

Subject		Market	
<b>Telematics Diagnostic Guide and References</b>		<b>USA</b>	
Service Category		Section	
Audio/Visual/Telematics		Audio/Video	
Applicability			
All Applicable Models			

**APPLICABLE VEHICLES**

2018-2024	Mirai	2023-2024	Crown
2020-2022	C-HR	2024	Grand Highlander HV
2018-2021	Land Cruiser	2022-2024	Tundra HV
2023-2024	GR Corolla	2021-2024	Sienna HV
2021-2024	Venza HV	2022-2024	Corolla Cross
2020-2024	Tundra	2019-2024	RAV4
2019-2024	Corolla Hatchback	2019-2024	RAV4 HV
2023-2024	Sequoia HV	2018-2024	Camry HV
2024	Grand Highlander	2018-2021	Prius C
2022-2024	Sienna HV MaaS Package	2019-2020	Sienna
2024	Tacoma HV	2018-2024	Camry
2018-2024	Prius	2019-2022	Avalon
2019-2022	Avalon HV	2019-2024	Highlander
2019-2024	Highlander HV	2023-2024	Corolla Cross HV
2020-2024	Tacoma	2019-2024	4Runner
2021-2024	RAV4 Prime	2017-2024	Prius Prime
2019-2024	Corolla	2020-2022	Sequoia
2023-2024	bZ4X		

**CONDITION**

A very small percentage of customers experience operational difficulties with some telematics features which they cannot resolve on their own. These resources, in conjunction with the Repair Manual, are for dealership personnel to assist those customers with user issues, user errors, and compatibility issues with other vehicle systems and external applications encountered while operating telematics features.

Toyota has developed and provided the following Telematics Diagnostic Guide to assist dealer technicians. This resource can be found within TIS, under Diagnostics on the Telematics tab:

**See illustration on next page**

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**Bluetooth® / Cellular**

**Connected Technology Support**  
Here you will find a helpful resource to learn more about telematics products and services offered by Toyota.

**Toyota Bluetooth® Compatibility Information**  
Use our new Bluetooth Compatibility portal to check phone compatibility for Hands Free Calling, Audio Streaming, and Entune with Toyota vehicles.

**19CY DCM Remote Services** <sup>New!</sup>  
Refer to this document to learn more about which 19CY DCM Remote Services should be operational during each service state.

**Telematics Diagnostic Guide (TDG-23)** <sup>New!</sup>  
Refer to this document for telematics diagnostic help after utilizing the service drive/Service Lane – Knowledge Center: "Telematics Resources Page" documents as needed.

Additionally, the previously existing telematics resources are available in the Service Lane - Knowledge Center. These consist of the following:

**CAR Info (Current and Relevant Information)**

- 0001-14: Takata Service Consultant Reference Guide
- 2016-01: Lexus Multimedia System Reset Issue
- 2019-01: Various Lexus Models; Apple CarPlay | Lexus+Alexa - Multimedia Enhancement FAQs

You have 3 document(s)

**Customer Interview Forms**

- Customer Interview Form: HV Transaxle Abnormal Noise / Vibration
- Customer Interview Form: MIL-ON / Engine / Drivetrain / Drivability
- Toyota CTP Setup Guide
- Toyota Alexa Worksheet
- Toyota Cloud Navigation Worksheet
- Toyota Destination Assist Worksheet
- Toyota Remote Connect App Worksheet
- Toyota RES by Key Fob Worksheet
- Toyota Safety Connect Worksheet
- Toyota Service Connect Worksheet
- Toyota Service Drive Flow Chart
- Toyota Wi-Fi Worksheet
- Customer Interview Form: All Toyota/Scion: Smart Key Concern
- Customer Interview Form: Entune Pre-R.O. Evaluation
- Customer Interview Form: Entune Apps Quick Check
- Customer Interview Form: Toyota Remote Connect Guide
- Customer Interview Form: All Toyota/Scion: Engine Sound Concern
- Customer Interview Form: All Toyota/Scion: Extended Crank-Intermittent No Start
- Customer Interview Form: All Toyota/Scion: Interior Noise Concern
- Customer Interview Form: All Toyota/Scion: Loss/Lack of Power
- Customer Interview Form: All Toyota/Scion: Transmission Concern
- Customer Interview Form: All Toyota/Scion: Wind Noise Concern

You have 22 document(s)

**Featured Content**

Service Connect Training Reference Documents  
Click here to find valuable resources to help guide you through Service Connect.

**engage** Toyota Engage Reference Documents  
Toyota Engage is a resource that showcases Toyota Vehicle Information (such as, Safety System Overviews, Competitive Advantages, etc.), Industry News, and Audio/Media information.

Service Lane Quick Reference Guide  
Check out this QRG for an Introduction to the Service Lane Portal!

Fix It Right the First Time (FIRFT) Protocol <sup>New!</sup>  
Guidance when facing difficult and/or multiple repair situations.

Floor Mat Protocol  
A collection of best practices designed to provide guidance on inspecting and/or addressing floor mat concerns.

Seat Belt Extender Information  
Procedures for measuring and ordering Seat Belt Extenders, including part number information.

**Service Lane Portal Tablet (SLPT) Application**  
Use the links below to install the SLPT application on your device. Please review the installation instructions for each as well as the FAQ for SLPT.

Android OS Application | Installation  
Apple iOS Application | Installation  
Windows OS Application | Installation

SLP FAQ  
SLPT Quick Reference Guide  
Check out our **Service Drive Solutions Brochure**  
**Toyota Telematics - Service Resources Page**  
service-lane-portal-support

**Quick Links**

Frequently Asked Questions for all things Toyota  
Toyota Financial Services Homepage  
Toyota Financial Services Insurance Products  
**Toyota Telematics - CTS (Features by VIN/set up guidance)**  
**Toyota Telematics - CTP (Accounts by VIN/Network/Op History)**  
Toyota Telematics - Service Resources Page

**Product Education**

- 2015-01: Understanding Your Battery Test Results
- 2016-001: Toyota Safety Sense
- 2016-002: Foot-Activated Power Liftgate
- 2016-003: Dynamic Radar Cruise Control (DRCC) Overview

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**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**].

**\*See illustration on next page**

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## Telematics Service Resources

Quick Links	Action	Notes
<a href="#">Service Flow</a>	<ul style="list-style-type: none"> <li>Review this general guide for handling 21MM and Telematics Customer concerns.</li> </ul>	This provides guidance for identifying and addressing telematics feature related inquiries and concerns.
<a href="#">CTP Portal Set Up</a>	<ul style="list-style-type: none"> <li>Utilize this guide to configure ASM/SQS/Shop Foreman and Technician access to the CTP Portal application.</li> </ul>	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.
<a href="#">Telematics CTS</a>	<ul style="list-style-type: none"> <li>Look up available features for a specific vehicle by VIN.</li> <li>Follow set up information as needed.</li> <li>User Profile and initial enrollment for 21MM</li> </ul>	This portal is available to Customers through their app, and to dealers through Service Lane and TIS.
<a href="#">Telematics CTP</a>	<ul style="list-style-type: none"> <li>Look up subscription and consent statuses.</li> <li>Review subscription history.</li> <li>Review provisioning status of vehicle to an account.</li> <li>Review app history (successes/failures and notes).</li> </ul>	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
<a href="#">Safety Connect</a>	<ul style="list-style-type: none"> <li>Audible error message on start-up: "Communication module is not active".</li> <li>SOS button call does not connect to the operator.</li> <li>LED bulb check in roof panel stays Red or Off.</li> </ul>	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.
<a href="#">Service Connect</a>	<ul style="list-style-type: none"> <li>No alerts from radio/app/email/dealer when expected</li> <li>Unwanted alerts from radio/app/email/dealer</li> </ul>	When messages or alerts are received, vehicle triggers must be researched before determining the appropriate action(s).
<a href="#">Remote Connect App</a>	<ul style="list-style-type: none"> <li>Remote Engine Starter does not work</li> <li>Door lock activation does not work</li> <li>No vehicle information on phone app</li> <li>Above features inoperative through Alexa Skills</li> <li>RES inoperative by key fob while under subscription</li> </ul>	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.
<a href="#">Destination Assist</a>	<ul style="list-style-type: none"> <li>Destination Assist is a radio-screen based "concierge service".</li> </ul>	Destination Assist is used through an on-screen button on radio display.
<a href="#">RES by Key Fob</a>	<ul style="list-style-type: none"> <li>RES by key fob inoperative after the Remote Connect subscription has lapsed</li> </ul>	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.
<a href="#">Wi-Fi Hotspot</a>	<ul style="list-style-type: none"> <li>In-vehicle Wi-Fi won't turn on</li> <li>In-vehicle Wi-Fi icon is greyed out or missing</li> <li>Wi-Fi turns on but device won't connect to internet</li> <li>NOTE: 21MM external Wi-Fi between radio and outside hotspot (target for OTA) is a separate feature.</li> </ul>	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.
<a href="#">Alexa</a>	<ul style="list-style-type: none"> <li>Alexa app is missing from the radio</li> <li>Alexa app won't connect to phone inside vehicle</li> <li>Alexa Skills won't operate Remote Connect features</li> </ul>	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.
<a href="#">Cloud Navigation</a>	<ul style="list-style-type: none"> <li>Vehicle navigation system does not provide map and cursor</li> <li>Intelligent Assistant Voice Commands are inoperative</li> </ul>	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.***

When appropriate, follow the steps below to assist on Telematics troubleshooting.

1. Review and become familiar with the General Flowchart on pg. 3 of the Telematics Diagnostics Guide
2. Use the additional flowchart(s) within the guide to enhance customer service support.
3. Contact TAS as appropriate.

**LINK REFERENCES**

This Tech Tip does not contain any link references