

Subject

# Remote Connect App Inoperative Diagnostic Precautions

Market

USA

Service Category

Audio/Visual/Telematics

Section

Outline-Audio/Visual/Telematics

Applicability

All Applicable Models

## APPLICABLE VEHICLES

2020	Highlander	2020	Highlander HV
2020	Tacoma	2020	Tundra
2020	4Runner	2020	RAV4
2020	Camry	2020	Corolla Hatchback
2020	RAV4 HV	2020	Sequoia
2020	Camry HV		

## CONDITION

Some customers may experience the inability to activate Remote Connect or Remote Connect becoming inoperative when attempting to send commands to the vehicle. To simplify the diagnosis of this system and prevent the unnecessary replacement of parts, please refer to the procedure below.

## RECOMMENDATIONS

- Make sure the vehicle is in an area with DCM signal, if the signal is non-existent, move the vehicle to a better area
- Disconnect the battery for 15 minutes to reset/initialize the DCM
  - Test the customer's Remote Connect app for functionality
    - If the app is now functioning normally, no more action is needed. Please note, this condition may occur multiple times as this could be caused by the customer's phone and compatibility issues with the app.
    - If the app is still not functioning, verify the DCM operation and continue diagnosis via the applicable repair manual.

## LINK REFERENCES

This Tech Tip does not contain any link references