

Subject		Market
<b>DCM Replacement w/Verizon Prepaid Account Precautions</b>		USA
Service Category	Section	
Audio/Visual/Telematics	Navigation/Multi Info Display	
Applicability		
All Applicable Models		

**APPLICABLE VEHICLES**

2019	UX250H	2018-2020	LS500
2018-2020	NX300	2019	UX200
2019-2020	ES300H	2018-2020	LC500
2018-2020	LS500H	2019-2020	ES350
2018-2020	NX300H	2018-2019	RC300
2018-2019	RC350	2018-2020	LC500H
2018-2020	RC F		

**CONDITION**

**NOTE:** This document **ONLY** applies to 2020 ES & 2020 NX vehicles built before 10/01/2020. (Vehicles built after that date use AT&T WiFi, not Verizon)

Head unit telematics services become inoperative after DCM replacement and activation if the guest has an **ACTIVE** Verizon Wi-Fi Pre-Paid subscription. Head unit services include Wi-Fi, Destination Assist, Dynamic Navigation, and Dynamic Voice Recognition.

Verizon is not able to transfer the Pre-Paid subscription to the new DCM automatically. As a result, the guest is unable to use their head unit telematics services. At this time if the DCM is replaced and activated before confirming the guests Wi-Fi subscription status, this may require Verizon’s IT to perform a manual fix on the customer’s account.

To simplify the diagnosis and prevent the unnecessary replacement of parts, please refer to the procedure below.

**NOTE:** This Tech Tip does not apply if the guest is currently under their Wi-Fi Trial.

**RECOMMENDATIONS**

- Before performing DCM replacement and activation, verify with the guest whether they have a **Prepaid** Verizon Wi-Fi subscription.
- If the guest is unsure of the type of Wi-Fi subscription or does have a pre-paid Wi-Fi subscription, have them call the Verizon Specialty Team at 1(877) 211-3433 to confirm subscription status. Verizon may need to cancel the Wi-Fi service prior to DCM replacement and activation. Also, please have the guest reference this Tech Tip number when calling Verizon.
- If the Wi-Fi service was cancelled prior to replacement and activation, please instruct the guest to sign up for a new Wi-Fi subscription. (See *Wi-Fi Sign-Up Options Below*)



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**RECOMMENDATIONS**

1. Turn on the Wi-Fi Hotspot in the vehicle and connect a device to be redirected to the Verizon Wi-Fi Sign-Up Portal.
2. Visit the Verizon Connected Car website: <https://www.verizon.com/plans/connected-car/>
3. Call Verizon at 1(866) 484-9161

**LINK REFERENCES**

This Tech Tip does not contain any link references