

Subject <b>Toyota Remote Connect - App Operating Tips</b>		Market <b>USA</b>
Service Category <b>Audio/Visual/Telematics</b>	Section <b>Audio/Video</b>	
Applicability <b>18-19 Camry, 19 Avalon, Corolla &amp; RAV4</b>		

**APPLICABLE VEHICLES**

2018-2019	Camry	2019	RAV4 HV
2019	Avalon	2019	RAV4
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 <u>not</u> 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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**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 add-on or 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