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|---|--|-------------|--|
| Subject   |  | Market      |  |
| <b>Telematics Diagnostic Guide and References</b> |  | <b>USA</b>  |  |
| Service Category                                  |  | Section     |  |
| Audio/Visual/Telematics                           |  | Audio/Video |  |
| Applicability                                     |  |             |  |
| All Applicable Models                             |  |             |  |

**APPLICABLE VEHICLES**

|                      |                        |           |                     |
|----------------------|------------------------|-----------|---------------------|
| 2018-2025            | Mirai                  | 2023-2025 | Crown               |
| 2020-2022            | C-HR                   | 2024-2025 | Grand Highlander HV |
| 2018-2021, 2024-2025 | Land Cruiser           | 2022-2025 | Tundra HV           |
| 2023-2025            | GR Corolla             | 2021-2025 | Sienna HV           |
| 2021-2024            | Venza HV               | 2022-2025 | Corolla Cross       |
| 2020-2025            | Tundra                 | 2019-2025 | RAV4                |
| 2019-2025            | Corolla Hatchback      | 2019-2025 | RAV4 HV             |
| 2023-2025            | Sequoia HV             | 2018-2025 | Camry HV            |
| 2024-2025            | Grand Highlander       | 2018-2021 | Prius C             |
| 2022-2024            | Sienna HV MaaS Package | 2019-2020 | Sienna              |
| 2024-2025            | Tacoma HV              | 2018-2024 | Camry               |
| 2018-2025            | Prius                  | 2019-2022 | Avalon              |
| 2019-2022            | Avalon HV              | 2019-2025 | Highlander          |
| 2019-2025            | Highlander HV          | 2023-2025 | Corolla Cross HV    |
| 2020-2025            | Tacoma                 | 2019-2025 | 4Runner             |
| 2021-2025            | RAV4 Prime             | 2017-2025 | Prius Prime         |
| 2019-2025            | Corolla                | 2020-2022 | Sequoia             |
| 2025                 | Crown Signia           | 2023-2025 | bZ4X                |

**CONDITION**

A very small percentage of customers experience operational difficulties with some telematics features which they cannot resolve on their own. These resources, in conjunction with the Repair Manual, are for dealership personnel to assist those customers with user issues, user errors, and compatibility issues with other vehicle systems and external applications encountered while operating telematics features.

Toyota has developed and provided the following Telematics Diagnostic Guide to assist dealer technicians. This resource can be found within TIS, under Diagnostics on the Telematics tab:

**See illustration on next page**

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# Telematics Diagnostic Guide and References

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Applicability

Additionally, the previously existing telematics resources are available in the Service Lane - Knowledge Center. These consist of the following:

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**Customer Interview Forms:**

- Telematics Service Drive Flow Chart
- CTP Set Up Guide \*
- Features Worksheets:
  - Alexa Worksheet
  - Cloud Navigation Worksheet
  - Destination Assist Worksheet
  - Remote Connect Worksheet
  - RES by Key Fob Worksheet
  - Safety Connect Worksheet
  - Service Connect Worksheet
  - Wi-Fi Worksheet

**Quick Links:**

- Toyota Telematics – CTS (Features by VIN/Set Up Guide)
- Toyota Telematics – CTP (Accounts by VIN/Network/Ops History) \*

Toyota Telematics – Service Resources Page [**Start with this link**].

**\*See illustration on next page**

|               |   |        |     |
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## Telematics Service Resources

| Quick Links                       | Action   | Notes  |
|-----------------------------------|--|--|
| <a href="#">Service Flow</a>      | <ul style="list-style-type: none"> <li>Review this general guide for handling 21MM and Telematics Customer concerns.</li> </ul>  | This provides guidance for identifying and addressing telematics feature related inquiries and concerns.   |
| <a href="#">CTP Portal Set Up</a> | <ul style="list-style-type: none"> <li>Utilize this guide to configure ASM/SQS/Shop Foreman and Technician access to the CTP Portal application.</li> </ul>  | Some dealer personnel may already have access. If access is previously set up and not working, please turn setting off and back on to refresh the access per the setup guide.  |
| <a href="#">Telematics CTS</a>    | <ul style="list-style-type: none"> <li>Look up available features for a specific vehicle by VIN.</li> <li>Follow set up information as needed.</li> <li>User Profile and initial enrollment for 21MM</li> </ul>  | This portal is available to Customers through their app, and to dealers through Service Lane and TIS.  |
| <a href="#">Telematics CTP</a>    | <ul style="list-style-type: none"> <li>Look up subscription and consent statuses.</li> <li>Review subscription history.</li> <li>Review provisioning status of vehicle to an account.</li> <li>Review app history (successes/failures and notes).</li> </ul> | This portal is available to dealers, Regions/Areas, and TMMNA including TAS and BEC. The AT&T Wi-Fi portal is primarily for internal TMNNA access. NOTE: The word under "Wi-Fi" (example: Subscription, Trial, Post Trial) is the actual account status for Wi-Fi. |

  

| Worksheet                          | Customer Concern   | Notes   |
|------------------------------------|--|---|
| <a href="#">Safety Connect</a>     | <ul style="list-style-type: none"> <li>Audible error message on start-up: "Communication module is not active".</li> <li>SOS button call does not connect to the operator.</li> <li>LED bulb check in roof panel stays Red or Off.</li> </ul>  | As this feature is no longer required for other applications, it is imperative to review the CTP account status before determining bulb checks and test call expectations.  |
| <a href="#">Service Connect</a>    | <ul style="list-style-type: none"> <li>No alerts from radio/app/email/dealer when expected</li> <li>Unwanted alerts from radio/app/email/dealer</li> </ul>   | When messages or alerts are received, vehicle triggers must be researched before determining the appropriate action(s).   |
| <a href="#">Remote Connect App</a> | <ul style="list-style-type: none"> <li>Remote Engine Starter does not work</li> <li>Door lock activation does not work</li> <li>No vehicle information on phone app</li> <li>Above features inoperative through Alexa Skills</li> <li>RES inoperative by key fob while under subscription</li> </ul>               | Many other features including Alexa Skills rely on this application as it provides for remote activations of the vehicle and the exchange of information on vehicle statuses. This also supports subscription-based RES by key FOB. |
| <a href="#">Destination Assist</a> | <ul style="list-style-type: none"> <li>Destination Assist is a radio-screen based "concierge service".</li> </ul>  | Destination Assist is used through an on-screen button on radio display.  |
| <a href="#">RES by Key Fob</a>     | <ul style="list-style-type: none"> <li>RES by key fob inoperative after the Remote Connect subscription has lapsed</li> </ul>  | When a Remote Connect subscription has lapsed, there are provisions for RES by key FOB to continue for predetermined durations based on vehicle equipment and system generation.  |
| <a href="#">Wi-Fi Hotspot</a>      | <ul style="list-style-type: none"> <li>In-vehicle Wi-Fi won't turn on</li> <li>In-vehicle Wi-Fi icon is greyed out or missing</li> <li>Wi-Fi turns on but device won't connect to internet</li> <li>NOTE: 21MM external Wi-Fi between radio and outside hotspot (target for OTA) is a separate feature.</li> </ul> | As the DCM provides a cellular hotspot and the radio a router, software versions, quickly ending trials and additional subscription signups are all important considerations.   |
| <a href="#">Alexa</a>              | <ul style="list-style-type: none"> <li>Alexa app is missing from the radio</li> <li>Alexa app won't connect to phone inside vehicle</li> <li>Alexa Skills won't operate Remote Connect features</li> </ul>   | There are 2 types of Alexa apps: a radio to phone interface app for in-vehicle commands, and a Remote Connect interface app for outside commands to the vehicle.  |
| <a href="#">Cloud Navigation</a>   | <ul style="list-style-type: none"> <li>Vehicle navigation system does not provide map and cursor</li> <li>Intelligent Assistant Voice Commands are inoperative</li> </ul>  | With a vehicle embedded GPS antenna and active subscription, this 21MM generation cloud-based live map is required for navigation operation. Cloud-based voice recognition is also included.  |

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**RECOMMENDATIONS**

Please complete the following before customers/guests arrive for service:

1. Review the Service Drive Flow Chart to become familiar with the support process.
2. Follow the CTP set up guide and make sure all applicable dealer personnel have access. \*

**\* CTP related references: *Set Up Guide, Quick Link, and recommendation #2 are to be used together.***

When appropriate, follow the steps below to assist on Telematics troubleshooting.

1. Review and become familiar with the General Flowchart on pg. 3 of the Telematics Diagnostics Guide
2. Use the additional flowchart(s) within the guide to enhance customer service support.
3. Contact TAS as appropriate.

**LINK REFERENCES**

This Tech Tip does not contain any link references