

Subject Remote Connect App Inoperative Diagnostic Precautions		Market USA
Service Category Audio/Visual/Telematics	Section Outline-Audio/Visual/Telematics	
Applicability All Applicable Models		

APPLICABLE VEHICLES

2020-2022	C-HR	2020-2022	Camry
2021-2022	Prius	2021-2022	Avalon
2021-2022	Sienna HV	2021-2022	Avalon HV
2020-2022	Highlander	2021-2022	Venza HV
2021-2022	Highlander HV	2022	Corolla Cross
2020-2022	Tacoma	2020-2022	Tundra
2020-2022	4Runner	2021-2022	Corolla HV
2021-2022	RAV4 Prime	2020-2022	RAV4
2021-2022	Corolla Hatchback	2021-2022	Prius Prime
2021-2022	RAV4 HV	2021-2022	Corolla
2020-2022	Sequoia	2021-2022	Camry HV

CONDITION

Some customers may experience the inability to activate Remote Connect or Remote Connect becoming inoperative when attempting to send commands to the vehicle. To simplify the diagnosis of this system and prevent the unnecessary replacement of parts, please refer to the procedure below.

RECOMMENDATIONS

- Make sure the vehicle is in an area with DCM signal, if the signal is non-existent, move the vehicle to a better area
- Disconnect the battery for 30 minutes to reset/initialize the DCM
 - Test the customer’s Remote Connect app for functionality
 - If the app is now functioning normally, no more action is needed. Please note, this condition may occur multiple times as this could be caused by the customer’s phone and compatibility issues with the app.
 - If the app is still not functioning, verify the DCM operation and continue diagnosis via the applicable repair manual.

LINK REFERENCES

This Tech Tip does not contain any link references