Lexus Enform Remote Start Inoperative

Service Category	Audio/Visual/Telematics
Section	Cellular Communication **Market** USA

Lexus Supports
ASE Certification
ASE CERTIFIED

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2015	ES350, GS350, LS460	

Introduction

Some 2015 model year ES 350, GS 350, and LS 460 vehicles may exhibit an "Unable to Process" message saying "...the vehicle's battery is too low" on the Lexus Enform Remote smartphone application when attempting to use the Remote Start function. A revised Data Communication Module (DCM) calibration file has been developed to address this condition.

Parts Information

MODEL	PART NUMBER		PART NAME	QTY
	PREVIOUS	NEW		
ES 350 GS 350 LS 460	86741-53074	86741-53075	Transceiver, Telematics (Data Communication Module/DCM)	–

> **NOTE**
>
> **The DCM should NOT be replaced as part of the Repair Procedure.**

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1500	Reprogram Data Communication Module (DCM) (Telematics Transceiver)	0.5	86741-53074	87	99

> **APPLICABLE WARRANTY**
>
> • **This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 miles, whichever occurs first, from the vehicle's in-service date.**
>
> • **Warranty application is limited to occurrence of the specified condition described in this bulletin.**

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Calibration Information

> **NOTE**
>
> **BEFORE clicking on any of the links below, perform a Health Check to determine the previous Telematics Calibration ID.**

MODEL	MODEL YEAR	TELEMATICS CALIBRATION ID	
		PREVIOUS	NEW
ES 350 GS 350 LS 460	2015	00003.00.05.01.13.02	00003.00.05.01.13.04
		00003.00.05.01.13.03	00003.00.05.01.13.04

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
Techstream Lite		TSLITEPDLR01	

> **NOTE**
>
> - **Only ONE of the Techstream units listed above is required.**
>
> - **Software version 9.31.000 or later is required.**
>
> - **Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.**
>
> - **The Diagnostic Tester is NOT recommended for flash reprogramming. Please use Techstream or an approved J2534 interface to perform flash reprogramming updates. Visit techinfo.toyota.com for more information regarding J2534 reprogramming.**

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
GR8 Battery Diagnostic Station*	00002-MCGR8	1

> **NOTE**
>
> **Additional SSTs may be ordered by calling 1-800-933-8335.**

* Essential SST.

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Repair Procedure

1. Verify the condition described in the Introduction.

2. Perform a Health Check to determine the previous Telematics Calibration ID. If it is the same as one of the previous Calibration IDs listed in the Calibration Information table — go to step 3.

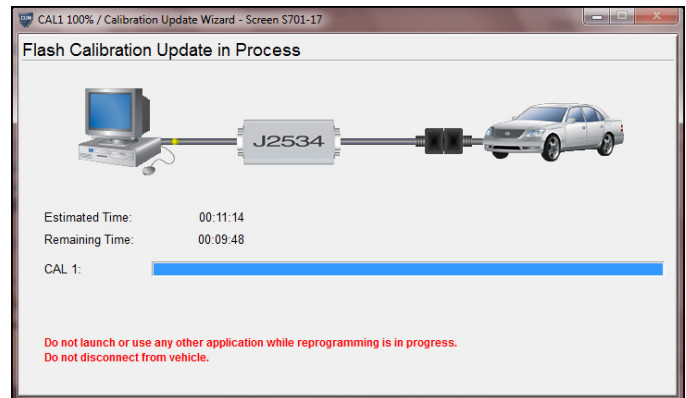3. Flash reprogram the DCM by clicking on the applicable link in the Calibration Information table.

> **NOTE**
> - **The GR8 Battery Diagnostic Station MUST be used in Power Supply Mode to maintain battery voltage at 13.5 volts while flash reprogramming the vehicle.**
> - **For details on how to use the GR8 Battery Diagnostic Station, refer to the GR8 Instruction Manual located on the Technical Information System (TIS),** *Diagnostics – Tools & Equipment – Battery Diagnostics.*

Follow the procedures outlined in Service Bulletin No. L-SB-0021-14, *"Techstream ECU Flash Reprogramming Procedure,"* and flash reprogram the DCM with the NEW calibration file update.

> **NOTE**
>
> **During reprogramming the progress bar on the Calibration Update Wizard screen may show complete while the Remaining Time still shows several minutes. Refer to the Remaining Time to accurately determine when the update will complete.**
>
> **Figure 1.**
>
>

4. After completing the DCM reprogramming, cycle the ignition to the ON position and confirm the green indicator next to the SOS button is illuminated.

> **NOTE**
> **Advise the customer to Login to the Lexus Enform Remote application using their smartphone and confirm the Remote Start feature operates normally.**