

Subject

Abnormal Safety Connect Operation During PDS

Market

USA

Service Category

Audio/Visual/Telematics

Section

Cellular Communication

Applicability

2020 MY 17CY+ DCM - Equipped Vehicles

APPLICABLE VEHICLES

2020	Tacoma	2020	Tundra
2020	4Runner	2020	C-HR
2020	RAV4	2020	Camry
2020	Corolla Hatchback	2020	RAV4 HV
2020	Sequoia	2020	Camry HV

CONDITION

Some 2020 model year vehicles may display abnormal Safety Connect operation during PDS or after replacement due to DCM activation issues.

If there are 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 determine if the vehicle is in shipping mode. 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 Shipping Mode recommendations below, and do not create a TAS case.

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 ignition on for 10 minutes to allow time for wireless activation on the cell network. 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 ignition off and wait 10 minutes.
7. Turn ignition on and wait 1 minute.
8. After initial wakeup (red/green flash of SOS LED), what is the status of the LED?
 - a. If now GREEN, test is complete; Ignition can be turned off and vehicle is activated.
 - b. If still OFF, continue to Shipping Mode instructions.

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RECOMMENDATIONS

Shipping Mode

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

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.

LINK REFERENCES

This Tech Tip does not contain any link references