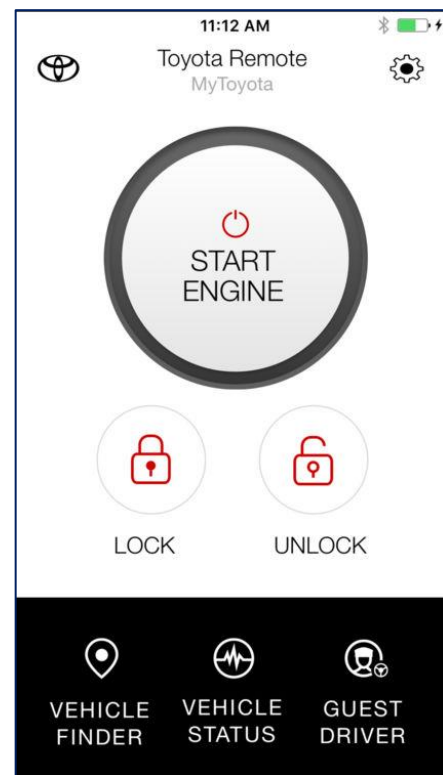


# Remote Services

## Error Code

### Troubleshooting Guide



**NOTE: The error codes represented in the remainder of this document apply to both Lexus Enform Remote and Toyota Remote Connect Application.**

## VERIFICATION QUESTIONS

*These steps must be completed prior to opening a ticket to NGT integration support team*

### 1. Verify Vehicle Eligibility

Lexus: Ensure that the vehicle is either a 2015 IS, RC, GS, LS, NX, CT & GX (with navigation), or any newer model.

Toyota: CY17 Remote Capable vehicle.

### 2. Enrolled with Enform/Entune

Pull up the VIN in KM to verify that the vehicle is “Enrolled/Active” for the Enform/Entune REMOTE function.

### 3. Vehicle Opted In

Ensure that the vehicle displays a “Y” next to Opt In. If the Opt In has an “N” but the Enform/Entune Subscription says “Active”, a data sync is required.

Contact Enform/Entune to confirm customer is Opted In.

*\*Enform/Entune remote should work if the customer is verified to be Opted In.*

### 4. Remote User

Under Telematics section in KM the category REMOTE USER must be “linked” to proceed.

*\*The linked account (primary subscriber) must be an individual and not a business.*

*\*The vehicle can be owned by a business; however, the REMOTE USER must be an individual.*

### 5. Drive Cycle Completion

After verifying numbers 1-4, ask customer if they have completed the appropriate drive cycles for their model.

*\*2015 Models (Lexus): 1 Drive Cycle of 15 minutes within 14 days of registration*

*\*2016 Models (Lexus): 2 Drive Cycles of 15 minutes each within 14 days of registration*

*\*2017 Models (Lexus and Toyota): 1 Drive Cycle of 15 minutes within 14 days of registration*

*\*If vehicle has not been driven for 7+ days, it will require that the guest start the car manually before LER/TRC can be used again.*

### 6. Checking MylexusEnform/Toyotaowners

Open the admin tool to search for customer’s account (Search using REMOTE USER ID). CMS-Link Cust ID  
Verify that the username is the account that is linked for Remote.

Verify that the email customer provided matches the REMOTE USER email

*\*If it does not match, update the correct email in admin tool.*

*\*If customer wants the Enform/Entune email changed, they must contact Enform/Entune to do so (offer to transfer)*

Ensure that TESS Roles show LER/TRC in the box.

*\*If it does not say LER/TRC the account is not linked*

Telematics section should show ACTIVE

**\*IMPORTANT:** After asking the customer to provide his/her credentials to call center (password is case sensitive), advise the customer not to change the password until the issue has been resolved\*

## **7. Review LER/TRC Error Codes Troubleshooting Guide**

Review any further troubleshooting steps related to the specific [Error Codes](#)

**Discuss the case with TECH to ensure a ticket is needed**

***\*If all of the above 7 steps have been completed, proceed to Step #8***

*Helpful Hint:*

*Log into the customer's account using your phone to verify any error messages. Document the specific message if applicable.*

## **8. Opening a ticket to TECH**

Document the call with the customer (what troubleshooting steps were completed and which TECH assisted you).

Open the case and code appropriately.

Open SharePoint and fill out template

*\*Customer/Tech Details: Input the Username/Password*

Initial activity should include details (troubleshooting/tech) be left open with 3 b/d due date.

Create ACTIVITY (**New from Template – LER/TRC Tech Summary**) gather the required information from the customer, set 1 b/d due date; Assign to TECH requesting ticket submission.  
advise customer 3 b/d follow-up.

*\*Initial activity will then assign to tech team; no further action required by incoming rep.*

## **9. Basic Connectivity Requirements**

Remote Subscription must be Active/Linked

Cellphone reception/data must be 3G, 4G, LTE, etc.

The Remote App must be downloaded to the customer's phone.

The Remote App must be logged in on the phone.

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*To select an option press CNTRL + Click on Error Code*

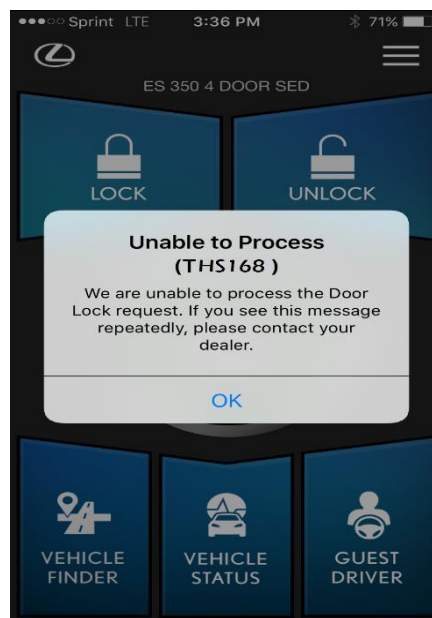
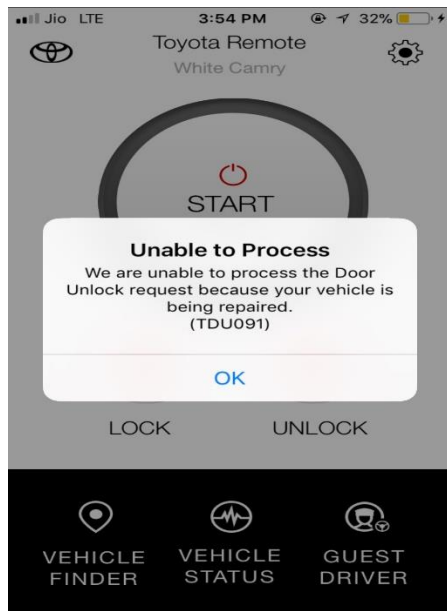
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## INTRODUCTION

Remote Services Error Codes are displayed in the header of the failure message pop up displayed to the guest. (See Below Example) Starting January 2016(Lexus) 2017(Toyota), the CSR will now have this Error Code Guide at their disposal. The CSR can assist the guest immediately allowing the CSR the ability to resolve the issue right away for the guest in a fast and accurate way. In some cases, a ticket may need to be created by the Tech Team if there is **no Error Code provided** or if the CSR cannot solve the issue for the guest.



Example:

“Unable to Process” Error Message is displayed on the guest’s handset when the remote commands fail.

1. The guest gives a remote command on the vehicle.
2. The remote command fails – Unable to Process is displayed in the header with an Error Code. (THS168)
3. The guest calls Call center and the CSR will reference this Error Code Guide to search for the Error Code and follow the steps provided to assist the guest immediately with their concern.
4. In some cases, the CSR may not be able to assist the guest if the Error Code is not in this Guide or there is no Error Code provided and an activity will need to be created and assigned to the Tech Team to create a ticket.

Note: Not all of the Error Codes are provided in this Guide. Only the applicable Error Codes that the CSR can assist the guest with immediately are included.

CV40091

Error Message – “Invalid Authorization Code”

Reason – Authorization Code is Invalid

Call center Representative Troubleshooting Instructions:

1. Check Remote Subscription status in KM/CP2/C360.
2. Verify that the guest has an active Safety Connect subscription and the guest is eligible for Remote for certain MY2015(Lexus) in GS, IS, LS, RC, RCS, and Navigation equipped ES, NX and all MY 2016(Lexus) except base CT without standard audio, CY17 (Lexus) all and CY17 Toyota Remote Capable vehicles.
3. Kindly Request the guest to check their email for the Authorization Code and re-enter the Authorization Code
4. Inform the guest that the Authorization Code is valid only for **48 hours**.
5. If the Authorization Code in their email does not work, inform the guest to press the SOS button in their vehicle and have the agent link them or provide a new Authorization Code by email.
6. If the new Authorization Code does not work:
  - a. Assign the activity to the Tech Team to create a ticket.
  - b. Assign the case to the tech Team.

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TDR038, TDR039, TDP038, TNF019, THV138, TGD225, TH254

Error Message - Your previous remote command is still in progress

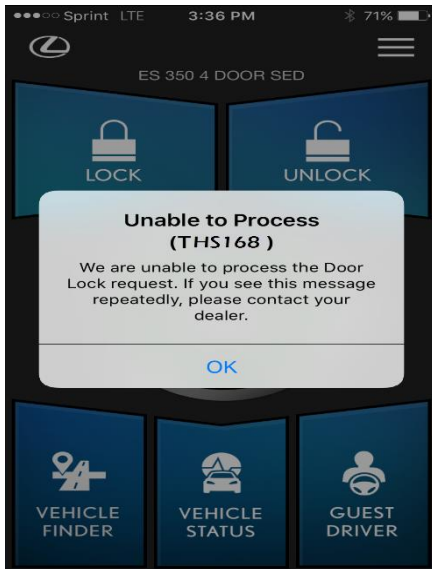
Reason – Previous command sent, is still in process

#### Call center Representative Troubleshooting Instructions

1. Inform the guest that only 1 Remote Command can execute at a time on one account.
2. Inform the guest that the average time for a Remote Command to complete is 30 seconds. In some cases, it could take up to a maximum of 2 minutes.
3. Verify that the guest is in a good network coverage area.
4. If the guest states that he/she is giving only one remote command and still receiving the error code:
  - a. Assign the activity to the Tech Team to create a ticket.
  - b. Assign the case to the tech Team.

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THS168, THT200, TDU084, TDU085, TDL122, TDL123, THS176, THS177, THT207, THT208, TDU086, TDL124, THS178



**Error Message – Unable to Process – various reasons**

Reason – The Hardware of vehicle is not setup correctly or is out of sync. The guest may have installed an after-market product or any device connected in the vehicle. (Radar Detector or other Device)

**CSR Representative Troubleshooting Instructions:**

1. Check Remote Subscription status in KM/CP2/C360.
2. Verify that the guest has an active Safety Connect subscription and the guest is eligible for Remote Services.
3. Explain to the guest that we have validated the guests Lexus Drivers / Toyota Owners account and it is set up properly.
4. Inform the guest that there is a device set up issue that only the Dealer can fix.
5. Inform the guest schedule a Service Appointment and to take the vehicle to the dealership at their earliest convenience. Gather the Home Dealer that the guest will be using and include in the activity to the Tech Team.
6. Ask the guest for their User Credentials for the Dealer and include in the activity to the Tech Team.
7. Create an activity and assign to the Tech Team to create a ticket.
8. Assign the case to the tech Team.

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**Steps for the Tech Team Only – Do not instruct the guest of the following below: Dealer Instruction:**

1. Tech Team to call the Dealer Service Manager and inform them that the vehicle is headed their way for the above validation.
2. The Dealer needs to use Tech Stream to Initialize/Register the DCM Immobilizer System.
3. The Keywords "DCM Immobilizer" can be searched in TIS to locate the specific repair procedure.
4. The Dealer will need to validate their fix using their guests LER/TRC Credentials.
5. Provide the Dealer with Tech Tip # L-TT-0179-15(Lexus) T-TT-0469-17 (Toyota)
6. Please instruct the Dealer to contact TAS if any problems persist or they have any questions.
  - 1 800 233-3718 Toyota
  - 1 800 446-4740 Lexus

**Error Message** - Remote commands cannot be executed since vehicle is ON or Smart Key is inside the vehicle.

**Reason** – The guest cannot send remote command on the vehicle when the vehicles on, if the doors are unlocked or open, the windows are down (Including trunk and moon roof) or the Smart Key is inside the vehicle

CSR Representative Troubleshooting Instructions:

1. Check Remote Services Subscription status in KM/CP2/C360.
2. Verify that the guest has an active Safety Connect subscription.
3. Inform the guest that they need to both lock the vehicle using Smart key and then give remote command or turn off the vehicle, lock the doors and then give the remote commands.
4. If the guest is still having an issue:
  - a. Create an activity and assign to the Tech Team.
  - b. Assign the case to the Tech Team.

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**Error Message** – Remote commands cannot be executed with Unable to Process Error Message

**Reason** – The Vehicle Engine is not turned ON for more than 7 days. The Vehicle DCM enters sleep mode after 7 days if not used.

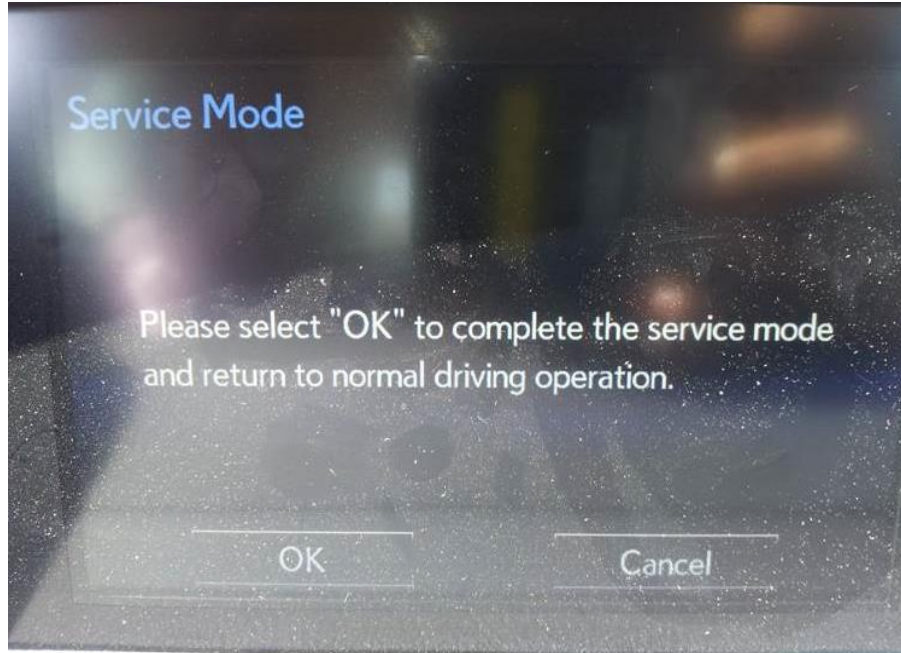
CSR Representative Troubleshooting Instructions:

1. Verify Remote Services Subscription status in KM/CP2/C360.
2. Verify that the guest has an active Safety Connect subscription
3. Inform the guest that they need to do an Engine ON and Engine OFF cycle.
4. Just need one Engine ON and OFF, it need not to be 15 minutes.
5. Inform the guest to lock the doors and then give remote commands.
6. If the guest is still having an issue:
  - a. Create an activity and assign to the Tech Team.
  - b. Assign the case to the Tech Team.

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**Scenario - Remote commands cannot be executed with Unable to process error message:**

**Reason -** The Vehicle is in Service Mode.



1. Check Remote Services Subscription status in KM/CP2/C360.
2. Verify that the guest has an active Safety Connect subscription
3. Inform the guest that they need to do an Engine ON and Engine OFF cycle. Just need one Engine ON and OFF, it need not to be 15 minutes.
4. On the vehicle dashboard (Navigation system screen), a pop up will appear with a Message as shown in the snapshot.
5. Tap on the **OK** button in the dashboard.
6. Turn the engine OFF, lock the doors and give remote commands.
7. If the guest is still having an issue:
  - a. Create an activity and assign to the Tech Team with due date of 1 day.
  - b. Assign the case to the Tech Team.

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**Scenario - Remote commands cannot be executed with Unable to process error message:**

**Reason -** For remote commands to work there are a few Pre-Conditions required to be met on the vehicle.

Pre-conditions (requires in vehicle which have to be completed):

- a. - The doors should be locked.
  - b. - The trunk or hood should be closed.
  - c. - The security alarm in-active.
  - d. - A Remote Start operation should not already be in-progress.
  - e. - The brake pedal not being pressed.
  - f. - The vehicle in parking mode.
  - g. - The fuel level not too low.
  - h. - Smart Key should not be inside the vehicle (Door need to be locked by key-fob).
- 
1. Inform the guest that the pre-conditions mentioned above are required for the remote commands to work.
  2. Guest needs to be in a good network area.
  3. If the guest is still having issues:
    - a. Create an activity and assign to the Tech Team with due date of 1 day.
    - b. Assign the case to the Tech Team.

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**Scenario - Remote Engine Start commands cannot be executed with Unable to Process error message:**

**Reason** – The Vehicle was already running for more than 20 minutes using Remote App. Note: the vehicle can be remote started for 10 minutes at a time and then the vehicle will shut off. If the vehicle is remote started two times in a row for 10 minutes, an “Unable to Process” Error Message will display.

1. Inform the guest that they need to do Open the vehicle door once
2. Lock the doors and then give remote commands.
3. If the guest is still having issues:
  - a. Create an activity and assign to the Tech Team with due date of 1 day.
  - b. Assign the case to the Tech Team.

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**Scenario – “No Data available” error seen on remote app.**

**Reason** – The Vehicle has not uploaded vehicle data to cloud from where handset is getting the information. This is expected behavior when vehicle has recently turned ACTIVE from PENDING status (Activation complete).

CSR Representative Troubleshooting Instructions:

1. Verify Remote Services Subscription status in KM/CP2/C360.
2. Verify that the guest has an active Safety Connect subscription
3. Inform the guest that they need to do an Engine ON and Engine OFF cycle of 15 minutes.
4. Inform the guest to lock the doors and then give remote commands.
5. If the guest is still having an issue:
  - a. Create an activity and assign to the Tech Team.
  - b. Assign the case to the Tech Team.

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## TCN217

### Scenario - Engine start interrupts with error message "Unable to Process":

**Reason** - External interrupt to the vehicle caused engine to shut down before completion of the 10 min cycle.

1. Inform the guest that one of the below mentioned interrupt occurred:
  - Door(s)/trunk opened
  - Hood opened
  - Ignition turned ACC
  - Door unlocked by fob
  - Door unlocked by key
  - Door unlocked by smart entry
  - Door lock button on fob pressed and held (**Note**: Only applies when guest subscribes for key-fob remote start control)
  - Foot Brake pressed
  - Vehicle is shifted out of park
  - Alarm unset, waiting for set, or triggered
  - Engine revs over 3000rpm
  - 10-minute run time complete
  - Engine stops (i.e. if the engine stops by itself, DCM will send an error to TSC) – according to TMC-11F. (If engine's RPM is under 0 rpm for few seconds engine would be considered stopped. Typically, DCM determines engine stop in less than 1 second and for Hybrid it's 3 seconds)
  - Fuel level warning turns on
  - Vehicle speed is over 3.1 mph (this would normally require vehicle to be shifted out of park and violate a previous condition but just in case someone fakes the park mode) – according to TMC-11F
2. If the guest is still having issues:
  - a. Create an activity and assign to the Tech Team with due date of 1 day.
  - b. Assign the case to the Tech Team.

## EAU001

### Scenario - Invalid username/password

**Reason** - You have entered an invalid username and/or password. Please check your entry and try again

**Resolution Steps** - Advise customer to use the "Forgot Password" link in app. Password can also be reset in LD.com website.

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#### THS167

**Scenario - Unable to start the engine. If you see this message repeatedly, please contact your dealer.**

**Reason** - DCM Hardware issue: The remote command(s) are not being received by the vehicle's hardware. LER will not work until a Dealer attempts to re-initialize the Lexus Enform hardware.

**Resolution Steps** - Customer will have to schedule a service appointment for Lexus Enform DCM initialization

#### THS159

**Scenario - Unable to start the engine because the charge level of the vehicle's battery is too low.**

**Reason** – LER Design Pre-condition – Battery Low.

**Resolution Steps** - Advice customer that the Vehicle Battery is too low to Remote start the car. Have the customer charge their vehicle's battery?

\*\*\*\*\*new List \*\*\*\*\*

#### TDP040, TDP041, TPD049, TDP048, THS151, THS150

**Scenario - Unable to Process Remote Commands because of Network Error**

**Reason** – TSC System Timeouts.

**Resolution Steps** –

- a. Create an SNOW activity.
- b. Assign the case to the Tech Team.

**TNF200,THV200,TDR200,TGD200,TSC200**

**Scenario - Unable to start the engine because Timeout.**

**Reason – TSC Connection Timeout due to multiple reason**

**Timeout caused during Notification setting/ Push Notification**

**Resolution Steps –**

- a. Create an SNOW activity.
- b. Assign the case to the Tech Team.

## MOST COMMON INFORMATIONAL CODES

Below list contains most common codes reported and recommended Resolution steps.

Code	Application Message	Root Cause	Resolution Steps
<b>SCA048</b>	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	<b>Unable to pair VIN after entering Auth code. It means the VIN is already paired to another account</b>	Create ticket with NGT Integration Support.  Delete VIN from profile and pair to correct account. Done by SXM.
<b>SCA015</b> <b>SCA061</b>	We are unable to process your request at this time. Please try again.	<b>Registration Error: Duplicate profile found in Siebel</b>	Create ticket with NGT Integration Support.  SXM deletes profile in Siebel so that the customer can continue with the registration process.
<b>SRA064</b>	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	<b>Unable to pair VIN. Usually means VIN is already paired to another account</b>	Create ticket with NGT Integration Support.  Delete VIN from profile and pair to correct one done by SXM.
<b>SRV038</b>	We are unable to process your request at this time. Please try again.	<b>Unable to fetch VIN from SXM. Usually caused by an outage or spotty connectivity</b>	Create ticket with NGT Integration Support.  Fix on the backend by SXM or TSC.
<b>TDL136</b>	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor	<b>SMS delivery failure: No response code received from DCM</b>	Create ticket with NGT Integration Support.  TMSIS team will first check to see if wireless/setup is ok. A DMU key reset and network refresh may be needed if the customer does not

	<p>Profile Activation / Guest Driver Monitor Profile Deactivation &gt;&gt; request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.</p>		<p>have current registration/data.</p>
<b>TDU062</b>	<p>We are unable to process your &lt;&lt;Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation &gt;&gt; request. Please try again. If you see this message repeatedly, please contact your dealer.</p>	<p><b>DCM timeout: May be due to hardware issues or spotty connectivity</b></p>	<p>Create ticket with NGT Integration Support.</p> <p>TMSIS team will first check to see if wireless/setup is ok. If everything checks out and the issue is intermittent, then the customer may be in an area with spotty connectivity.</p> <p>If the customer is receiving this error consistently in an area with strong connectivity and setup is ok on the backend, then the customer will need to have their DCM inspected via the dealership</p>

<b>TDR050 THV152</b>	Valid subscription not found. Please register for Remote Services or renew your expired subscription. Please call 1-800-255-3987 for more details.	<b>Invalid Subscription: possible discrepancy in wireless plans from backend</b>	Create ticket with NGT Integration Support.  SXM/TSC can perform this fix on their end
<b>THS184</b>	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please try again. If you see this message repeatedly, please contact your dealer.	<b>DCM timeout: Vehicle is unable to download remote commands from TSC's side</b>  <b>1. Units that have not been activated/reactivated 2. Profile/data discrepancies in Siebel database 3. Registration that is not current 4. Spotty connectivity</b>	Create ticket with NGT Integration Support.  TMSIS team will first check to see if wireless/setup is ok. A DMU key reset and network refresh may be needed if the customer does not have current registration/data.
<b>TVH267</b>	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	<b>Network Error/ System Error</b>	Create ticket with NGT Integration Support.  Fix on the backend by SXM or TSC

<b>THS156</b> <b>THS157</b> <b>THS191</b> <b>TDL100</b> <b>THT212</b> <b>THT220</b>	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	<b>SMS Failure: May be caused by VINs without current registration, or spotty connectivity.</b>	<p>Create ticket with NGT Integration Support.</p> <p>TMSIS team will first check to see if wireless/setup is ok. A DMU key reset and network refresh may be needed if the customer does not have current registration/data.</p> <p>If issue is intermittent and everything looks ok from a setup perspective, then the customer is most likely in an area with bad connectivity</p>
<b>TVH267</b>	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	<b>Network Error/ System Error</b>	<p>Create ticket with NGT Integration Support.</p> <p>Fix on the backend by SXM or TSC</p>

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## MASTER INFORMATIONAL CODES

Below is the list of all other application codes, which have not been listed previously in the document.

**Please NOTE: The below list is provided for knowledge purpose only and if customer calls with any codes in this list please raise a Service Desk ticket and assign to “NGT Integration Support”**

Code	Description	Application Message	Refer to Dealer
<b>EAU002</b>	User is Disabled	Your account has been locked due to multiple incorrect authentication attempts. Please try again after 30 minutes or call 1-800-255-3987 for assistance.	N. A
<b>EAU003</b>	User is Locked	Your account has been locked due to multiple incorrect authentication attempts. Please try again after 30 minutes or call 1-800-255-3987 for assistance.	N. A
<b>EAU004</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>EAU005</b>	CATCH ALL for Authenticate	We are unable to process your request at this time. Please try again.	N. A
<b>EAZ006</b>	Invalid	We are unable to process your request at this time. Please try again.	N. A
<b>EAZ007</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>EAZ008</b>	CATCH ALL for Authorize	We are unable to process your request at this time. Please try again.	N. A
<b>SFT001</b>	CATCH ALL for Authorize	We are unable to process your request at this time. Please try again.	N. A
<b>SFT002</b>	CATCH ALL for Authorize	We are unable to process your request at this time. Please try again.	N. A
<b>SFT003</b>	CATCH ALL for Authorize	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

<b>SUA004</b>	Invalid Request Schema (Validations failed. For example required field is missing etc.)	We are unable to process your request at this time. Please try again.	N. A
<b>SUA005</b>	Invalid Authentication or not Authenticated	Token Invalidation will show to renew the TESS token.	N. A
<b>SUA006</b>	Invalid TESS token	Token Invalidation will show to renew the TESS token.	N. A
<b>SUA007</b>	Not Authorized	We are unable to process your request at this time. Please try again.	N. A
<b>SUA008</b>	Username mismatch - Passed in username did not match with username associated with TESS token	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SUA009</b>	Invalid URL	We are unable to process your request at this time. Please try again.	N. A
<b>SUA010</b>	Http operation GET, PUT, POST OR DELETE not supported for this API		N. A
<b>SUA011</b>	Not Acceptable		N. A
<b>SUA012</b>	Missing required Header Field		N. A
<b>SUA013</b>	Unsupported Media Type		N. A
<b>SUA014</b>	Internal Server processing error. (App should retry or ask user to retry)		N. A

<b>SUA015</b>	Internal Server processing error non-recoverable. (App should ask user to contact Care.)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SUA016</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>SUA017</b>	Other service Errors		N. A
<b>SUA018</b>	TMS systems was unavailable		N. A
<b>SUA019</b>	SXM systems unavailable		N. A
<b>SUA020</b>	User Not Present	We are unable to process your request at this time, as your account credentials have changed, or your account has been locked or deleted. Please login using your new credentials, or call 1-800-255-3987 for assistance.	N. A
<b>SUA021</b>	Process error	We are unable to process your request at this time. Please try again.	N. A
<b>SUA024</b>	User name is required	We are unable to process your request at this time. Please try again.	N. A
<b>SUA025</b>	Invalid password	The password you have entered has been flagged as unsecure. Please enter a different password that is between 8 and 20 characters, with at least one letter and one number, and no spaces.	N. A
<b>SUA026</b>	Invalid first name	The First Name you have entered has been flagged and cannot be used with Lexus Enform Remote. Please change the entry in the First Name field and try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SUA027</b>	Invalid last name	The Last Name you have entered has been flagged and cannot be used with Lexus Enform Remote. Please change the entry in the Last Name field and try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

<b>SUA028</b>	Invalid email	The Email Address you entered has been flagged and cannot be used with Lexus Enform Remote. Please change the entry in the Email Address field and try again. If you see this message repeatedly, call 1-800-255-3987 for	N. A
<b>SUA029</b>	Security ID is required	We are unable to process your request at this time. Please try again.	N. A
<b>SUA030</b>	Invalid Security Answer	The Secret Answer you entered has been flagged as unsecure. Please enter a different Secret Answer that is between 3 and 20 alpha-numeric characters, does not start or end with a space and does not contain any special characters.	N. A
<b>SUA031</b>	Service Unavailable	We are unable to process your request at this time. Please try again.	N. A
<b>SUA032</b>	Invalid Customer Type		N. A
<b>SUA033</b>	The old password is invalid	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SUA034</b>	Account is locked out. Please try again after 30 mins	The old password you have entered is invalid. Please enter the valid old password."	N. A
<b>SUA035</b>		We are unable to process your request at this time. Please try again.	N. A
<b>SRV004</b>	Invalid Request Schema (Validations failed. For example, required field is missing etc.)	We are unable to process your request at this time. Please try again.	N. A
<b>SRV005</b>	Invalid Authentication or not Authenticated	Token Invalidation will show to renew the TESS token.	N. A
<b>SRV006</b>	Invalid TESS token	Token Invalidation will show to renew the TESS token.	N. A
<b>SRV007</b>	Not Authorized	We are unable to process your request at this time. Please try again.	N. A

<b>SRV008</b>	Username mismatch - Passed in username did not match with Username	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SRV009</b>	Invalid URL	We are unable to process your request at this time. Please try again.	N. A
<b>SRV010</b>	Http operation GET, PUT, POST OR DELETE not supported for this API		N. A
<b>SRV011</b>	Not Acceptable		N. A
<b>SRV012</b>	Missing required Header Field		N. A
<b>SRV013</b>	Unsupported Media Type		N. A
<b>SRV014</b>	Internal Server processing error. (App should retry or ask user to retry)		N. A
<b>SRV015</b>	Internal Server processing error non recoverable. (App should ask user to contact Care.)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SRV016</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>SRV017</b>	Other service Errors		N. A
<b>SRV018</b>	TMS systems was unavailable		N. A
<b>SRV019</b>	SXM systems unavailable		N. A

<b>SRV036</b>	User Not Present	We are unable to process your request at this time. Please try again.	N. A
<b>SRV037</b>	User Not Present	We are unable to process your request at this time, as your account credentials have changed, or your account has been locked or deleted. Please login using your new credentials, or call 1-800-255-3987 for assistance.	N. A
<b>SRV039</b>	No Vehicles Found		N. A
<b>TSL001</b>	Authentication failed.	We are unable to process your request at this time. Please try again. /We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TSL002</b>	<b>XML format error-</b> Input cannot be validated as XML format.	We are unable to process your request at this time. Please try again. /We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TSL003</b>	Required item(s) is not specified.	We are unable to process your request at this time. Please try again. /We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TSL004</b>	<b>User – VIN relation does not exist.</b> Specified User – VIN relation is not found in TSC's contract info DB. This occurs only when update.	We are unable to process your request at this time. Please try again. /We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TSL005</b>	SQL Azure communication error- This is an internal	We are unable to process your request at this time. Please try again. /We are unable to process your request at this time. Please try again	N. A

	error in TSC. Please access to Sys-op management team of TOYOTA Media Service. Or retry later.	later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	
<b>TSL006</b>	TSC internal error	We are unable to process your request at this time. Please try again. /We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TSL007</b>	TSC internal error	We are unable to process your request at this time. Please try again. /We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TSL008</b>	Unknown error	We are unable to process your request at this time. Please try again. /We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TSL009</b>	CATCH ALL	We are unable to process your request at this time. Please try again. /We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TSC010</b>	TESS token expired	Need to show the token expiry screen, to renew the token.	N. A
<b>TSC011</b>	TESS token expired	Need to show the token expiry screen, to renew the token.	N. A
<b>TSC012</b>	TCS Database error	We are unable to process your request at this time. Please try again.	N. A
<b>TSC013</b>	Invalid format request / response	We are unable to process your request at this time. Please try again.	N. A
<b>TSC014</b>	Invalid request value	We are unable to process your request at this time. Please try again.	N. A

<b>TSC015</b>	The USER to whom USER_ID is not exist	Valid subscription not found. Please register for remote services or renew your expired subscription. Please call 1-800-255-3987 for assistance.	N. A
<b>TSC016</b>	When the error outside assumption is detected when communicating with TESS. (TSC checking with TESS for token validation and getting an error code 403 / 500)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TSC017</b>	CATCH ALL	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>STC040</b>		We are unable to process your request at this time. Please try again.	N. A
<b>CSQ001</b>	Security question not present.	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>CSQ002</b>	CATCH ALL	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SCA004</b>	Invalid Request Schema (Validations failed. For example, required field is missing etc.)	We are unable to process your request at this time. Please try again.	N. A
<b>SCA005</b>	Invalid Authentication or not Authenticated	Token Invalidation will show to renew the TESS token.	N. A
<b>SCA006</b>	Invalid TESS token	Token Invalidation will show to renew the TESS token.	N. A

<b>SCA007</b>	Not Authorized	We are unable to process your request at this time. Please try again.	N. A
<b>SCA008</b>	Username mismatch - Passed in username did not match with username associated with TESS token	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SCA009</b>	Invalid URL	We are unable to process your request at this time. Please try again.	N. A
<b>SCA010</b>	Http operation GET, PUT, POST OR DELETE not supported for this API		N. A
<b>SCA011</b>	Not Acceptable		N. A
<b>SCA012</b>	Missing required Header Field		N. A
<b>SCA013</b>	Unsupported Media Type		N. A
<b>SCA014</b>	Internal Server processing error. (App should retry or ask user to retry)		N. A
<b>SCA016</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>SCA017</b>	Other service Errors		N. A
<b>SCA018</b>	TMS systems was unavailable		N. A
<b>SCA019</b>	SXM systems unavailable		N. A
<b>SCA041</b>	Role already exists	We are unable to process your request at this time. Please try again.	N. A

		If you see this message repeatedly, call 1-800-255-3987 for assistance.	
<b>SCA043</b>	Failed to create account at SXM.(App should ask user to retry)	We are unable to process your request at this time. Please try again.	N. A
<b>SCA044</b>	Number of retries exceeded. (App should ask user to Contact Care)		N. A
<b>SCA045</b>	User is not found (Error while adding role)	We are unable to process your request at this time, as your account credentials have changed, or your account has been locked or deleted. Please login using your new credentials, or call 1-800-255-3987 for assistance.	N. A
<b>SCA046</b>	Role not added (Error while adding role)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SCA047</b>	Invalid Customer Type (This error code is used incase Lexus Driver account exists and Customer Type is "BUSINESS")	The Lexus Drivers account you are attempting to log in with, is registered to a Business. Lexus Enform Remote accounts must be registered to individuals. Please use your personal Lexus Drivers account credentials or select 'Register' below	N. A
<b>SCA049</b>	Unexpected Error	We are unable to process your request at this time. Please try again.	N. A
<b>SCA050</b>	Create User Unsuccessful	We are unable to process your request at this time. Please try again.	N. A
<b>SCA053</b>	Invalid Request Parameter	We are unable to process your request at this time. Please try again.	N. A
<b>SCA054</b>	Username is required	We are unable to process your request at this time. Please try again.	N. A
<b>SCA055</b>	Invalid password	The password you have entered has been flagged as unsecure. Please enter a different password that is	N. A

		between 8 and 20 characters, with at least one letter and one number, and no spaces.	
<b>SCA056</b>	Invalid first name	The First Name you have entered has been flagged and cannot be used with Lexus Enform Remote. Please change the entry in the First Name field and try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SCA057</b>	Invalid last name	The Last Name you have entered has been flagged and cannot be used with Lexus Enform Remote. Please change the entry in the Last Name field and try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SCA058</b>	Invalid email	The Email Address you entered has been flagged and cannot be used with Lexus Enform Remote. Please change the entry in the Email Address field and try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SCA059</b>	Security Question Id is required and should be numeric	We are unable to process your request at this time. Please try again.	N. A
<b>SCA060</b>	Invalid Security Answer	The Secret Answer you entered has been flagged as unsecure. Please enter a different Secret Answer that is between 3 and 20 alpha-numeric characters, does not start or end with a space and does not contain any special characters.	N. A
<b>SRA004</b>	Invalid Request Schema (Validations failed. For example, required field is missing etc.)	We are unable to process your request at this time. Please try again.	N. A

<b>SRA005</b>	Invalid Authentication or not Authenticated	Token Invalidation will show to renew the TESS token.	N. A
<b>SRA006</b>	Invalid TESS token	Token Invalidation will show to renew the TESS token.	N. A
<b>SRA007</b>	Not Authorized	We are unable to process your request at this time. Please try again.	N. A
<b>SRA008</b>	Username mismatch - Passed in username did not match with username associated with TESS token	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SRA009</b>	Invalid URL	We are unable to process your request at this time. Please try again.	N. A
<b>SRA010</b>	Http operation GET, PUT, POST OR DELETE not supported for this API		N. A
<b>SRA011</b>	Not Acceptable		N. A
<b>SRA012</b>	Missing required Header Field		N. A
<b>SRA013</b>	Unsupported Media Type		N. A
<b>SRA014</b>	Internal Server processing error. (App should retry or ask user to retry)		N. A

<b>SRA015</b>	Internal Server processing error non recoverable. (App should ask user to contact Care.)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SRA016</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>SRA017</b>	Other service Errors		N. A
<b>SRA018</b>	TMS systems was unavailable		N. A
<b>SRA019</b>	SXM systems unavailable		N. A
<b>SRA062</b>	User Not Present	We are unable to process your request at this time, as your account credentials have changed, or your account has been locked or deleted. Please login using your new credentials, or call 1-800-255-3987 for assistance.	N. A
<b>SRA063</b>	Auto Registered User	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SRA065</b>	Invalid Client	We are unable to process your request at this time. Please try again.	N. A
<b>SRA066</b>	Process error	We are unable to process your request at this time. Please try again.	N. A
<b>SRA067</b>	Catch all	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>STC004</b>	Invalid Request Schema (Validations failed. For example required field is missing etc.)	We are unable to process your request at this time. Please try again.	N. A
<b>STC005</b>	Invalid Authentication or not Authenticated	Token Invalidation will show to renew the TESS token.	N. A

<b>STC006</b>	Invalid TESS token	Token Invalidation will show to renew the TESS token.	N. A
<b>STC007</b>	Not Authorized	We are unable to process your request at this time. Please try again.	N. A
<b>STC008</b>	Username mismatch - Passed in	We are unable to process your request at this time. Please try again.	N. A
	username did not match with username associated with TESS token	If you see this message repeatedly, call 1-800-255-3987 for assistance.	
<b>STC009</b>	Invalid URL	We are unable to process your request at this time. Please try again.	N. A
<b>STC010</b>	Http operation GET, PUT, POST OR DELETE not supported for this API		N. A
<b>STC011</b>	Not Acceptable		N. A
<b>STC012</b>	Missing required Header Field		N. A
<b>STC013</b>	Unsupported Media Type		N. A
<b>STC014</b>	Internal Server processing error. (App should retry or ask user to retry)		N. A

<b>STC015</b>	Internal Server processing error non recoverable. (App should ask user to contact Care.)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>STC016</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>STC017</b>	Other service Errors		N. A
<b>STC018</b>	TMS systems was unavailable		N. A
<b>STC019</b>	SXM systems unavailable		N. A
<b>STC068</b>	User Not Present		N. A
<b>EAU008</b>	Invalid credential is provided	The password you have entered is invalid.	N. A
<b>EAU010</b>	User is Disabled	Your account has been locked due to multiple incorrect authentication attempts. Please try again after 30 minutes or call 1-800-255-3987 for assistance.	N. A
<b>EAU011</b>	User is Locked	Your account has been locked due to multiple incorrect authentication attempts. Please try again after 30 minutes or call 1-800-255-3987 for assistance.	N. A
<b>EAU012</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>EAU013</b>	N/A	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>EAU014</b>	CATCH ALL for Authenticate	We are unable to process your request at this time. Please try again.	N. A

<b>SDA004</b>	Invalid Request Schema (Validations failed. For example required field is missing etc.)	We are unable to process your request at this time. Please try again.	N. A
<b>SDA005</b>	Invalid Authentication or not Authenticated	Token Invalidation will show to renew the TESS token.	N. A
<b>SDA006</b>	Invalid TESS token	Token Invalidation will show to renew the TESS token.	N. A
<b>SDA007</b>	Not Authorized	We are unable to process your request at this time. Please try again.	N. A
<b>SDA008</b>	Username mismatch - Passed in username did not match with username associated with TESS	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SDA009</b>	Invalid URL	We are unable to process your request at this time. Please try again.	N. A
<b>SDA010</b>	Http operation GET, PUT, POST OR DELETE not supported for this API		N. A
<b>SDA011</b>	Not Acceptable		N. A
<b>SDA012</b>	Missing required Header Field		N. A
<b>SDA013</b>	Unsupported Media Type		N. A
<b>SDA014</b>	Internal Server processing error. (App should retry or ask user to retry)		N. A

<b>SDA015</b>	Internal Server processing error non recoverable. (App should ask user to contact Care.)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SDA016</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>SDA017</b>	Other service Errors		N. A
<b>SDA018</b>	TMS systems was unavailable		N. A
<b>SDA019</b>	SXM systems unavailable		N. A
<b>SDA069</b>	User Not Present	We are unable to process your request at this time, as your account credentials have changed, or your account has been locked or deleted. Please login using your new credentials, or call 1-800-255-3987 for assistance.	N. A
<b>SDA070</b>	Role could not be removed	We are unable to process your request at this time. Please try again.	N. A
<b>SDA071</b>	Role is not associated user	We are unable to process your request at this time. Please try again.	N. A
<b>SDA072</b>		We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>CSQ003</b>	User Not Present	We are unable to locate an account with the provided Username and/or Email Address. Please try again or call 1-800-255-3987 for assistance.	N. A
<b>CSQ004</b>	Security Question not Present	We are unable to process your request at this time. Please try again.	N. A
<b>CSQ005</b>	Account is locked out. Please try again after 30 mins	Your account has been locked due to multiple incorrect authentication attempts. Please try again after 30 minutes or call 1-800-255-3987 for assistance.	N. A

<b>CSQ006</b>	Invalid username Or email	We are unable to locate an account with the provided Username and/or Email Address. Please try again or call 1-800-255-3987 for assistance.	N. A
<b>CCP012</b>	User Not Present	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>CCP013</b>	Security answer invalid	The answer you have provided is invalid. Please try again, or call 1-800-255-3987 for assistance	N. A
<b>CCP014</b>	Process error	We are unable to process your request at this time. Please try again.	N. A
<b>CCP015</b>	Username already used	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>CCP016</b>	Email Already Used	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>CCP017</b>	Change password failed	We are unable to process your request at this time. Please try again.	N. A
<b>CCP018</b>	User Locked	Your account has been locked due to multiple incorrect authentication attempts. Please try again after 30 minutes or call 1-800-255-3987 for assistance.	N. A
<b>CCP019</b>	CATCH ALL	We are unable to process your request at this time. Please try again.	N. A
<b>SVV007</b>	Not Authorized	We are unable to process your request at this time. Please try again.	N. A
<b>SVV008</b>	Username mismatch - Passed in username did not match with username associated with TESS token	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SVV009</b>	Invalid URL	We are unable to process your	N. A

<b>SVV010</b>	Http operation GET, PUT, POST OR DELETE not supported for this API	request at this time. Please try again.	N. A
<b>SVV011</b>	Not Acceptable		N. A
<b>SVV012</b>	Missing required Header Field		N. A
<b>SVV013</b>	Unsupported Media Type		N. A
<b>SVV014</b>	Internal Server processing error. (App should retry or ask user to retry)		N. A
<b>SVV015</b>	Internal Server processing	We are unable to process your request at this time. Please try again.	N. A
	error non recoverable. (App should ask user to contact Care.)	If you see this message repeatedly, call 1-800-255-3987 for assistance.	
<b>SVV016</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>SVV017</b>	Other service Errors		N. A
<b>SVV018</b>	TMS systems was unavailable		N. A
<b>SVV019</b>	SXM systems unavailable		N. A
<b>SVV004</b>	Invalid Request Schema (Validations failed. For example required field is missing etc.)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, press the SOS button in your vehicle for assistance.	N. A

<b>SVV005</b>	Not Authorized	We are unable to process your request at this time. Please try again. If you see this message repeatedly, press the SOS button in your vehicle for assistance.	N. A
<b>SVV006</b>	Username mismatch - Passed in username did not match with username associated with TESS token	We are unable to process your request at this time. Please try again. If you see this message repeatedly, press the SOS button in your vehicle for assistance.	N. A
<b>SVV076</b>	User Not Present	We are unable to process your request at this time, as your account credentials have changed, or your account has been locked or deleted. Please login using your new credentials, or call 1-800-255-3987 for assistance.	N. A
<b>SVV077</b>	VIN Not Present in SXM Systems	The VIN you have entered could not be validated. Please check your entry	N. A
		and try again, or press the SOS button in your vehicle for assistance.	
<b>SVV078</b>	Invalid Vehicle Account State(Telematics Account status is not Active)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, press the SOS button in your vehicle for assistance.	N. A
<b>SVV081</b>	Not Key off Capable	This vehicle does not support Lexus Enform Remote. Try adding a different VIN, or press the SOS button in your vehicle for assistance.	N. A
<b>SVV083</b>	Others	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

<b>SAV004</b>	Invalid Request Schema (Validations failed. For example, required field is missing etc.)	We are unable to process your request at this time. Please try again.	N. A
<b>SAV005</b>	Invalid Authentication or not Authenticated	Token Invalidation will show to renew the TESS token.	N. A
<b>SAV006</b>	Invalid TESS token	Token Invalidation will show to renew the TESS token.	N. A
<b>SAV007</b>	Not Authorized	We are unable to process your request at this time. Please try again.	N. A
<b>SAV008</b>	Username mismatch - Passed in username did not match with username associated with TESS token	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SAV009</b>	Invalid URL	We are unable to process your request at this time. Please try again.	N. A
<b>SAV010</b>	Http operation GET, PUT, POST OR		N. A
	DELETE not supported for this API		
<b>SAV011</b>	Not Acceptable		N. A
<b>SAV012</b>	Missing required Header Field		N. A
<b>SAV013</b>	Unsupported Media Type		N. A
<b>SAV014</b>	Internal Server processing error. (App should retry or ask user to retry)		N. A

<b>SAV015</b>	Internal Server processing error non recoverable. (App should ask user to contact Care.)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SAV016</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>SAV017</b>	Other service Errors		N. A
<b>SAV018</b>	TMS systems was unavailable		N. A
<b>SAV019</b>	SXM systems unavailable		N. A
<b>SAV084</b>	User Not Present	We are unable to process your request at this time, as your account credentials have changed, or your account has been locked or deleted. Please login using your new credentials, or call 1-800-255-3987 for assistance.	N. A
<b>SAV085</b>	VIN Not Present in SXM Systems	The VIN you have entered could not be validated. Please check your entry and try again, or press the SOS button in your vehicle for assistance.	N. A
<b>SAV086</b>	Invalid Vehicle Account	We are unable to process your request at this time. Please try again.	N. A
	State(Telematics Account status is not Active)	If you see this message repeatedly, press the SOS button in your vehicle for assistance.	
<b>SAV089</b>	Not Key off Capable	This vehicle does not support Lexus Enform Remote. Try adding a different VIN, or press the SOS button in your vehicle for assistance.	N. A
<b>SAV090</b>	100 Vehicle limit	This account already has the maximum number of vehicles allowed. To add a new vehicle, you must first remove a vehicle from this account.	N. A
<b>SAV091</b>	Invalid auth code	The Authorization Code you have entered is invalid. Please check your entry and try again, or push the SOS button in your vehicle to get a new code	N. A

<b>SAV092</b>	Auth code Expired	The Authorization Code you have entered has expired. Please press the SOS button in your vehicle to get a new code.	N. A
<b>SAV093</b>	Failed Verification Auth Code attempts exceeded (only 5 attempts)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SAV094</b>		We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SDV004</b>	Invalid Request Schema (Validations failed. For example, required field is missing etc.)	We are unable to process your request at this time. Please try again.	N. A
<b>SDV005</b>	Invalid Authentication or not Authenticated	Token Invalidation will show to renew the TESS token.	N. A
<b>SDV006</b>	Invalid TESS token	Token Invalidation will show to renew the TESS token.	N. A

<b>SDV007</b>	Not Authorized	We are unable to process your request at this time. Please try again.	N. A
<b>SDV008</b>	Username mismatch - Passed in username did not match with username associated with TESS token	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SDV009</b>	Invalid URL	We are unable to process your request at this time. Please try again.	N. A
<b>SDV010</b>	Http operation GET, PUT, POST OR DELETE not supported for this API		N. A
<b>SDV011</b>	Not Acceptable		N. A
<b>SDV012</b>	Missing required Header Field		N. A
<b>SDV013</b>	Unsupported Media Type		N. A
<b>SDV014</b>	Internal Server processing error. (App should retry or ask user to retry)		N. A
<b>SDV015</b>	Internal Server processing error non recoverable. (App should ask user to contact Care.)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SDV016</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>SDV017</b>	Other service Errors		N. A

<b>SDV018</b>	TMS systems was unavailable		N. A
<b>SDV019</b>	SXM systems unavailable		N. A
<b>SDV</b>	Refer common SXM Error Code for Description.	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SDV095</b>	User Not Present	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SDV096</b>	VIN Not Present in SXM Systems	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SDV099</b>		We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SUV004</b>	Invalid Request Schema (Validations failed. For example, required field is missing etc.)	We are unable to process your request at this time. Please try again.	N. A
<b>SUV005</b>	Invalid Authentication or not Authenticated	Token Invalidation will show to renew the TESS token.	N. A
<b>SUV006</b>	Invalid TESS token	Token Invalidation will show to renew the TESS token.	N. A
<b>SUV007</b>	Not Authorized	We are unable to process your request at this time. Please try again.	N. A
<b>SUV008</b>	Username mismatch - Passed in username did not match with username associated with TESS token	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

<b>SUV009</b>	Invalid URL	We are unable to process your request at this time. Please try again.	N. A
<b>SUV010</b>	Http operation GET, PUT, POST OR DELETE not supported for this API		N. A
<b>SUV011</b>	Not Acceptable		N. A
<b>SUV012</b>	Missing required Header Field		N. A
<b>SUV013</b>	Unsupported Media Type		N. A
<b>SUV014</b>	Internal Server processing error. (App should retry or ask user to retry)		N. A
<b>SUV015</b>	Internal Server processing error non recoverable. (App should ask user to contact Care.)	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SUV016</b>	Internal Server Error	We are unable to process your request at this time. Please try again.	N. A
<b>SUV017</b>	Other service Errors		N. A
<b>SUV018</b>	TMS systems was unavailable		N. A
<b>SUV019</b>	SXM systems unavailable		N. A
<b>SUV097</b>	User Not Present	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>SUV098</b>	VIN Not Present in SXM Systems	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

<b>TNF019</b>	Previous Command Still Executing (TSC)	Your previous request is still being processed. Please try again later.	N. A
<b>TNF020</b>	No data available at TSC	Data is not available for this vehicle at this time. Please turn off your vehicle, wait 5 minutes, and try again.	N. A
<b>TNF021</b>	No data available at TSC	Data is not available for this vehicle at this time. Please turn off your vehicle, wait 5 minutes, and try again.	N. A
<b>TNF022</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TNF023</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TNF024</b>	When the error outside assumption occurs by DB transaction error CRUD processing	We are unable to process your request at this time. Please try again later	N. A
<b>TNF025</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TNF026</b>	Input Value Error	We are unable to process your request at this time. Please try again later	N. A
<b>TNF027</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TNF028</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TNF029</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TNF030</b>	XML format Error	We are unable to process your request at this time. Please try again later	N. A
<b>TNF031</b>	Network Error / System Error	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

<b>TNF032</b>	Network Error / System Error	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TNF033</b>	The user to whom USER_ID is corresponding does not exist. (Invalid Account/Spec L errors/No VIN associated/Contracts expired)	Valid subscription not found. Please register for Remote Services or renew your expired subscription. Please call 1-800-255-3987 for more details.	N. A
<b>TNF034</b>	AUTH tag is empty.	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TNF035</b>	When the error outside assumption is detected when communicating with TESS. (TSC checking with TESS for token validation and getting an error code 403 / 500)	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TNF036</b>	Opt-state is Temporary Sleep.	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TNF037</b>	Error of attestation inspection of TESS. (response of TESS 401)	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

<b>TDR040</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TDR041</b>	Network Error / System Error	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TDR042</b>	Unknown TSC return code	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TDR043</b>	TESS token expired	Need to show token invalidation screen.	N. A
<b>TDR044</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TDR045</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TDR046</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TDR047</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TDR048</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TDR049</b>	Network Error / System Error	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TDR051</b>	When the error outside assumption is detected when communicating with TESS. (TSC checking with TESS for token validation and getting an	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

	error code 403 / 500)		
<b>TDR052</b>	TESS token expired	Need to show token invalidation screen.	N. A
<b>TDR053</b>	CATCH ALL		N. A
<b>TDP054</b>	No data available at TSC	Data is not available for this vehicle at this time. Please turn off your vehicle, wait 5 minutes, and try again.	N. A
<b>TDP055</b>	TESS token expired	Need to show token invalidation screen.	N. A
<b>TDP056</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TDP057</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TDP058</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TDP059 THS152</b>	Subscription Not Found	Valid subscription not found. Please register for Remote Services or renew your expired subscription. Please call 1-800-255-3987 for more details.	N. A
<b>TDP060</b>	When the error outside assumption is detected when communicatin g with TESS. (TSC checking with TESS for token validation and getting an error code 403 / 500)	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TDP061</b>	TESS token expired	Need to show token invalidation screen.	N. A

<b>TDP062</b>	DCM Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please try again. If you see this message repeatedly, please contact your dealer.	Initially Log ticket with NGT Integration support, Post analysis support team might refer for dealer assistance.
<b>TDU065, 066, 067, 068, 069, 070, 071, 072, 073, 074, 075, 076 077, 078, 079, 080, 081, 082, 083</b>	Internal Malfunction	We are unable to process the Door Unlock request. If you see this message repeatedly, please contact your dealer	Guest has to schedule appointment with the Dealer. Dealer Technician to follow established procedure for DCM inspection and contact TAS helpline if required.
<b>TDP087, 088, 089, 090</b>	Unknown DCM return code	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please try again. If you see this message repeatedly, please contact your dealer.	Initially Log ticket with NGT Integration support, Post analysis support team might refer for dealer assistance.
<b>TDU092</b>		When door unlock request was received, doors were already unlocked.	N. A

<b>TDP093</b>	If CODE is 300000, check if <PROGRESS>h as a failure value. If not, Failure Msg#76	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please try again. If you see this message repeatedly, please contact your dealer.	Initially Log ticket with NGT Integration support, Post analysis support team might refer for dealer assistance.
<b>TDP094</b>	Command Stored Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TDP095</b>	SMS Sent Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

<b>TDP096</b>	SMS Complete Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TDP097</b>	On DCM Executing Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TDP098</b>	Remote Request Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

<b>TDP099</b>	SMSFailure	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TDP100</b>	DCM Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please try again. If you see this message repeatedly, please contact your dealer.	Initially Log ticket with NGT Integration support, Post analysis support team might refer for dealer assistance.

<b>TDL 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121</b>	Internal Malfunction	We are unable to process the Door Lock request. If you see this message repeatedly, please contact your dealer.	Guest has to schedule appointment with the Dealer. Dealer Technician to follow established procedure for DCM inspection and contact TAS helpline if required.
<b>TDL 125, 126, 127</b>	Unknown DCM return code	We are unable to process the Door Lock request because the vehicle's doors / trunk / hood are open.	N. A
<b>TDP130</b>	If CODE is 300000, check if <PROGRESS>h as a failure value. If not, Failure Msg#76	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please try again. If you see this message repeatedly, please contact your dealer.	N. A
<b>TDP131</b>	Command Stored Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If	N. A

		your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	
<b>TDP132</b>	SMS Sent Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TDP133</b>	SMS Complete Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TDP134</b>	On DCM Executing Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If	N. A

		your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	
<b>TDP135</b>	Remote Request Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TDP136</b>	SMSFailure	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>THV137</b>	Invalid TESS token	Token Expiry	N. A
<b>THV138</b>	Previous Command Still Executing	Your previous request is still being processed. Please try again later.	N. A
<b>THV139</b>	No data available at TSC	Data is not available for this vehicle at this time. Please turn off your vehicle, wait 5 minutes, and try again.	N. A

<b>THV140</b>	No data available at TSC	Data is not available for this vehicle at this time. Please turn off your vehicle, wait 5 minutes, and try again.	N. A
<b>THV141</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>THV142</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>THV143</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>THV144</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>THV145</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>THV146</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>THV147</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>THV148</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>THV149</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>THV150</b>	Network Error / System Error	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>THV151</b>	Network Error / System Error	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>THV153</b>	When the error outside assumption is detected when communicating with	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

	TESS. (TSC checking with TESS for token validation and getting an error code 403 / 500)		
<b>THV154</b>	Invalid TESS token	Token Expiry	N. A
<b>THV155</b>	Unknown TSC return code	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>THS 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175</b>	Error code from DCM to TSC	We are unable to start the engine. If you see this message repeatedly, please contact your dealer.	Initially Log ticket with NGT Integration support, Post analysis support team might refer for dealer assistance.
<b>THS179</b>	Vehicle being repaired	We are unable to start the engine because your vehicle is being repaired.	N. A
<b>THS 180, 181</b>	Another command in progress	We are unable to process your request to start the engine because another engine start/stop request is already in progress.	N. A
<b>THS182</b>	Engine Stop command from key fob given	We were unable to start the engine because the vehicle received an engine stop request from a Smart Key.	N. A
<b>THS185</b>	CATCH ALL	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings	N. A

		Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please try again. If you see this message repeatedly, please contact your dealer.	
<b>THS186</b>	Command Stored Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>THS187</b>	SMS Sent Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>THS188</b>	SMS Complete Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could	N. A

		fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	
<b>THS189</b>	On DCM Executing Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>THS190</b>	Remote Request Timeout	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>THT193</b>	Engine Is not running	We are unable to process your Remote Engine Stop request because the engine is not ON.	N. A

<b>THT 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206</b>	DCM error codes	We are unable to stop the engine. If you see this message repeatedly, please contact your dealer.	Initially Log ticket with NGT Integration support, Post analysis support team might refer for dealer assistance.
<b>THT210</b>	Another same command in progress	We are unable to stop the engine because another engine start / stop operation is already in progress.	N. A
<b>THT213</b>	CATCH ALL	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>THT214</b>	CATCH ALL	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please try again. If you see this message repeatedly, please contact your dealer.	Initially Log ticket with NGT Integration support, Post analysis support team might refer for dealer assistance.

<b>THT215 216 217 218 219 220</b>	Command Stored Timeout SMS Sent Timeout SMS Complete Timeout On DCM Executing Timeout Remote Request Timeout SMSFailure	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TCN216</b>	CATCH ALL		N. A
<b>TCN 218, 219, 220</b>	DCM error codes		N. A
<b>TCN221</b>	Start command interrupted by key fob	Your Remote Engine Start request was interrupted by a Smart Key operation.	N. A
<b>TGD225</b>	Previous Command Still Executing	Your previous request is still being processed. Please try again later.	N. A
<b>TGD226</b>	No data available at TSC	Data is not available for this vehicle at this time. Please turn off your vehicle, wait 5 minutes, and try again.	N. A
<b>TGD227</b>	No data available at TSC	Data is not available for this vehicle at this time. Please turn off your vehicle, wait 5 minutes, and try again.	N. A
<b>TGD228</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TGD229</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TGD230</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TGD231</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A

<b>TGD232</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TGD233</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TGD234</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TGD235</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TGD236</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TGD237</b>	Network Error / System Error	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TGD238</b>	Network Error / System Error	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TGD239</b>	The user to whom USER_ID is corresponding does not exist. (Invalid Account/Spec L errors/No VIN associated/Contracts expired)	Valid subscription not found. Please register for Remote Services or renew your expired subscription. Please call 1-800-255-3987 for more details.	N. A
<b>TGD240</b>	When the error outside assumption is detected when communicating with TESS.(TSC checking with TESS for token	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A

	validation and getting an error code 403 / 500)		
<b>TGD242</b>	CATCH ALL	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TGD 243, 244</b>	Profile activation failed	We were unable to activate the selected profile. Please try again	N. A
<b>TGD 245, 246</b>	Profile de-activation failed	We were unable to deactivate the selected profile. Please try again.	N. A
<b>TGD247</b>	Unable to verify from DCM	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please try again. If you see this message repeatedly, please contact your dealer.	Initially Log ticket with NGT Integration support, Post analysis support team might refer for dealer assistance.
<b>TGD248</b>	Refer to PROGRESS; If PROGRESS is a failure value show Msg #77, otherwise show Msg #76	We are unable to process your <<Door Lock / Door Unlock / Vehicle Finder / Remote Engine Start / Remote Engine Stop / Vehicle Status / Vehicle Status Refresh / Settings Update / Settings Refresh / Guest Driver Monitor Profile Activation / Guest Driver Monitor Profile Deactivation >> request. Please ensure your vehicle is located in an area with cellular network coverage. If your vehicle has not been driven in more than 7 days, commands could fail until the vehicle is started. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TSL018</b>	The user to whom USER_ID is corresponding does not exist.	Valid subscription not found. Please register for Remote Services or renew your expired subscription. Please call 1-800-255-3987 for more details.	N. A

	(Invalid Account/Spec L errors/No VIN associated/Contracts expired)		
<b>TVH253</b>	TESS token expired	Token Expiry	N. A
<b>TVH254</b>	Previous Command Still Executing	Your previous request is still being processed. Please try again later.	N. A
<b>TVH255</b>	No data available at TSC	Data is not available for this vehicle at this time. Please turn off your vehicle, wait 5 minutes, and try again.	N. A
<b>TVH256</b>	No data available at TSC	Data is not available for this vehicle at this time. Please turn off your vehicle, wait 5 minutes, and try again.	N. A
<b>TVH257</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TVH258</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TVH259</b>	TCS Database error	We are unable to process your request at this time. Please try again.	N. A
<b>TVH260</b>	Invalid format request / response	We are unable to process your request at this time. Please try again.	N. A
<b>TVH261</b>	Invalid request value	We are unable to process your request at this time. Please try again.	N. A
<b>TVH262</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TVH263</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TVH264</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TVH265</b>	Network Error / System Error / Timeouts	We are unable to process your request at this time. Please try again later	N. A
<b>TVH266</b>	Network Error / System Error	We are unable to process your request at this time. Please try again later. If you see this message	N. A

		repeatedly, call 1-800-255-3987 for assistance.	
<b>TVH268</b>	The user to whom USER_ID is corresponding does not exist. (Invalid Account/Spec L errors/No VIN associated/Contracts expired)	Valid subscription not found. Please register for Remote Services or renew your expired subscription. Please call 1-800-255-3987 for more details.	N. A
<b>TVH269</b>	When the error outside assumption is detected when communicating with TESS. (TSC checking with TESS for token validation and getting an error code 403 / 500)	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>TVH270</b>	TESS token expired	Token Expiry	N. A
<b>TVH271 THS155</b>	Unknown TSC return code	We are unable to process your request at this time. Please try again later. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N. A
<b>AGT001</b>	Get token Call to Azure AD server failure due to Server /Network /Timeout.		N. A
<b>AGT002</b>	Get "Access token" using "Refresh token" fails with Server/Network		N. A

	/ Timeout error.		
<b>AGT003</b>	Get Token ADAL Request - Mismatch between Azure AD and Resource Server (TSC/SXM). Application retried 3 times but failure.		N.A
<b>STE001</b> <b>STE022</b>	SXM - Token Exchange API Failure: CATCH ALL Exception for Authorize	Unable to process - We are unable to process your request at this time. Please try again.	Try logging into MLE and then back to LER
<b>SCO004</b>	Invalid Request Schema (Validations failed. For example, required field is missing etc.)	Unable to process - We are unable to process your request at this time. Please try again.	N.A
<b>SCO005</b>	Invalid Authentication or not Authenticated	Token Invalidation will show to renew the SXM Access token.	N.A
<b>SCO007</b>	Not Authorized	Unable to process - We are unable to process your request at this time. Please try again.	N.A
<b>SCO009</b>	Invalid URL	Unable to process - We are unable to process your request at this time. Please try again.	N.A
<b>SCO010</b>	Http operation GET, PUT, POST OR DELETE not supported for this API		N.A
<b>SCO011</b>			N.A

<b>SCO012</b>	Missing required Header Field		N.A
<b>SCO013</b>	Unsupported Media Type		N.A
<b>SCO014</b>	Internal Server processing error.		N.A
<b>SCO015</b>	Internal Server processing error non-recoverable.	Unable to process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N.A
<b>SCO019</b>	SXM systems unavailable	Unable to process	N.A
<b>SCO100</b>	Requested timed-out	Unable to process	N.A
<b>SCO099</b>	Any other error (undefined).	Unable to process	N.A
<b>SRV004, SRV007, SRV009, SRV010, SRV011, SRV012, SRV013, SRV014, SRV015, SRV019</b>	SXM Error Codes	Unable to process	N.A
<b>SRV038</b>	Retrieve Vehicle List Failures – SXM API Failure.	Unable to Process - We are unable to process your request at this time. Please try again.	N.A
<b>TSC010</b>	Error of attestation inspection of Azure AD token	Token expiry screen	N.A
<b>TSC011</b>	AUTH tag is empty		N.A
<b>TSC012</b>	DB transaction error CRUD processing	We are unable to process your request at this time. Please try again.	N.A

<b>TSC013</b>	XML format error		N.A
<b>TSC014</b>	Input value error		N.A
<b>TSC015</b>	The USER to whom USER_ID is not existing	Valid subscription not found. Please register for remote services or renew your expired subscription. Please call 1-800-255-3987 for assistance.	N.A
<b>TSC016</b>	When the error occur outside assumption is detected when communicating with TSC.	We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N.A
<b>TSC99</b>		We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N.A
<b>STC004, STC005, STC007, STC009, STC010, STC011, STC012, STC013, STC014, STC015, STC019</b>	SXM - Retrieve Terms and Conditions API Failure	We are unable to process your request at this time. Please try again.	N.A
<b>CAU001</b>	CPD – Account Uplift failures – General Catch all exception	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N.A
<b>CAU002</b>	CPD – Account Uplift failures – Request Time Outs	Unable to Process - We are unable to process your request at this time. Please try again.	N.A
<b>SET004, SET007, SET009, SET010, SET011, SET012, SET013,</b>	SXM error code – Email Terms & Conditions	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N.A

<b>SET014, SET015, SET019</b>			
<b>SAT004, SAT007, SAT009, SAT010, SAT011, SAT012, SAT013, SAT014, SAT015, SAT019</b>		Get T&C's	N.A
<b>SAT021</b>	SXM Agree Terms & Conditions - Telematics program is not available for this account	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N.A
<b>SGS004, SGS005, SGS007, SGS009, SGS010, SGS011, SGS012, SGS013, SGS014, SGS015, SGS019</b>	SXM error – Terms & conditions status	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N.A
<b>SGS099</b>	SXM GUID Mismatch	Unable to Process	N.A
<b>SGS021</b>	SXM Terms & Conditions status - Telematics program is not available for this account	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N.A
<b>STV004, STV007, STV009, STV010, STV011, STV012, STV013,</b>	SXM – Authorize Vehicle errors	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N.A

<b>STV014, STV015, STV019</b>			
<b>STV085</b>	SXM Authorize vehicle - VIN Not Present in SXM Systems	Invalid VIN - The VIN you have entered could not be validated. Please check your entry and try again, or press the SOS button in your vehicle for assistance.	N.A
<b>STV091</b>	SXM Authorize Vehicle - Invalid/Expired auth code	Invalid Authorization Code - The Authorization Code you have entered is invalid. Please check your entry and try again, or push the SOS button in your vehicle to get a new code	N.A
<b>SDV004, SDV007, SDV009, SDV010, SDV011, SDV012, SDV013, SDV014, SDV015, SDV019</b>	SXM – Delete Vehicle errors	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255- 3987 for assistance.	N.A
<b>SDV022</b>	SXM – Delete Vehicle – Invalid VIN	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255- 3987 for assistance.	N.A
<b>SDV096</b>	SXM – Delete Vehicle - VIN Not Present in SXM Systems	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255- 3987 for assistance.	N.A
<b>SUV004, SUV007, SUV009, SUV010, SUV011, SUV012, SUV013, SUV014, SUV015, SUV019</b>	SXM Update Vehicle Error	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255- 3987 for assistance.	N.A

<b>SUV022</b>	SXM Update Vehicle – Invalid VIN	Unable to Process - We are unable to process your request at this time. Please try again.	N.A
<b>SUV021</b>	SXM Update Vehicle – Time zone is invalid	Unable to Process - We are unable to process your request at this time. Please try again.	N.A
<b>SUV098</b>	SXM Update Vehicle – VIN not Present in SXM systems	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N.A
<b>TCN224</b> <b>TDP053</b>	TSC - Data Mismatch due to incorrect response.	Unable to process error on Door Lock  Door Unlock  Remote Engine Start  Remote Engine Stop  Vehicle Status Refresh  Guest Driver Monitor Profile Deactivation  Guest Driver Monitor Profile Activation	N.A
<b>STV021</b>	SXM - Authorize Vehicle	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance.	N.A
<b>STE022</b>	SXM - Token Exchange	Unable to process - We are unable to process your request at this time. Please try again.	Try logging into MLE and then back to LER
<b>SAT024</b> <b>SGS023</b>	SXM error code – Agree Terms & Conditions	Unable to Process - We are unable to process your request at this time. Please try again. If you see this message repeatedly, call 1-800-255-3987 for assistance. SXM - Get T&C's Status	N. A

## MORE DETAILS

TMS IS will keep updating the documents with any new error code. Version

## VERSION

Version / Revision	Date	Prepared By	Reviewed By	Sections Updated
0.1	Dec-7-2015	Rahul Purohit	Manish Kumar	Initial DRAFT
0.2	Dec-15-2015	Manish Kumar		Sections - All, Review Comments included
0.3	Dec-15-2015	Linda Jenkins		Added missing steps
0.4	1/11/16	Linda Jenkins		Completed and ready for Review by IS
1.0	3/09/18	TMNA IS – Infosys		Added Details for Toyota. Removed dead error codes. Added new error codes from CY17
1.1	5/3/18	TMNA IS – Infosys		Added all the missing error codes

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