

PROBLEM SYMPTOMS TABLE

HINT:

Be sure to check that there is no trouble in infrastructure before performing the troubleshooting.

Symptom	Suspect Area	See page
The guidance voice of "System Message" does not come out when ignition switch is turned ON.	1. Speaker assy Rear (LH) 2. Wire harness 3. Telephone ECU (Mayday ECU)	DI-1698
The guidance voice of "System Message" intermittently stops/begins in the middle.	Telephone ECU (Mayday ECU)	DI-1698
The guidance voice does not come out while "Memo Call" function operates.	1. Speaker assy Rear (LH) 2. Wire Harness 3. Telephone ECU (Mayday ECU)	DI-1698
When playing the recorded memos, the voice does not come out.	1. Overhead J/B (Microphone) 2. Overhead J/B (Mayday switch) 3. Wire harness 4. Telephone ECU (Mayday ECU)	DI-1699
When playing the recorded memos, it finishes in the middle.	Telephone ECU (Mayday ECU)	IN-36
When playing the recorded memos, the playing time is too long.	1. Overhead J/B (Mayday switch) 2. Telephone ECU (Mayday ECU)	DI-1699
When playing the recorded memos, the volume cannot be adjusted.	1. Overhead J/B (Mayday switch) 2. Wire harness 3. Telephone ECU (Mayday ECU)	DI-1699
The guidance voice of "Demo Memo" does not come out.	1. Overhead J/B (Mayday switch) 2. Wire harness 3. Telephone ECU (Mayday ECU)	DI-1702
The guidance voice does not sound during "Service Call" function.	Telephone ECU (Mayday ECU)	IN-36
When "Service Button" is working, the voice does not reach to LEXUS Link Center, and the connection is cut off immediately after the voice reaches.	1. Service area 2. Telephone transceiver assy 3. Antenna 4. Wire harness	DI-1703
While service call is working, the voice does not reach to LEXUS Link Center.	1. Overhead J/B (Microphone) 2. Wire harness 3. Telephone ECU (Mayday ECU) 4. Telephone transceiver assy	DI-1705
After the connection to LEXUS Link Center, no voice comes out.	1. Telephone transceiver assy 2. Wire harness	DI-1707
The connection cannot be cut off.	1. Overhead J/B (Microphone) 2. Telephone ECU (Mayday ECU)	DI-1708
The line condition with LEXUS Link Center is not good.	1. Overhead J/B (Microphone) 2. Rear LH speaker 3. Telephone ECU (Mayday ECU) 4. Telephone transceiver assy	DI-1709
After the connection to LEXUS Link Center, the data does not reach to LEXUS Link Center.	1. Wire harness 2. Telephone ECU (Mayday ECU)	DI-1709
GPS receiver error.	GPS antenna or Telephone ECU (Mayday ECU) (*1)	–
The uncontrolled "Service Call" is sent.	1. Theft deterrent ECU 2. Airbag sensor assembly 3. Multiplex communication system 4. Portablephone-L battery	DI-1711
The uncontrolled "Emergency Call" is sent.	1. Theft deterrent ECU 2. Airbag sensor assembly	DI-1711
The buck-up battery life is short.	1. Telephone ECU (Mayday ECU) 2. Portablephone-L battery	DI-1712

HINT:

(*1): Check GPS receive condition.

(1) Park the vehicle outdoors at least 50 meter away from any buildings.

(2) Wait more than 2 minutes after turning on the ignition switch, and then call LEXUS Link Center to confirm the vehicle's location is correct.

- If location is confirmed correctly, turn the ignition key OFF and wait 30 minutes, and perform (2) again. If location is again confirmed correctly, return the vehicle to the user.
- If location is not confirmed, with the engine keep ON, call LEXUS Link Center at least 5 times every 2 minutes.
If location is still not confirmed, turn the ignition key OFF and wait 1 hour, and then perform (2) again.