

Subject		Market
19CY DCM Activation Procedure		USA
Service Category	Section	
Audio/Visual/Telematics	Cellular Communication	
Applicability		
All Applicable Models		

0 APPLICABLE VEHICLES

2020	RX450H	2020	RX350
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CONDITION

Some new vehicles may experience the SOS/Telematics functions inoperative during Pre-Delivery Inspection or after replacement. The following procedure outlines the process to activate the DCM with the cellular network. To begin the process below, move the vehicle to an area with cell reception.

RECOMMENDATIONS

- 1) Confirm vehicle is listed in the Applicable Vehicles section
- 2) Confirm SOS button is present in overhead console
- 3) Turn Ignition on
- 4) After initial wakeup (red/green flash of SOS LED), what is the status of the LED?
 - a. If GREEN, test is complete; Ignition can be turned off and vehicle is activated
 - b. If RED, continue with normal diagnosis via the applicable repair manual
 - c. If OFF, continue with Step 5
- 5) Leave IG on for 10 minutes to allow time for wireless activation on the cell network
 - a. If during the 10 minutes you hear "Safety Connect is now active" OR see the GREEN LED turn on, test is complete; Ignition can be turned off and vehicle is activated
- 6) Turn IG off and wait 10 minutes
- 7) Turn IG back on and wait 1 minute
 - a. After initial wakeup (red/green flash of SOS LED), what is the status of the LED?
 - b. If now GREEN, test is complete; Ignition can be turned off and vehicle is activated
 - c. If still OFF, please create a TAS case and contact TAS. If it's a Sunday or holiday, continue with diagnosis and repair, save all parts and details, contact TAS on the next available work day and review details with TAS engineer.
 - i. **Please provide to TAS:** VIN, time/date of above activation attempt, and contact information if the team needs to follow up.

8)

LINK REFERENCES

This Tech Tip does not contain any link references