Subject		Market
Toyota Remote Connect - App Operating Tips		USA

Service Category	Section
Audio/Visual/Telematics	Cellular Communication

Applicability
All Applicable Models

APPLICABLE VEHICLES

2020-2021	C-HR	2020-2021	Camry
2021	Prius	2021	Avalon
2021	Sienna HV	2021	Avalon HV
2020-2021	Highlander	2021	Venza HV
2020-2021	Highlander HV	2020-2021	Tacoma
2020-2021	Tundra	2020-2021	4Runner
2021	Corolla HV	2021	RAV4 Prime
2020-2021	RAV4	2020-2021	Corolla Hatchback
2021	Prius Prime	2020-2021	RAV4 HV
2021	Corolla	2020-2021	Sequoia
2021	Camry HV		

CONDITION

Vehicle control apps might not operate as expected at times due to preconditions (normal operating parameters) not being established, vehicle settings and/or network/cellular coverage concerns.

RECOMMENDATIONS

Please review and identify the required details for operation before considering a potential need for a repair and/or diagnostic support. Please also assist customers with the required preconditions when necessary to ensure a positive ownership experience.

Contents:
1. Remote Engine Starter Preconditions and Tips
2. Remote Door Lock Preconditions and Tips
3. Vehicle ECU Initializations
4. Key FOB Remote Start Operation
5. Resources (as available)

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RECOMMENDATIONS

1. **Remote Engine Starter Preconditions and Tips:**
   Utilize the following table as a guide to successful operation of the control apps (cell phone) based remote engine starter system.

1	Service Mode on Multi-display is turned "OFF"
2	Vehicle has sufficient fuel (low fuel light is "OFF")
3	All Doors, Trunk and Hood are closed
4	Vehicle has been locked electrically
5	Brake pedal is not being depressed
6	Vehicle shifter is in the Park position
7	The start button is not being pushed
8	Vehicle battery is not in a discharged state
9	Vehicle security alarm has not been activated
10	Smart Key is out of range from the vehicle
11	Sufficient time has passed since the last attempt

   NOTE: Network/cellular coverage may influence response time from each command. Sending multiple commands in a short period of time is not recommended. The remote start by key FOB is only possible (authorized) after the first successful start using the phone app.

2. **Remote Door Lock/Unlock Preconditions and Tips:**
   Utilize the following table as a guide to successful operation of the control apps (cell phone) based door lock and unlock system.

1	Vehicle ignition is turned OFF
2	All Doors, Trunk and Hood are closed
3	Smart Key is out of range from the vehicle
4	Another Lock/Unlock command is not in process
5	Remote Lock "Cancel" is <u>not</u> customized to "ON"

   NOTE: Network/cellular coverage may influence response time from each command. Sending multiple commands in a short period of time is not recommended. Make sure door locks work normally by panel switch and FOB, and that the remote door lock operation is not customized to OFF.

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RECOMMENDATIONS

3. Vehicle ECU Initializations:
Ensure the vehicle settings and initializations for door lock and remote engine starter are correct as per the repair manual.

A. Make sure that "Communication Remote Engine Starter" in Techstream customized settings that is designed/intended for an add-on or aftermarket RES kit is set to "Not Available".
Customize>Others>Communication Remote Engine Starter > Not Available
EXAMPLE:

Customize (S601-06)

Select Customize Parameter

ITEM	SETTING		
Auto Fold Mirror	ACC	Door Lock	OFF
Communication Remote Engine Starter	Not Available	Available	

B. With the related DTCs cleared, perform the following registrations/initializations:
   i. Smart Key Live>ECU Communication ID Registration>Remote Engine Starter
   ii. Smart Key Live>ECU Communication ID Registration> I.D. Code Box/Steering Lock
   iii. Telematics>Remote Door Lock Setting

NOTES:
- If settings are improper, related DTCs may include: B126A, B2779, U0198, and U1117.
- Performing these specific "initializations" can be safely done even if not needed.
- Make sure the Telematics initialization utility includes the words "door lock" as a general "initialization" titled utility may be unrelated and not supporting the door lock/unlock app.
- Make sure that any customized setting for remote door locks has the feature enabled.
- Do NOT use the Telematics "activation" utility for existing DCMs with established accounts. [This is only for new off-the-shelf DCMs when first installed into vehicles.]

4. Key FOB Remote Start Operation:
Once the remote start from the key FOB is functioning after telematics enrollment and remote authorization, it should continue to operate even if the customer allows the remote services trial to lapse and not renew. If the key FOB remote start function no longer works after the trial has lapsed, check the Telematics Datalist items below.
- Remote Operation: Enabled (functioning correctly), Disabled (Contact the BEC)
- Remote A/C by Smart Key: Enabled (functioning correctly), Disabled (Contact the BEC)
- Remote Engine Starter Registration: Registered (functioning correctly), Not Registered (See section 3. B. of this document)
- Remote Door Lock Function: Registered (functioning correctly), Not Registered (See section 3. B. of this document)
- Communication Pausing State: Cancel Pausing (functioning correctly), Pausing (Perform the "Cancel Communication Function Pausing" Utility in Techstream or select the "OK" button on the Service Mode Screen displayed on the Radio Screen.

RECOMMENDATIONS

5. Resources:
- Service Lane: Knowledge Center/Entune Quick Apps Check
- Service Lane: Knowledge Center/Entune Remote Connect Guide
- TIS/Tech Assistance:
  - Connected Services "Direction" PreCall Worksheet
  - Connected Services "Analysis" PreCall Worksheet

Repair Manual/Telematics/DCM Replacement/Initializations for wireless door lock and remote engine starter in the Smart Key registration section.

LINK REFERENCES

This Tech Tip does not contain any link references