

Subject

DCM Activation is Not Applicable when Safety Connect Service has Expired

Market

USA

Service Category

Audio/Visual/Telematics

Section

Navigation/Multi Info Display

Applicability

Vehicles with Safety Connect

APPLICABLE VEHICLES

| | | | |
|-----------|-------------|----------------------|-------------------|
| 2011-2020 | Sienna | 2010-2011, 2013-2020 | Land Cruiser |
| 2012-2015 | Prius PHV | 2012-2020 | Camry |
| 2010-2020 | Prius | 2012-2018 | Prius V |
| 2013-2020 | Avalon | 2020 | Avalon HV |
| 2014-2020 | Highlander | 2020 | Highlander HV |
| 2020 | Tacoma | 2020 | Tundra |
| 2010-2020 | 4Runner | 2020 | Corolla HV |
| 2019-2020 | RAV4 | 2019-2020 | Corolla Hatchback |
| 2020 | Prius Prime | 2019-2020 | RAV4 HV |
| 2019-2020 | Corolla | 2020 | Sequoia |
| 2020 | Camry HV | | |

CONDITION

Safety Connect is a vehicle option which requires a subscription fee for the system to be active after the initial trial period. Once the subscription has expired the DCM (Telematics Transceiver) will be in an inactive state. In some instances, a DCM may need to be replaced even though the customer is not using the service.

If registration of the replacement DCM part is attempted using the Techstream utility after the account has become inactive, the registration will fail, and messages such as "ATX webserver is Down" or "ATX error" will be displayed.

RECOMMENDATIONS

Confirm Safety Connect status by running a vehicle inquiry on TIS which will provide Safety Connect account status. The vehicle repair manual instructs the technician to perform a DCM activation after replacing the DCM. However, if the subscription has expired, the DCM cannot be activated because it does not have active cellular service. If a DCM is replaced and the Safety Connect subscription has expired, do NOT perform DCM activation. In this situation, the DCM should be installed without performing the DCM activation.

LINK REFERENCES

This Tech Tip does not contain any link references