

Subject Toyota Remote Connect - App Operating Tips		Market USA
Service Category Audio/Visual/Telematics	Section Cellular Communication	
Applicability All Applicable Models		

APPLICABLE VEHICLES

2020	RAV4	2020	Camry
2020	Corolla Hatchback	2020	RAV4 HV
2020	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. Resources (as available)

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.

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.

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RECOMMENDATIONS
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.

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:
- Smart Key Live>ECU Communication ID Registration>Remote Engine Starter
 - Smart Key Live>ECU Communication ID Registration> I.D. Code Box/Steering Lock
 - 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.]**

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RECOMMENDATIONS**4. 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