Subject
Abnormal Safety Connect Operation During PDS

Market
USA

Service Category
Audio/Visual/Telematics

Section
Cellular Communication

Applicability
2020 MY 17CY+ DCM - Equipped Vehicles

APPLICABLE VEHICLES

2020	Tacoma	2020	Tundra
2020	4Runner	2020	C-HR
2020	RAV4	2020	Camry
2020	Corolla Hatchback	2020	Sequoia

CONDITION

Some 2020 model year vehicles may display abnormal Safety Connect operation during PDS due to DCM activation issues. This condition is characterized by no DTCs present and after the initial SOS light flashing sequence after ignition on, neither the red nor green light stays on in the overhead console.

To determine if a vehicle is experiencing this condition, connect a Techstream and navigate to: Telematics-Data List - "Telematics Activation Status". If this value is displayed as "Shipping", continue to the recommendations below, and do not create a TAS case.

RECOMMENDATIONS

If the "Telematics Activation Status" is displayed as "Shipping",
1) Disconnect the 12V battery for 10 minutes to reset/initialize the DCM
2) Create an email that contains the following information:
   - VIN
   - IMEI from Telematics-Data List
   - MSISDN from Telematics-Data List
   - Make/Model
   - Date/time of last ignition event
   - Contact information
3) In the subject line, write "Shipping Mode Account Repair: VIN-", and include the vehicle VIN.
4) Send the email to tele-ops@toyotaconnected.com

You will receive an acknowledgement which includes a Command Center ticket # for tracking purposes. These types of account issues are resolved on the server side, no vehicle repairs are typically needed.
Once the issue is resolved, you will receive a separate validation email within 3 business days.

For any follow-up information or questions, send an email to tele-ops@toyotaconnected.com and include your Command Center ticket # as well as the VIN of the affected vehicle.

If the "Telematics Activation Status" is NOT displayed as "Shipping", continue diagnosis as per the repair manual.

LINK REFERENCES

This Tech Tip does not contain any link references