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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: CELLULAR COMMUNICATION: SAFETY CONNECT SYSTEM: UNABLE TO CONNECT TO CALL CENTER; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

UNABLE TO CONNECT TO CALL CENTER

DESCRIPTION

This may occur when the intensity of telephone radio frequency was very weak, or the safety connect system has a malfunction and a DTC is stored.

PROCEDURE

1. CHECK COMMUNICATION SERVICE CONDITION

(a) Move the vehicle.

(1) If the vehicle is outside the communication service area, move the vehicle to a communication service area, wait for a while and perform the operation again.

OK:

Same problem does not occur.

OK ► **END**

NG



2. CHECK DTC

(a) Turn the ignition switch to ON and wait for 10 seconds or more.

(b) Clear the DTCs.

Body Electrical > Telematics > Clear DTCs

(c) Check for DTCs and check that no DTCs are output.

Body Electrical > Telematics > Trouble Codes

OK:

No DTCs are output.

NG ► **GO TO DIAGNOSTIC TROUBLE CODE CHART**

OK



3. CHECK DCM OPERATION HISTORY

(a) Check "DCM Operation History".

Click here 

RESULT	PROCEED TO
Electric Level is weak (Level 0 or Level 1)	A
No problems with signal strength or communication	B

HINT:

If there was a communication problem in the past but the communications are working correctly now, it is possible that the source of the problem was temporary radio interference, or the vehicle may have been outside the service area.

B  **CONTACT SERVICE CENTER**

A



4. REPLACE DCM (TELEMATICS TRANSCEIVER)

(a) Replace the DCM (telematics transceiver) with a new one.

Click here 

NOTICE:

- The ignition switch must be off.
- Do not exchange the DCM (telematics transceiver) with one from another vehicle.

NEXT  **PERFORM DCM ACTIVATION**

