Subject		Market
Telematics ASM Worksheet Process		USA
Service Category	Section	
Audio/Visual/Telematics	Audio/Video	
Applicability		
Applicable Models		

APPLICABLE VEHICLES

2018-2023	Mirai	2020-2022	C-HR
2018-2021	Land Cruiser	2021-2023	Sienna HV
2021-2023	Venza HV	2022-2023	Corolla Cross
2020-2023	Tundra	2020-2023	Corolla HV
2019-2022	RAV4	2019-2023	Corolla Hatchback
2019-2022	RAV4 HV	2023	Sequoia HV
2018-2023	Camry HV	2018-2021	Prius C
2022	Sienna HV MaaS Package	2019-2020	Sienna
2018-2023	Camry	2018-2022	Prius
2019-2023	Highlander	2019-2023	Highlander HV
2020-2023	Tacoma	2019-2023	4Runner
2021-2022	RAV4 Prime	2017-2022	Prius Prime
2019-2023	Corolla	2020-2022	Sequoia

CONDITION

To improve customer support of telematics connected services features, additional resources have been provided in the Service Lane - Knowledge Center. These consist of the following:

Customer Interview Forms:
- Telematics Service Drive Flow Chart
- CTP Set Up Guide *****
- Features Worksheets:
  - Alexa Worksheet
  - Cloud Navigation Worksheet
  - Destination Assist Worksheet
  - Remote Connect Worksheet
  - RES by Key Fob Worksheet
  - Safety Connect Worksheet
  - Service Connect Worksheet
  - Wi-Fi Worksheet

Quick Links:
- Toyota Telematics – CTS (Features by VIN/Set Up Guide)
- Toyota Telematics – CTP (Accounts by VIN/Network/Ops History) *****
- Toyota Telematics – Service Resources Page **[Start with this link]**

NOTE: See illustration on next page.

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"Toyota Telematics – Service Resources Page":

Quick Links	Action	Notes
Service Flow	• Review this general guide for handling 21MM and Telematics Customer concerns.	This provides guidance for identifying and addressing telematics feature related inquiries and concerns.
CTP Portal Set Up	• Utilize this guide to configure ASM/SQS/Shop Foreman and Technician access to the CTP Portal application.	Some dealer personnel may already have access. If access is previously set up and not working, please turn setting off and back on to refresh the access per the setup guide.
Telematics CTS	• Look up available features for a specific vehicle by VIN. • Follow set up information as needed. • User Profile and initial enrollment for 21MM	This portal is available to Customers through their app, and to dealers through Service Lane and TIS.
Telematics CTP	• Look up subscription and consent statuses. • Review subscription history. • Review provisioning status of vehicle to an account. • Review app history (successes/failures and notes).	This portal is available to dealers, Regions/Areas, and TMMNA including TAS and BEC. The AT&T Wi-Fi portal is primarily for internal TMNNA access. NOTE: The word under "Wi-Fi" (example: Subscription, Trial, Post Trial) is the actual account status for Wi-Fi.

Worksheet	Customer Concern	Notes
Safety Connect	• Audible error message on start-up: "Communication module is not active". • SOS button call does not connect to the operator. • LED bulb check in roof panel stays Red or Off.	As this feature is no longer required for other applications, it is imperative to review the CTP account status before determining bulb checks and test call expectations.
Service Connect	• No alerts from radio/app/email/dealer when expected • Unwanted alerts from radio/app/email/dealer	When messages or alerts are received, vehicle triggers must be researched before determining the appropriate action(s).
Remote Connect App	• Remote Engine Starter does not work • Door lock activation does not work • No vehicle information on phone app • Above features inoperative through Alexa Skills • RES inoperative by key fob while under subscription	Many other features including Alexa Skills rely on this application as it provides for remote activations of the vehicle and the exchange of information on vehicle statuses. This also supports subscription-based RES by key FOB.
Destination Assist	• Destination Assist is a radio-screen based "concierge service".	Destination Assist is used through an on-screen button on radio display.
RES by Key Fob	• RES by key fob inoperative after the Remote Connect subscription has lapsed	When a Remote Connect subscription has lapsed, there are provisions for RES by key FOB to continue for predetermined durations based on vehicle equipment and system generation.
Wi-Fi Hotspot	• In-vehicle Wi-Fi won't turn on • In-vehicle Wi-Fi icon is greyed out or missing • Wi-Fi turns on but device won't connect to internet • NOTE: 21MM external Wi-Fi between radio and outside hotspot (target for OTA) is a separate feature.	As the DCM provides a cellular hotspot and the radio a router, software versions, quickly ending trials and additional subscription signups are all important considerations.
Alexa	• Alexa app is missing from the radio • Alexa app won't connect to phone inside vehicle • Alexa Skills won't operate Remote Connect features	There are 2 types of Alexa apps: a radio to phone interface app for in-vehicle commands, and a Remote Connect interface app for outside commands to the vehicle.
Cloud Navigation	• Vehicle navigation system does not provide map and cursor • Intelligent Assistant Voice Commands are inoperative	With a vehicle embedded GPS antenna and active subscription, this 21MM generation cloud-based live map is required for navigation operation. Cloud-based voice recognition is also included.

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RECOMMENDATIONS

Please complete the following before customers/guests arrive for service:
1. Review the Service Drive Flow Chart to become familiar with the support process.
2. Follow the CTP set up guide and make sure all applicable dealer personnel have access. *****

* CTP related references: *Set Up Guide, Quick Link, and recommendation #2 are to be used together.*

LINK REFERENCES

This Tech Tip does not contain any link references