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

PRECAUTION

PRECAUTION FOR DISCONNECTING CABLE FROM NEGATIVE AUXILIARY BATTERY TERMINAL

NOTICE:

After the ignition switch is turned off, there may be a waiting time before disconnecting the negative (-) auxiliary battery terminal.

Click here [INFO](#)

HINT:

When disconnecting and reconnecting the auxiliary battery, there is an automatic learning function that completes learning when the respective system is used.

Click here [INFO](#)

WHEN AUTOMATIC COLLISION NOTIFICATION HAS ACTIVATED

- (a) Perform "ACN CALL END" with the GTS to terminate ACN (Automatic Collision Notification) with the call center.

Click here [INFO](#)

WHEN DISCONNECTING CONNECTORS FROM DCM (TELEMATICS TRANSCEIVER)

- (a) The ignition switch must be off.

WHEN REPLACING THE DCM (TELEMATICS TRANSCEIVER)

- (a) After installing a new DCM (telematics transceiver), perform "DCM ACTIVATION" with the GTS. This allows the Telematics service provider to register the new DCM (telematics transceiver) and to delete the old DCM (telematics transceiver) information from their database.

Click here [INFO](#)

NOTICE:

Do not replace the DCM (telematics transceiver) with one from another vehicle.

WHEN UNABLE TO CONTACT WITH CALL CENTER BUT NO DTC

- (a) This may occur when the cellular signal strength was very weak. Check "DCM OPERATION HISTORY" with the GTS.

Click here [INFO](#)

WHEN DIAGNOSING DCM (TELEMATICS TRANSCEIVER)

- (a) While attempting to diagnose the DCM (telematics transceiver), do not use a DCM (telematics transceiver) from another vehicle. Each DCM (telematics transceiver) is registered to a specific VIN and should not be tested in another vehicle.

PRECAUTION FOR DCM (TELEMATICS TRANSCEIVER)

- (a) The DCM (telematics transceiver) uses a LTE (Long Term Evolution) type radio wave signal. The radio wave signals and communication lines may occasionally be unstable depending on time or location factors. Therefore, network access errors may occur intermittently because of radio wave signal conditions. To determine if there is a problem, it may be necessary to make a judgment based on the frequency of the phenomenon or by making a comparison with a comparable type of cell phone.

- (b) With the exception of replacing the mobilephone battery, the DCM (telematics transceiver) cannot be disassembled (the DCM (telematics transceiver) case must not be opened). Replace parts.

PRECAUTION FOR MOBILEPHONE BATTERY

- (a) The mobilephone battery is a Lithium-ion type battery and can be charged from the DCM (telematics transceiver).
- (b) When ACN (Automatic Collision Notification) is performed, the mobilephone battery provides power to the DCM (telematics transceiver).

NOTICE:

The mobilephone battery must not be replaced while an ACN call is in progress.

HINT:

When a Manual Emergency Call is made, the mobilephone battery is not used as the power source.

- (c) When it is time to replace the mobilephone battery, the manual (SOS) switch red indicator will come on. The DCM (telematics transceiver) will also store a DTC or specific vehicle control history (RoB) code.

PRECAUTION FOR REGISTRATION

- (a) If replacing any of the following parts, refer to Work Procedure of When Replacing or Removing/Installing Parts.

Click here 

- (1) DCM (telematics transceiver)
- (2) Mobilephone battery

