



The connected services on your Toyota relies on three elements working together to function properly: your **Phone**, your connected services equipped-**Vehicle** and your connected services **Account**.

Should you experience any issues with your connected Toyota, here are some troubleshooting steps you can take before contacting your Toyota Dealership.

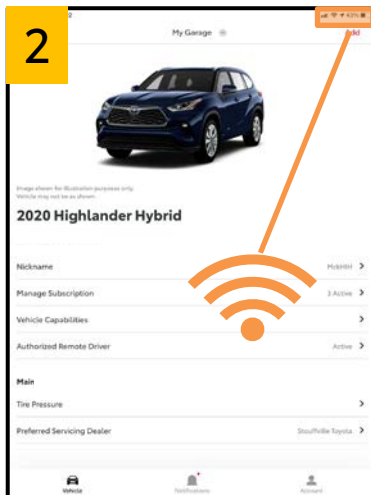
PHONE

From within Toyota App, perform each of the following steps as required until the issue is resolved.

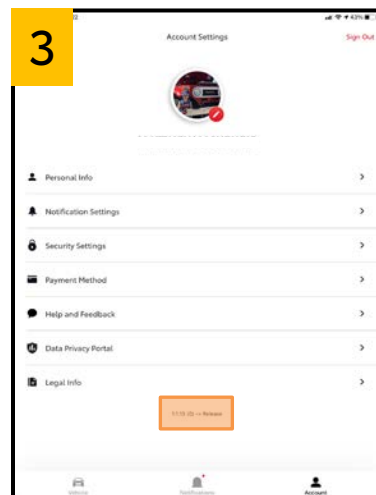


If your vehicle is not compatible, no further action is required.

Confirm your vehicle is equipped with Remote Connect.
(Home Screen -> My Garage -> Vehicle Capabilities)



Confirm your cellular device's network connection and signal strength.
No network or poor signal strength can prevent app-to-vehicle functionality.



Within the app, confirm your device's app version number (Account screen) with the app store version number.
Update as required.

4

Confirm the "Active" status of your remote services. (Home Screen -> My Garage -> Manage Subscription).

If they are "Cancelled" or "Waived" and you wish to restore service, call 1-888-TOYOTA8.

Do not remove your vehicle from "My Garage" unless instructed to do so by your Toyota Dealership.

On your Cellular Device...

5



iOS
(Apple)



Android

Confirm your device software is up to date (check device settings & update as required)

6



Re-start
Toyota App

7



Re-start
your device

8



App
Store



Google
Play

Remove and re-install
Toyota App on your device.

If your issue continues to persist, please continue to Page 2 before contacting your Toyota Dealership



TOYOTA

FOR CUSTOMER USE

Connected Services Troubleshooting - Customer

VEHICLE

These in-vehicle steps are optional but may help your Dealership isolate the issue and identify a possible solution. Where you elect to bypass them, please call your Toyota Dealership to arrange a service appointment (at right). When performing the following tests, please record your results to be shared with your Toyota Dealership.

1



Confirm SOS light colour in overhead console

Notes:

Light is Green

Light Red or Off

2



Confirm SOS (DCM) signal strength (upper right corner of multimedia screen).

Circle one:

1 bar 2 bars 3 bars 4 bars 5 bars

Bars Present

No Bars/Strikethrough

3



Press SOS button and upon reaching an Agent, advise you're making a test call (not an emergency) and ask the agent to confirm make, model, colour and location of your vehicle.

Call successful?: Yes No

Notes:

Call Successful

Call Unsuccessful

4



From outside your vehicle, lock your doors and perform a key fob remote start.

Scan the QR code to watch "How To" video or search "Toyota Canada key fob start" on YouTube.



SCAN ME

Remote Successful

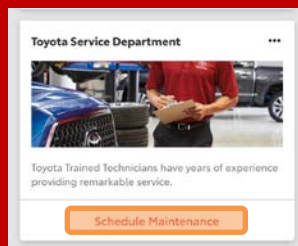
Remote Unsuccessful

CONTACT YOUR TOYOTA DEALERSHIP

You may conveniently use Toyota App to call your Preferred Toyota Dealership

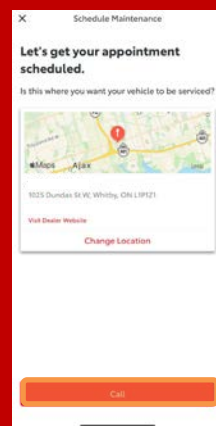
Step 1

At the app home screen, scroll to the Toyota Service Dept. feature card and press **SCHEDULE MAINTENANCE**



Step 2

Press **CALL**



Then press on the phone number that will appear at the bottom of your screen to place your call.