

Subject		Market
Abnormal Safety Connect Operation During PDS		USA
Service Category	Section	
Audio/Visual/Telematics	Cellular Communication	
Applicability		
2020 MY 17CY+ DCM		

APPLICABLE VEHICLES

2020	UX250H	2020	RX450H
2020	NX300	2020	UX200
2020	NX300H	2020	ES300H
2020	RX350	2020	ES350

CONDITION

Some 2020 model year vehicles may display abnormal Safety Connect operation during PDS due to DCM activation issues. This condition is characterized by no DTCs present and after the initial SOS light flashing sequence after ignition on, neither the red nor green light stays on in the overhead console.

To determine if a vehicle is experiencing this condition, connect a Techstream and navigate to: Telematics-Data List - "Telematics Activation Status". If this value is displayed as "Shipping", continue to the recommendations below, and do not create a TAS case.

RECOMMENDATIONS

If the "Telematics Activation Status" is displayed as "Shipping",

- 1) Disconnect the 12V battery for 10 minutes to reset/initialize the DCM
- 2) Create an email that contains the following information:
 - VIN
 - IMEI from Telematics-Data List
 - MSISDN from Telematics-Data List
 - Make/Model
 - Date/time of last ignition event
 - Contact information
- 3) In the subject line, write "Shipping Mode Account Repair: VIN-", and include the vehicle VIN.
- 4) Send the email to tele-ops@toyotaconnected.com

You will receive an acknowledgement which includes a Command Center ticket # for tracking purposes. These types of account issues are resolved on the server side, no vehicle repairs are typically needed. Once the issue is resolved, you will receive a separate validation email within 3 business days.

For any follow-up information or questions, send an email to tele-ops@toyotaconnected.com and include your Command Center ticket # as well as the VIN of the affected vehicle.

If the "Telematics Activation Status" is NOT displayed as "Shipping", continue diagnosis as per the repair manual.

LINK REFERENCES

This Tech Tip does not contain any link references



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