

Subject

Toyota Audio Multimedia (21MM) User Profile Diagnostics and TAS Precall worksheet process

Market

USA

Service Category

Audio/Visual/Telematics

Section

Audio/Video

Applicability

21MM All Models

APPLICABLE VEHICLES

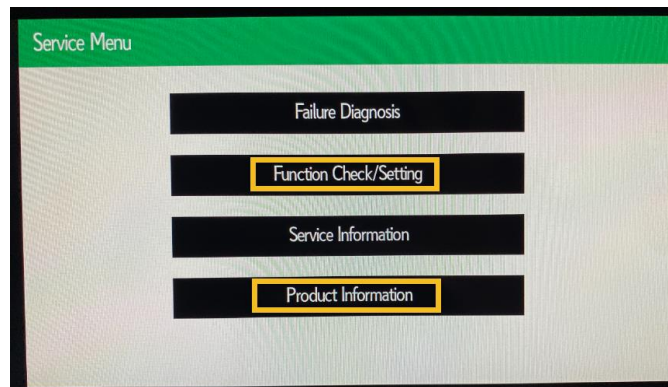
2023-2024	Crown	2024	Grand Highlander HV
2022-2024	Tundra HV	2023-2024	GR Corolla
2023	Highlander	2023-2024	Venza HV
2023	Highlander HV	2023-2024	Corolla Cross HV
2022-2024	Corolla Cross	2023-2024	Tundra
2023-2024	Corolla HV	2023-2024	RAV4 Prime
2023-2024	RAV4	2023-2024	Corolla Hatchback
2023-2024	RAV4 HV	2023-2024	Sequoia HV
2023	Corolla	2024	Grand Highlander
2023-2024	bZ4X		

CONDITION

When setting up the Toyota Audio Multimedia (21MM) user profile, if the QR code is not working please use the following recommendations.

RECOMMENDATIONS

1. Refer to the TAS 21MM Diagnostics Pre-Call Worksheet (PCW) on the TAS case creation page. The following steps will provide some answers for the PCW.
2. Start with the vehicle running outside for 5-10 minutes in an area with no overhead obstructions.
 - a. Enter the radio Service Menu (diagnostic mode) using Techstream or GTS+, or the manual swiping method as outlined in the Repair Manual.
 - b. Once the Service Menu is shown, the Function Check/Setting, and Product information buttons will be used.



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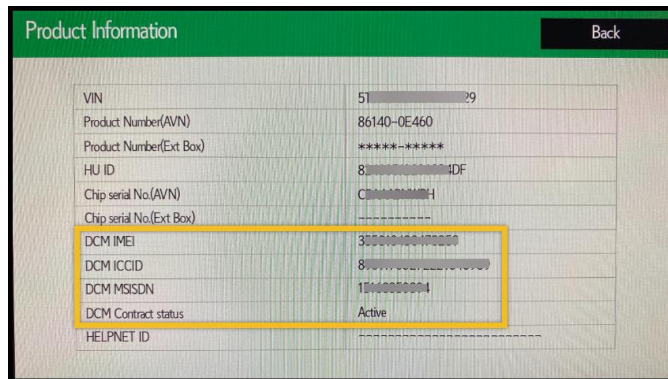
Market

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Applicability

RECOMMENDATIONS

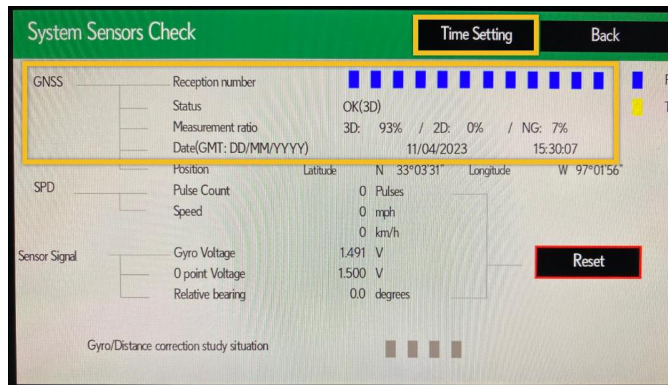
3. Select the Product Information button to display radio and DCM registration details.



HINTS:

- The Toyota Telematics – CTP found in Service Lane>Knowledge Center>Quick Links section can be used to validate the DCM IMEI.
- If the DCM details boxed above are missing/empty check all connections at back of radio and DCM.

4. Accurate GNSS Date and Time is needed for the QR code to work. From the Service Menu select Function Check/Setting > System Sensors Check to display GNSS details.



- Check GNSS Reception number for at least 3 boxes showing blue.
- Check GNSS Status shows OK(3D).
- Check GNSS Date shows current Day/Month/Year and time.
 - o GNSS shows in Greenwich Mean Time (GMT) and will not match the local time.

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RECOMMENDATIONS**HINTS:**

- If the GNSS date and time is not accurate use the Time Setting button for manual adjustment, then recheck if QR code is working.
 - GMT = EST + 4hrs, CST +5hrs, MST + 6hrs, PST +7hrs during Daylight Savings Time.
 - Add an additional 1hr when Daylight Savings Time ends.
- If the GNSS Reception number boxes are empty and Date/Time is not accurate check the GNSS antenna connection at back of radio.

LINK REFERENCES

This Tech Tip does not contain any link references