

Remote Functions Inoperative

Service Category Audio/Visual/Telematics

Section Cellular Communication

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021	Sienna HV	

Introduction

Some 2021 model year Sienna Hybrid LE vehicles may exhibit a condition of inoperative remote functions from the app or key fob, such as remote engine start or door lock/unlock functions. Registering either, or both, the “Remote Engine Starter Registration Status” and “Remote Door Lock Function” may be necessary using Techstream to address this condition. Follow the Repair Procedure in this bulletin to address this condition.

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
Sienna HV	TMMI	2WD	5TD#RKEC#MS037373
		4WD	5TD#SKFC#MS018946

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFFP	T1	T2
EL2035	Component Registration	0.3	86741-0609#*	72	74

*Warranty claim MUST be submitted with the correct 10-digit OFFP. Choose the correct OFFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVI*	ADE	TSADVUNIT	1
Techstream 2.0		TS2UNIT	
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 16.00.021 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

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Repair Procedure

1. Confirm the condition exists. Using the vehicle's key fob or app check if the remote start or any door lock, or unlock, functions are inoperative.
Does the vehicle exhibit inoperative remote functions?
 - **YES** — Continue to step 2.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
2. Connect Techstream to the vehicle and navigate to the Telematics Datalist.
3. Check the registration status of "Remote Engine Starter Registration Status" and "Remote Door Lock Function."

Figure 1.

Parameter	Value	Unit	Parameter	Value	Unit
Total Distance Traveled	439		Remote Diagnostics Recorder	Enable	
Total Distance Traveled - Unit	mile		Remote Operation	Enable	
IMEI			Alarm Notification	Disable	
Software Version High	LG-N010hh9		Remote Immobilizer	Disable	
Software Version Low	797-43		Remote Vehicle Location	Enable	
MSISDN	14174636178		Remote Navigation Display	Disable	
PLMN(MCC)	310		Remote Vehicle Control History	Disable	
PLMN(MNC)	410		Maintenance Message	Enable	
ICCID(High)	8901170327		Remote A/C by Smart Key	Enable	
ICCID(Low)	2140220050		eConnect State Notification	Disable	
Communication Status with TSC	Complete		eConnect Event Notification	Disable	
Telematics Activation Status	Active		eConnect State Change Notification	Disable	
Remote Vehicle Tracking	Disable		eConnect Remote Operation	Disable	
Brand TOYOTA	No		Driving Trip Data Notification	Disable	
OTA Reprogramming	Enable		eConnect Remote Vehicle Location	Disable	
HELPNET Function	Disable		Automatic Collision Notification Function	Enable	
Information Collection via Ethernet	Disable		Manual Emergency Call Function	Enable	
Information Collection via CAN	Disable		Wireless Health Check Function	Enable	
Remote Service Function	Enable		Stolen Vehicle Tracking Function	Enable	
Vehicle State Notification	Disable		Remote Engine Starter Registration Status	Registered	
Stolen Vehicle Tracking	Disable		Dormant Flag	OFF	
IP Remote Detected DTC	Disable		Telematics Microphone Volume Adjust	3	
IP Remote FFD	Disable		Telematics Speaker Volume Adjust	10	
IP Remote Monitoring	Disable		Remote Door Lock Function	Registered	
Remote Warning	Enable		Communication Remote Engine Starter	Not Available	
Remote Detected DTC	Enable		Communication Pausing State	Cancel Pausing	
Remote FFD	Enable		Green Indicator	Daytime Brightness	
Remote Detect DTC	Enable		Red Indicator	Lighting OFF	
Remote Confirmation	Enable		Beep	-No Data-	
Remote Precaution	Disable				
Remote Monitoring	Enable				

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Repair Procedure (continued)

4. Perform the appropriate utility based on the registration status of the remote door lock function and the remote engine starter?

Is the remote door lock function registered?

 - **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
 - **NO** — Continue to step 5.

Is the remote engine starter registration registered?

 - **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
 - **NO** — Go to step 6.

Are both the remote the engine starter registration AND the remote door lock function registered?

 - **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
 - **NO** — Perform steps 5 AND 6.

5. Perform the Remote Door Lock Setting utility by navigating to *Telematics – Utility – Remote Door Lock Setting*.

6. Perform the I.D. Code Box, Steering Lock, AND Remote Engine Starter utilities.
 - A. Navigate and perform the I.D. Code Box utility: *Body Electrical – Smart Key – Utility – ECU Communication ID Registration – I.D. Code Box*.
 - B. Navigate and perform the Steering Lock utility: *Body Electrical – Smart Key – Utility – ECU Communication ID Registration – Steering Lock*.
 - C. Navigate and perform the Remote Engine Starter utility: *Body Electrical – Smart Key – Utility – ECU Communication ID Registration – Remote Engine Starter*.

7. Using Techstream, repeat steps 2 and 3 to verify the customer concern is no longer present.