

## App-Based Connected Services Considerations: Toyota/Lexus

**H**ave you had the experience where the vehicle notified the owner that it was being moved while it was in your repair facility? App-based connected services are available from many vehicle makers and may require special considerations before beginning repairs. Let's see what Toyota/Lexus has to say?

Starting with the 2018 model year, Toyota/Lexus offers app-based connected services for select models, featuring functions such as remote start, door lock/unlock, and status notifications. To help determine if a vehicle could utilize app-based connected services, Toyota and Lexus each offer a webpage with a search function to determine which app-based connected services are available by model and year:

- Toyota Audio and Connected Services Support
- Lexus Connected Technology Support

Toyota/Lexus may use different terms for their app-based connected services, including:

- Toyota App
- Lexus App
- Connected Services
- Safety Connect
- Remote Connect
- Digital key
- Service Connect
- Communication system
- Telematics system

For example, per a 2025 Toyota Tundra Telematics System: Precautions document found in vehicle-specific service information under: Audio/Visual/Telematics – Telematics – Telematics System:

“Before servicing, enter service mode to restrain telematics communication functions and prevent the following while servicing:

- Remote door lock and unlock operations
- Remote engine start and stop operations
- Delivery of vehicle status alert mail to the customer
- Updating of the vehicle status that can be checked using the vehicle status report function
- Warning notification function

Service mode can be entered by using the GTS or operating the remote touch.”

System information, part removal, and installation procedures are located in the Audio/Visual/Telematics area of the vehicle-specific service information.

Some models can use a digital key through their app-based connected services. To learn more about other digital key considerations, see the Digital Key Considerations: Toyota/Lexus article.

Performing necessary initializations after disconnecting the battery and restoring any modified vehicle settings before returning the vehicle to the owner helps ensure a complete, safe, and quality repair.

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