

Subject

Techstream Cannot Perform DCM Activation

Market

USA

Service Category

Audio/Visual/Telematics

Section

Cellular Communication

Applicability

2017 Prius Prime

APPLICABLE VEHICLES

2017

Prius Prime

CONDITION

Techstream cannot perform a DCM (Telematics ECU) Activation following a DCM replacement. Techstream may exhibit an "ATX web service unavailable" error or similar message when attempting a DCM activation. This is a known condition and will be remedied in the near future.

RECOMMENDATIONS

Create a Technical Assistance (TAS) Case, then call TAS for assistance with completing the DCM activation.

NOTE:

DCMs on vehicles other than the 2017 Prius Prime can be activated using Techstream.

LINK REFERENCES

This Tech Tip does not contain any link references