

## INTEROFFICE MEMORANDUM

Original Publication Date: October 17, 2019

To: All Toyota Region and Private Distributor General Managers / Vice Presidents

From: Tom Trisdale   
Vice-President, Product Quality and Service Support

## CUSTOMER SUPPORT PROGRAM 19TE12

Multiple Models and Model Year  
Safety Connect System – Vehicle Location Inaccurate

Specific information for Region support is provided below.

**Condition**

The Data Communication Module (DCM) in the subject vehicles is equipped with software to identify the location of the vehicle using the Global Positioning System (GPS) to support features of the Safety Connect system. Due to incorrect programming in the DCM software, after November 2<sup>nd</sup>, 2019, the GPS coordinates for this system will be calculated incorrectly. This will cause the system to use incorrect vehicle coordinates if one of the system's features is activated.

**Note:** Toyota has initiated a Limited Service Campaign and a Customer Support Program to resolve this issue related to the Safety Connect system. Both of these programs provide the same free remedy to correct this issue with Safety Connect. Toyota recommends that customers have the free remedy performed before reactivating Safety Connect. Vehicles that had an active Safety Connect subscription on or after 10/1/2017 were included in Limited Service Campaign LSC K0P. Vehicles that did not have an active Safety Connect subscription on or after 10/1/2017 but are affected by this condition are included in this Customer Support Program (19TE12).

**Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on October 17, 2019.

### DCM-12 or DCM-13/14 Re-Recalibration

During DCM-12 or DCM-13/14 recalibration, it is possible for the recalibration to fail. In the case of recalibration failure, the technician can re-recalibrate the DCM to the updated software type by performing some additional steps. Re-recalibration will require removing the DCM from the vehicle and the utilization of a specially provided cable to directly connect to the DCM. If a technician experiences a calibration failure, the Technical Instructions inform the technician to contact their Field Technical Specialist (FTS) for assistance. The FTS will be able to provide the following opcode for dealerships that experience this condition. This opcode should only be provided in cases where dealerships need to perform a re-recalibration on the DCM.

AHH005	Confirm Calibration ID, Recalibrate DCM Type 12 or 13/14, calibration failure, then Re-Recalibrate DCM Due to Initial Recalibration Fail	5.5
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*Please reference the attached Dealer Letter for additional details.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.