

Subject

# Microphone & Safety Connect Inoperative Diagnostic Precautions

Market

USA

Service Category

Audio/Visual/Telematics

Section

Cellular Communication

Applicability

Models Equipped with DCM

## APPLICABLE VEHICLES

2018-2020	Mirai	2018-2020	C-HR
2018-2020	Sienna	2018-2020	Land Cruiser
2018-2020	Camry	2018-2020	Prius
2018-2020	Avalon	2018-2020	Avalon HV
2018-2020	Highlander	2018-2020	Highlander HV
2018-2020	4Runner	2019-2020	RAV4
2019-2020	Corolla Hatchback	2017-2021	Prius Prime
2019-2020	RAV4 HV	2019-2020	Corolla
2018-2020	Camry HV		

## CONDITION

The microphone circuit passes through the DCM before reaching the radio/navigation system. To simplify the diagnosis of the microphone, Safety Connect SOS button lights, and DCM (Data Communication Module/telematics transceiver) inoperative conditions, refer to the procedure below to prevent unnecessary parts replacement.

## RECOMMENDATIONS

- Disconnect the 12V battery for 30 minutes to reset/initialize the DCM
- Confirm if the microphone is still inoperative, Safety Connect SOS button lights, or DCM conditions have changed by performing a reset/initialization
- If the microphone is operating normally and the green SOS light is ON, normal operation has been restored
- If the microphone is still inoperative, the SOS has no lights, or a steady red light ON, diagnose them per the repair manual
- Be sure to check all wiring and DCM connections before replacing the microphone

## LINK REFERENCES

This Tech Tip does not contain any link references