



**MICHELIN**

# **TOYOTA OEM ACTIVATION INSTRUCTIONS**

First time activation.

 **TOYOTA**  **LEXUS**



**MICHELIN  
CONNECTED FLEET**

**UNLOCK YOUR FLEET'S FULL POTENTIAL**

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## STEP 1 – LOG INTO YOUR TOYOTA FLEET ACCOUNT.

**Note:** If you do not have a Toyota Fleet account, follow the steps in this link to create one: [Toyota Fleet Enrollment](#).

## STEP 2 – CONFIRM ALL VEHICLES ARE LISTED.

- Ensure all the vehicles you wish to track are visible in your Toyota Fleet account.
- If your vehicle is not in the list, you will need to add the vehicle(s) manually.
- Toyota may require you to provide acceptable proof of ownership documents. Vehicle titles, registration, or proof of insurance on company vehicles are acceptable.

## STEP 3 – NOTIFY US OF SETUP COMPLETION.

- We'll check in regularly with you, but please confirm to us via email to [mcfna-commissioning@micelin.com](mailto:mcfna-commissioning@micelin.com) as soon as you've completed the above steps. In the email, please provide us with the best number and time to reach you.
- Upon receipt, one of our Customer Success representatives will give you a call to confirm all of your vehicles are tracking in your **My Connected Fleet** account. They will schedule any additional training you may need at that time.

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## Toyota Fleet ID – Frequently Asked Questions

### 1. What is a Toyota Fleet ID?

A Toyota Fleet ID allows you to access benefits and resources to help manage your fleet of Toyota vehicles more efficiently.

### 2. How can I check if I have a Toyota Fleet ID?

First, check internally with your organization to see if a Toyota Fleet ID already exists.

- If no Toyota Fleet ID exists, provide 1–3 VINs and reach out via email to [mcfna-commissioning@micelin.com](mailto:mcfna-commissioning@micelin.com)
- We will then contact Toyota to verify if a Toyota Fleet ID exists.

### 3. What if I don't have a Toyota Fleet ID?

Not having a Toyota Fleet ID will not prevent you from enrolling or giving consent.

- Our Partner's team can work directly with Toyota to override consent at the VIN level.
- To proceed, you'll need to provide proof of ownership, such as:
  - o Vehicle title
  - o Vehicle registration
  - o Vehicle insurance card
- Once you've gathered the necessary documents, contact us by 1-833-623-2858 for further assistance.

### 4. How often does Toyota require proof of vehicle ownership?

- If you purchased your vehicles directly from Toyota or through regional distribution companies, Toyota will have assigned a Fleet ID to the vehicles, and proof of ownership is rarely required.
- If you purchased vehicles from a **non-direct source** (e.g., auctions), you may need to provide proof of ownership more frequently since Toyota doesn't automatically update ownership records after the original sale.
- If proof of ownership is required, you'll be notified if a vehicle enrollment failure message indicates the enrollment failed due to ownership verification.

### 5. How long does it take Toyota to update the Fleet ID once proof of ownership is provided?

Toyota response times vary, but it typically takes **2–3 business days** for Toyota to complete the Fleet ID override after the request is submitted.

- Once the override is complete, you'll need to attempt enrollment again.

## QUESTIONS?

If you have any questions or would like more information, please contact us at:

Email: [mcfna-commissioning@micelin.com](mailto:mcfna-commissioning@micelin.com)

Phone: 1-678-762-4300

