activation will be displayed in TIS. Please refer to TIS Vehicle Inquiry for activation status, this process may take up to 24 hours. Note: Please DO NOT push the telematics emergency call button. Exit

C. The Techstream process is complete. Turn OFF the vehicle and continue to DCM Activation Confirmation.

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Supplemental Procedure (continued)

DCM Activation Confirmation

1. The DCM activation status will display in the DCM Replacement Log section in the following two locations:
   - Technical Information System (*TIS – Vehicle Inquiry – Telematics*)
   - Service Lane *(Service Lane – Vehicle One-View – Telematics)*

Table 1.

DCM Replacement Log							
#	DCM Type	MEID/IMEI	GTS Version	Request Time	SXM Ack Time	Response Time	Response	Status
1	LTE 9	***********2224	13.10.019	08/14/2018 10:03 AM MDT	08/14/2018 10:04 AM MDT			Pending
2	LTE 9	***********3156	13.10.019	09/24/2018 11:23 AM MDT	09/24/2018 11:24 AM MDT	09/24/2018 11:26 AM MDT	Activation successful	Activated
3	LTE 9	***********2539	13.10.019	10/04/2018 09:43 AM MDT	10/04/2018 09:44 AM MDT	10/04/2018 09:45 AM MDT	IMEI used in other vehicle	Failed
4	LTE 9	***********4895	13.20.018	11/21/2018 08:31 PM MDT	11/21/2018 08:32 PM MDT	Info not available		Timed Out

2. The status options include:
   - Pending – Activation in progress; continue to monitor the log.
   - Activated – Activation successfully completed; go to Vehicle Confirmation.
   - Failed – Activation NOT completed; refer to the Response column for specific details.
   - Timed Out – Activation has been pending for more than 24 hours; retry the DCM activation process.

> NOTE
> The browser MUST be refreshed to update the status column.

For failed and repeated timed out activations, complete the forms listed below and contact the Customer Experience Center via the TAS hotline for assistance.

- Customer Interview form, found at *Service Lane – Knowledge Center – Customer Interview Form: Entune Toyota Remote Connect Guide*
- Account Assistance Request form (found in the Entune Toyota Remote Connect Guide)

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Supplemental Procedure (continued)

    Vehicle Confirmation

Upon confirmation of successful DCM activation in TIS or Service Lane, perform the following vehicle check.

A. Start the vehicle (Engine ON/Ready ON).

B. Place the vehicle in an open environment to ensure cellular signal strength.

C. Let the vehicle run for 5 minutes while awaiting a voice prompt.

D. Voice prompts:

- No prompt

Action: Turn the vehicle OFF and let it sit for 5 minutes. Then, repeat substeps A – C.

> **NOTICE**
>
> **If a voice prompt is NOT heard AFTER performing a total of five engine ON and OFF cycles, contact the Customer Experience Center via the TAS hotline for assistance.**

- "Communication Module Activation Complete"

Action: Continue to substep E.

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Supplemental Procedure (continued)

Vehicle Confirmation (continued)

E. For vehicles capable of Service Connect and/or Remote Connect, press Yes when the following head unit message displays.

> **NOTE**
>
> If the vehicle is NOT capable of Service Connect and Remote Connect, go to substep G.

Figure 3.

> Toyota Service Connect Activation
>
> Would you like to start Toyota Service Connect Activation? (c)
>
> [Yes]   [No]

The following head unit message will display and show the activation progress.

> **NOTICE**
>
> **Keep the vehicle running and in an open environment to ensure cellular signal strength.**

Figure 4.

> Toyota Service Connect Activation
>
> Toyota Service Connect Activation is now processing. Please keep the vehicle running in an open environment. (c)

F. Press OK when the following head unit message displays.

Figure 5.

> Toyota Service Connect Activation
>
> Toyota Service Connect Activation is complete. (c)
>
> [OK]

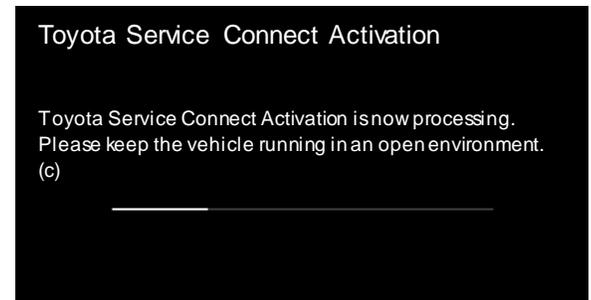G. Confirm the green LED on the SOS button is ON.

> **NOTICE**
>
> **If the red LED on the SOS button is ON, or if both LEDs on the SOS button are OFF, check the vehicle for Diagnostic Trouble Codes (DTCs) and troubleshoot using the applicable Repair Manual.**
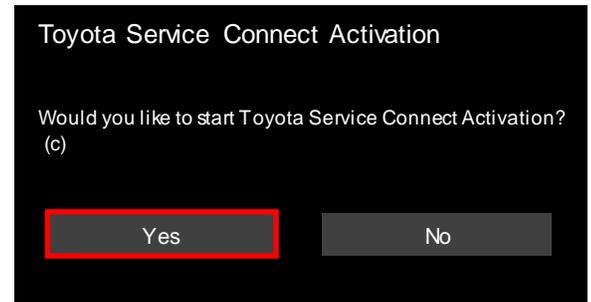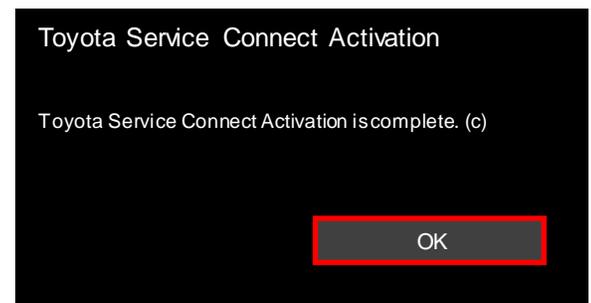
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Supplemental Procedure (continued)

Vehicle Confirmation (continued)

H. Push the SOS button to speak to an operator and confirm Safety Connect operation.

(1) When the virtual operator answers the call, respond to the following voice prompt.
- Voice prompt: "Are you in need of fire, police, or medical assistance? Please say Yes or No."
  Response: "No."
- Voice prompt: "Enrollment, roadside, remote services authorization, or goodbye?"
  Response: "Enrollment."

(2) When the operator answers the call, provide the following information:
"This is a test call from <insert name> at <insert dealer name> to confirm system operation after DCM replacement."

(3) Confirm the following with the operator:
- Account/subscription is active
- Last six digits of the VIN
- The vehicle location

(4) When the confirmation is complete, request to end the call.

I. When the operator ends the call, confirm the green LED on the SOS button is ON and NOT flashing.

> **NOTE**
>
> If the green LED is flashing, the call has NOT ended. Push the SOS button to end the call and confirm the green LED is ON and NOT flashing.

J. For vehicles capable of Destination Assist, perform a Destination Assist call.

> **NOTE**
>
> If the vehicle is NOT capable of Destination Assist, go to substep K.

(1) Press the menu button on the head unit.
(2) Select Destination.
(3) Select Dest Assist.
(4) When the operator answers the call, request a point of interest (POI), such as the nearest gas station.
(5) Confirm the POI downloads to the head unit BEFORE ending the call.
(6) AFTER the call ends, delete the POI destination and route guidance.

Telematics Data Communication Module (DCM) Activation Procedure Supplement

Supplemental Procedure (continued)

Vehicle Confirmation (continued)

K. For vehicles capable of Remote Connect, perform remote door lock and unlock registration and remote engine start and stop registration.

> **NOTE**
>
> If the vehicle is NOT capable of Remote Connect, vehicle confirmation is complete.

Refer to TIS, applicable model and model year Repair Manual:

> **NOTE**
>
> Follow Repair Manual steps 12 and 13.

- 2018 / 2019 Camry:
  Vehicle Interior – Theft Deterrent/Keyless Entry – "Theft Deterrent / Keyless Entry: Smart Key System(for Start Function): Registration"

- 2018 / 2019 Camry HV:
  Vehicle Interior – Theft Deterrent/Keyless Entry – "Theft Deterrent / Keyless Entry: Smart Key System(for Start Function): Registration"

> **NOTE**
>
> Follow Repair Manual steps 9 and 10.

- 2019 Avalon:
  Vehicle Interior – Theft Deterrent/Keyless Entry – "Theft Deterrent / Keyless Entry: Smart Key System(for Start Function, Gasoline Model): Registration"

- 2019 Avalon HV:
  Vehicle Interior – Theft Deterrent/Keyless Entry – "Theft Deterrent / Keyless Entry: Smart Key System(for Start Function, HV Model): Registration"

- 2019 Corolla Hatchback:
  Vehicle Interior – Theft Deterrent/Keyless Entry – "Theft Deterrent / Keyless Entry: Smart Key System(for Start Function): Registration"

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Supplemental Procedure (continued)

Vehicle Confirmation (continued)

L. Confirm Remote Connect functionality using the Remote Connect app.

> **NOTE**
>
> Confirmation of Remote Connect functionality using the Remote Connect app CANNOT be performed if the customer's login credentials are NOT available.

(1) Turn the vehicle OFF and let it sit for 3 minutes.

(2) Log in to the Remote Connect app using the customer's login credentials (if available).

(3) Confirm remote door lock/unlock functionality.

(4) Confirm remote engine start functionality.