ΦΤΟΥΟΤΑ

Tech Tip T-TT-0737-23

August 21, 2024

Telematics Diagnostic Guide and References Section

Service Category

Audio/Visual/Telematics Applicability

Audio/Video

Market USA

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 (TDG-23) Refer to this document for telematics diagnostic help after utiliz	ing the service drive/Servic	e Lane – Knowledge Center: "Telematics Resources Page" documents as	s needed.
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			Click here to find valuable resources to help guide you through Service Connect.	
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Φτογοτα

Telematics Diagnostic Guide and References

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Applicability

Customer Interview Forms:

- Telematics Service Drive Flow Chart
- CTP Set Up Guide *
- Features Worksheets:
 - o Alexa Worksheet
 - o Cloud Navigation Worksheet
 - o Destination Assist Worksheet
 - Remote Connect Worksheet
 - RES by Key Fob Worksheet
 - Safety Connect Worksheet
 - Service Connect Worksheet
 - o 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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uick Links	Action	Notes	
ervice Flow	 Review this general guide for handling 21MM and Telematics Customer concerns. 	This provides guidance for identifying and addressing telematics feature related inquiries and concerns.	
<u>TP Portal</u> et Up	 Utilize this guide to configure ASM/SQS/Shop Foreman and Technician access to the CTP Portal application. 	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.	
elematics TS	 Look up available features for a specific vehicle by VIN. Follow set up information as needed. User Profile and initial enrollment for 21MM 	This portal is available to Customers through their app, and to dealers through Service Lane and TIS.	
<u>elematics</u> TP	 Look up subscription and consent statuses. Review subscription history. Review provisioning status of vehicle to an account. Review app history (successes/failures and notes). 	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	
<u>Safety</u> Connect	 Audible error message on start-up: "Communication module is not active". SOS button call does not connect to the operator. LED bulb check in roof panel stays Red or Off. 	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.	
<u>Service</u> Connect	 No alerts from radio/app/email/dealer when expected Unwanted alerts from radio/app/email/dealer 	When messages or alerts are received, vehicle triggers must be researched before determining the appropriate action(s).	
<u>Remote</u> Connect App	 Remote Engine Starter does not work Door lock activation does not work No vehicle information on phone app Above features inoperative through Alexa Skills RES inoperative by key fob while under subscription 	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.	
<u>Destination</u> Assist	Destination Assist is a radio-screen based "concierge service".	Destination Assist is used through an on-screen button on radio display.	
<u>RES by Key</u> Fob	RES by key fob inoperative after the Remote Connect subscription has lapsed	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.	
<u>Wi-Fi</u> Hotspot	 In-vehicle Wi-Fi won't turn on In-vehicle Wi-Fi icon is greyed out or missing Wi-Fi turns on but device won't connect to internet NOTE: 21MM external Wi-Fi between radio and outside hotspot (target for OTA) is a separate feature. 	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.	
<u>Alexa</u>	 Alexa app is missing from the radio Alexa app won't connect to phone inside vehicle Alexa Skills won't operate Remote Connect features 	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.	
<u>Cloud</u> Navigation	 Vehicle navigation system does not provide map and cursor Intelligent Assistant Voice Commands are inoperative 	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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Telematics Diagnostic Guide and References

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Applicability

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

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