TECHNICAL INSTRUCTIONS
FOR
LIMITED SERVICE CAMPAIGN KLG
CUSTOMER SUPPORT PROGRAM 19LE05

SAFETY CONNECT SYSTEM – VEHICLE LOCATION INACCURATE

CERTAIN
2011 – 2017 MODEL YEAR CT, 2010 – 2017 MODEL YEAR RX,
2010 – 2017 MODEL YEAR RX Hybrid, 2015 – 2017 MODEL YEAR NX,
2015 – 2017 MODEL YEAR NX Hybrid, 2010 – 2017 MODEL YEAR LX,
2013 – 2017 MODEL YEAR ES Hybrid

Updated 10/17/2019

Update 10/17/19
- The title has been updated to include Customer Support Program 19LE05

Update 9/13/19
- The process has been updated to address an issue with Techstream. Technicians will no longer determine if an update is required based on the Update column Yes/No option displayed during a health check. Technicians will determine if an update is required based on calibration ID only

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this LSC are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

• Certified
• Senior
• Master

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this LSC repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.
I. OPERATION FLOW CHART

Verify Vehicle Eligibility
1. Check the VIN on the R.O. matches the vehicle
2. Check the TIS Vehicle Inquiry System.

Install the SPECIAL CUW application.

Perform Health Check on Techstream and check the Calibration ID.

- Reinstall the REGULAR CUW application.
- Return the vehicle to the customer.

<12DCM>

Only GS, GS HV, IS (Not included IS-C, IS-F), RC, RC-F, CT, NX, NX HV, GX, ES, ES HV:
Separate the front passenger seat and disconnect the connectors of the front passenger seat.

Disconnect “D/C CUT” or "SHORT PIN".

Only NX (Gasoline):
Disconnect “EFI No.1 FUSE (10A)".

Connect GR8/DCA, apply wheel blocks and parking brake and move the shift lever to N position.

Reprogram DCM.

Reprogramming failed
- Remove DCM from the vehicle.
- Reprogram DCM again.

Reprogramming succeeded
- Move the shift lever to P position and remove the wheel blocks and GR8/DCA.

Perform Verification Health Check.

Reinstall the REGULAR CUW application.

Campaign completed, return the vehicle to the customer.

<13/14VI-DCM>

Only NX (Gasoline):
Disconnect “EFI No.1 FUSE (10A)".

Connect GR8/DCA, apply wheel blocks and parking brake and move the shift lever to N position.

Reprogram DCM.

Reprogramming failed
- Remove DCM from the vehicle.
- Reprogram DCM again.

Reprogramming succeeded
- Move the shift lever to P position and remove the wheel blocks and GR8/DCA.
II. IDENTIFICATION OF AFFECTED VEHICLES

NOTE:
• Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this LSC and that the campaign has not already been completed prior to dealer shipment or by another dealer.
• TMNA warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. TOOLS & EQUIPMENT

• Standard Hand Tools
• CUW Maintenance Tool
• GR8/DCA Battery Diagnostic Station
• Techstream 2.0 / TIS Techstream / Techstream Lite (Software 14.1 or Higher)

B. CABLE No.1 & CABLE No.2

The tools shown below have been provided prior to the launch of the campaign. Those tools are necessary when performing this reprogramming procedure.*

<table>
<thead>
<tr>
<th>CABLE No.1</th>
<th>CABLE No.2</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="CABLE No.1" /></td>
<td><img src="image2.png" alt="CABLE No.2" /></td>
</tr>
</tbody>
</table>

* DO NOT use these tools except for this campaign.

IV. BACKGROUND

The Data Communication Module (DCM) in the subject vehicles are equipped with software to identify the location of the vehicle using the Global Positioning System (GPS) to support features of the Safety Connect system. Due to incorrect programming in the DCM software, after November 2nd, 2019, the GPS coordinates for this system will be calculated incorrectly. This will cause the system to use incorrect vehicle coordinates if one of the system’s features is activated.
V. PROCEDURE OVERVIEW

CRITICAL INFORMATION

- You will perform the reprogramming after installing a dedicated CUW application (Special CUW (only for DCM)) to a Techstream. By using this dedicated CUW application, the reprogramming time can be shortened.
- The reprogramming takes more than 60 minutes to complete, and the vehicle will turn the IG OFF automatically when it has passed about 60 minutes with IG ON while the shift lever is in P position.

Therefore, make sure to perform the following works before starting the reprogramming.

<<APPLY WHEEL BLOCKS AND PARKING BRAKE>>

<<MOVE THE SHIFT LEVER TO N POSITION>>
VI. SAFETY PRECAUTIONS

CRITICAL INFORMATION - READ THOROUGHLY

An ECU could be damaged if an error occurs in the communication while reprogramming the ECU. Confirm all work is performed as described in these instructions.

1. STABILIZE THE POWER TO THE TECHSTREAM SIDE
   a) Be sure to connect the Techstream to an external AC power supply.
      NOTE:
      The ECU could be damaged if the battery voltage of the Techstream drops while reprogramming.

   b) Turn off the screen saver and power saving mode of the Techstream so that the power to the hard disk is kept supplied.
      NOTE:
      If the screen saver or power saving mode launches while reprogramming, the communication may be disconnected, resulting in the damage of the ECU.

   c) **DO NOT** block the ventilation opening for the cooling fan of the Techstream.
      NOTE:
      If the ventilation opening for the cooling fan is blocked with a sheet cover or the like, the Techstream may be heated excessively, causing the operation of the Techstream to stop. Due to the stop of the operation, the communication for reprogramming signals could be stopped, resulting in the damage of the ECU.
VII. INSTALLATION OF THE SPECIAL CUW APPLICATION

STOP
• Please make sure to use the special CUW application to perform the ECU reprogramming.
• You cannot exit the special CUW application until you complete the reprogramming.

1. DOWNLOAD THE SPECIAL CUW APPLICATION
   a) Click the link below to download the Special CUW Application

SPECIAL CUW APPLICATION

2. RUN THE INSTALLER

3. SELECT THE SPECIAL CUW APPLICATION
   a) Select “Special CUW (only for DCM)”.
   b) Click on the “Next” button to install the special CUW application.

4. COMPLETE INSTALLATION
   a) Click on the “Finish” button to finish.
   NOTE: Use the special CUW application after installing it to the personal computer which has Techstream.

VIII. VEHICLE PREPARATION

5. VEHICLE PREPARATION
   a) Record settings of the audio system, air conditioner, front seats position, etc. since the cable of the negative battery terminal is going to be disconnected in a later step.

Confirm the following conditions

- Vehicle in the IG ON position (engine off).
- Turn off all electrical accessories (i.e. audio system, etc.)
- Windshield wiper switch in the OFF position.
- Headlight switch in the DRL OFF position.

6. CONNECT THE 12V BATTERY TO A POWER SUPPLY (GR8/DCA)
   a) Connect the GR8/DCA or other type of a power supply (not a battery charger) to the 12V battery.
   b) Select the Power Supply Mode from the Charge Menu of the GR8/DCA.

STOP A power supply MUST be used during reprogramming. ECU damage will occur if the battery voltage is not properly maintained during this re-flash procedure.

NOTE: A power supply must be connected directly to the 12V battery terminals and NOT the remote jump posts under the hood (if equipped).
IX. CHECK FOR DTC’S

1. CONNECT THE TECHSTREAM TO THE VEHICLE
   a) Turn the IG OFF.
   b) Using a Cable No.1 (provided tool), connect the Techstream to the vehicle.
   NOTE: DO NOT use this tool except for this campaign.

   Follow the instructions below. Otherwise, the battery voltage will decrease or communication
   will become disabled, and this may require the replacement of the DCM.
   • Turn off the screen saver and power saving mode of the PC.
   • Use the external power supply for the PC. (DO NOT use the PC’s internal battery or vehicle’s battery.)
   • Ensure that the communication cable connectors are securely connected, the cable is in
   good condition, and the connection is stable.

2. VERIFY TECHSTREAM SETUP
   a) Verify that the Techstream meets the following conditions:
      • The software version 14.1 or higher is loaded.
      • The Techstream battery is fully charged. If not, connect the Techstream to a 120V source.
      • The DLCIII cable is in good condition.

   The Techstream’s battery voltage must also be maintained during the re-flash procedure. If
   necessary, plug the Techstream into a 120v outlet during this procedure.

   NOTE: If the Techstream communication with the vehicle fails during the re-flash procedure, the
   DCM will be damaged.

3. CHECK FOR DTCs
   a) Using a Techstream, perform a Health Check to check for any
      Diagnostic Trouble Codes.
      NOTE: This Campaign covers only the software update to the
      Telematics System, as detailed in these instructions. It does not cover
      the diagnosis or replacement of any other systems on the vehicle.
X. TELEMATICS SYSTEM CALIBRATION ID CHECK

Action to take for Telematics System Reprogramming

There are 3 different ways to reprogram the Telematics System. Make sure to follow the instructions of these technical instructions.

1. CHECK CURRENT CALIBRATION
   a) Determine the status of an available update; indicated by the calibration ID.
      Note: Do not use the update column and an indicator if an update is required as it will always say No. Only use calibration ID

   Is the calibration ID listed in the table below?
   - Yes: Proceed to the next step.
   - No: Campaign complete. Return the vehicle to the customer. Reinstall the REGULAR CUW application.

   b) Reprogram the Telematics System to the NEW CID following the table below.
      NOTE: Take note of both current and new CID to be able to select correctly.

<table>
<thead>
<tr>
<th>DCM Model</th>
<th>Current CID</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>12DCM</td>
<td>00002.40.06.04.01.91</td>
<td>Go to section XI</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.01.03.16</td>
<td></td>
</tr>
<tr>
<td></td>
<td>00003.00.05.01.03.21</td>
<td></td>
</tr>
<tr>
<td>13/14 VI-DCM</td>
<td>00003.00.05.01.13.02</td>
<td>Go to section XII</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.01.13.03</td>
<td></td>
</tr>
<tr>
<td></td>
<td>00003.00.05.01.13.04</td>
<td></td>
</tr>
<tr>
<td></td>
<td>00003.00.05.01.13.06</td>
<td></td>
</tr>
<tr>
<td>CID other than above</td>
<td></td>
<td>Go to section XVI</td>
</tr>
</tbody>
</table>
XI. 12DCM UPDATE CALIBRATION

1. VEHICLE PREPARATION BEFORE UPDATING THE TELEMATICS SYSTEM

   a) Turn IG to the OFF position.

   b) DISCONNECT THE FRONT PASSENGER SEAT CONNECTORS (Only GS, GS HV, IS (Not included IS-C, IS-F), RC, RC-F, CT, NX, NX HV, GX, ES, ES HV)

   NOTE:
   • The reprogramming may fail if you perform it without disconnecting the connectors. Please make sure to disconnect the connectors before performing the reprogramming.
   • Disconnect the cable from the negative battery terminal to disable the SRS system. Refer to the repair manual in detail.
   • Be sure to disconnect each connector after disconnect the negative battery terminal.

   (1) Separate the front passenger seat, and then disconnect each connector of the front passenger seat.

   NOTE:
   - Separate the front passenger seat following the instructions on the repair manual. However, there is no need to take it out.
   - Depending on seat type, you may need to perform certain initializations (such as Zero Point Calibration) refer to the repair manual for details.

   Go on TIS and refer to the repair manual for how to separate the seat

   Path: SEAT / FRONT SEAT ASSEMBLY / REMOVAL

   Note: you can copy and paste the path above into the TIS search bar to access the instructions quickly

   (2) Connect the negative battery terminal and GR8/DCA.

   c) DISCONNECT “D/C CUT” OR “SHORT PIN”

   NOTE:
   • The reprogramming may fail if you perform it without disconnecting the “D/C CUT” or “SHORT PIN”. Please make sure to disconnect the “D/C CUT” or “SHORT PIN” before performing the reprogramming.
   • Refer to Section XIV for the location of “D/C CUT” and “SHORT PIN” of each vehicle model.
d) DISCONNECT “EFI No.1 FUSE (10A)” *(Only NX (Gasoline))*

**NOTE:**
Failure to remove the EFI No.1 Fuse may cause damage to the fuel pump assembly.

e) Turn the IG to the ON position (engine off).

**NOTE:**
*DO NOT* start the engine.

**HINT:**
Depending on the model, method of IG ON may be different.
2. UPDATE THE TELEMATICS SYSTEM
Click the NEW CID link below to update the DCM

<table>
<thead>
<tr>
<th>DCM Model</th>
<th>Current CID</th>
<th>NEW CID</th>
</tr>
</thead>
<tbody>
<tr>
<td>12DCM</td>
<td>0002.40.06.04.01.91</td>
<td>0002.80.06.04.01.91</td>
</tr>
</tbody>
</table>

Check the CUW application

a) Check if the Special CUW (only for DCM) is downloaded.
   **NOTE:**
   If Special CUW (only for DCM) has not been downloaded, follow the instructions of section VII.

b) When Calibration Update Wizard is launched, click on “Next”.

c) Select a device tool, and then click on “Next”.

d) Confirm that "Current Cal ID" and "New Cal ID" are correct, and then click on “Next”.
   **NOTE:** The calibration IDs will be displayed as shown on the left. Please make sure you **DO NOT** mistake where to check to confirm the IDs.
e) Follow the on-screen instructions and turn the IG off, and then click on “Next”.  
**NOTE:** After “Next” is clicked, a bar showing the progress is displayed. *DO NOT* turn the IG on while the bar is shown.

f) Turn the IG to the ON position (engine off).  
**NOTE:**  
*DO NOT* depress the brake pedal.  
**HINT:**  
Depending on the model, method of IG ON may be different.

g) Move the shift lever to Neutral position.  
**NOTE:**  
- The reprogramming takes more than 60 minutes to complete, and the vehicle will turn the IG OFF automatically when it has passed about 60 minutes with IG ON while the shift lever is in P position. Therefore, make sure to move the shift lever to N position before starting the reprogramming.  
- The alarm sound will be heard if the door is fully closed with IG ON while the shift lever is in Neutral position, on either of the following conditions:  
  - The key is outside the vehicle  
  - The key battery is low
h) Click on “Start”.

i) While reprogramming, the screen shown on the below is displayed.

**NOTE:**
- As reprogramming completes within approximately 75 minutes, stay near the vehicle and **DO NOT** allow any third parties to operate the vehicle or Techstream in order to prevent issues from occurring. The following phenomena may be observed while reprogramming due to interrupted communication. However, there is no problem.
  - Vehicle proximity alarming sound.
  - Blackout navigation screen (black).
  - Indication of a warning lamp or error message in the meter.
- “Now processing” is displayed for about 10 minutes. **DO NOT** finish reprogramming until the screen changes.

Even if the reprogramming is 100%, be sure to wait while “Now processing” is displayed.

If the following window is displayed and the reprogramming has failed, click on "Retry" and then "Cancel" to finish the reprogramming process. Remove the DCM (telematics transceiver) from the vehicle and perform the reprogramming procedure again only to the DCM (telematics transceiver). Refer to Section XIII.
j) After “Flash Calibration Update Successful” is displayed, move the shift lever to Parking position and turn the IG off and click the “Next” button. **NOTE:** After “Next” is clicked, a bar showing the progress is displayed. **DO NOT** turn the IG on while the bar is shown.

k) Follow the on-screen instructions and turn the IG on, and then click the “Next” button. **NOTE:** **DO NOT** turn the IG on with the brake pedal depressed. Otherwise the engine starts.

l) After reprogramming, make sure that the “After update “Current Cal ID” is correct.

m) Click the “Finish” button. **Click the “Finish” button with the IG on, even though the instruction on the screen says to turn the IG off.**

**After the reprogramming has been completed, refer to Section XV and restore the vehicle.**
**Vehicle preparation before updating the telematics system**

1. **VEHICLE PREPARATION BEFORE UPDATING THE TELEMATICS SYSTEM** *(Only NX (Gasoline))*
   a) Turn IG to the OFF position.
   b) DISCONNECT “EFI No.1 FUSE (10A)”.

   **NOTE:**
   Failure to remove the EFI No.1 Fuse may cause damage to the fuel pump assembly.

   c) Turn the IG to the ON position.

2. **UPDATE THE TELEMATICS SYSTEM**
   Click the NEW CID link below to update the DCM

   **DCM (Telematics System) Calibrations**

<table>
<thead>
<tr>
<th>DCM Model</th>
<th>Current CID</th>
<th>NEW CID</th>
</tr>
</thead>
<tbody>
<tr>
<td>13/14 VI-DCM</td>
<td>00003.00.05.01.03.16</td>
<td>00003.20.05.01.03.16</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.01.03.21</td>
<td>00003.20.05.01.03.21</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.13.02</td>
<td>00003.20.05.13.02</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.13.03</td>
<td>00003.20.05.13.03</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.13.04</td>
<td>00003.20.05.13.04</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.13.06</td>
<td>00003.20.05.13.06</td>
</tr>
</tbody>
</table>

**Check the CUW application**

   d) Check if the Special CUW (only for DCM)” is downloaded.

   **NOTE:**
   If Special CUW (only for DCM) has not been downloaded, follow the instructions of section VII.

   e) When Calibration Update Wizard is launched, click on “Next”.
f) Select a device tool, and then click on “Next”.

g) Confirm that “Current Cal ID” and “New Cal ID” are correct, and then click on “Next”.

**NOTE:** The calibration IDs will be displayed as shown on the left. Please make sure you *DO NOT* mistake where to check to confirm the IDs.

h) Follow the on-screen instructions and turn the IG off, and then click on "Next".

**NOTE:** After “Next” is clicked, a bar showing the progress is displayed. *DO NOT* turn the IG on while the bar is shown.

---

**Vehicle condition before reprogramming**

*DO NOT* start the engine.

i) Turn the IG to the ON position (engine off).

**NOTE:**

*DO NOT* depress the brake pedal.

j) Move the shift lever to Neutral position.

**NOTE:**

- The reprogramming takes more than 60 minutes to complete, and the vehicle will turn the IG OFF automatically when it has passed about 60 minutes with IG ON while the shift lever is in P position. Therefore, make sure to move the shift lever to N position before starting the reprogramming.
- The alarm sound will be heard if the door is fully closed with IG ON while the shift lever is in Neutral position, on either of the following conditions:
  - The key is outside the vehicle
  - The key battery is low
k) Click on “Start”.

l) While reprogramming, the screen shown on the below is displayed.

**NOTE:**

- As reprogramming completes within approximately 85 minutes, stay near the vehicle and *DO NOT* allow any third parties to operate the vehicle or Techstream in order to prevent issues from occurring. The following phenomena may be observed while reprogramming due to interrupted communication. However, there is no problem.
  - Vehicle proximity alarming sound.
  - Blackout navigation screen (black).
  - Indication of a warning lamp or error message in the meter.
- “Now processing” is displayed for about 10 minutes. *DO NOT* finish reprogramming until the screen changes.

If the following window is displayed and the reprogramming has failed, click on "Retry" and then "Cancel" to finish the reprogramming process. Remove the DCM (telematics transceiver) from the vehicle and perform the reprogramming procedure again only to the DCM (telematics transceiver). Refer to Section XIII.
m) After “Flash Calibration Update Successful” is displayed, move the shift lever to Parking position and turn the IG off and click the “Next” button. 

**NOTE:** After “Next” is clicked, a bar showing the progress is displayed. **DO NOT** turn the IG on while the bar is shown.

n) Follow the on-screen instructions and turn the IG on, and then click the “Next” button.

**NOTE:** **DO NOT** turn the IG on with the brake pedal depressed. Otherwise the engine starts.

o) After reprogramming, make sure that the "After update "Current Cal ID" is correct.

p) Click the “Finish” button.

STOP **Click the “Finish” button with the IG on, even though the instruction on the screen says to turn the IG off.**

After the reprogramming has been completed, refer to Section XV and restore the vehicle.
XIII. IF UPDATE CALIBRATION FAILS

STOP

If the calibration fails contact your FTS for warranty claim filling instructions

1. REMOVE THE DCM (TELEMATICS TRANSCEIVER)

Go on TIS and refer to the repair manual for how to separate the seat

Path: CELLULAR COMMUNICATION / DCM(TELEMATICS TRANSCEIVER) / REMOVAL

Note: you can copy and paste the path above into the TIS search bar to access the instructions quickly

2. CONNECT THE TECHSTREAM TO THE DCM

a) Using a Cable No.1 & No.2 (provided tool), connect the Techstream to the DCM.

NOTE: DO NOT use these tools except for this campaign.

Follow the instructions below. Otherwise, the battery voltage will decrease or communication will become disabled, and this may require the replacement of the DCM.

• Turn off the screen saver and power saving mode of the PC.
• Use the external power supply for the PC. (DO NOT use the PC’s internal battery or vehicle’s battery.)
• Ensure that the communication cable connectors are securely connected, the cable is in good condition, and the connection is stable.
3. **UPDATE THE TELEMATICS SYSTEM**

   a) Perform a Health Check.

   **NOTE:**
   - Only "Telematics" will be shown on the System column.
   - Some DTCs may be shown but it does not affect the reprogramming.

   Click the NEW CID link below to update the DCM.

<table>
<thead>
<tr>
<th>DCM Model</th>
<th>Current CID</th>
<th>NEW CID</th>
</tr>
</thead>
<tbody>
<tr>
<td>12DCM</td>
<td>00002.40.06.04.01.91</td>
<td>00002.80.06.04.01.91</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.01.03.16</td>
<td>00003.20.05.01.03.16</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.01.03.21</td>
<td>00003.20.05.01.03.21</td>
</tr>
<tr>
<td>13/14 VI-DCM</td>
<td>00003.00.05.01.13.02</td>
<td>00003.20.05.01.13.02</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.01.13.03</td>
<td>00003.20.05.01.13.03</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.01.13.04</td>
<td>00003.20.05.01.13.04</td>
</tr>
<tr>
<td></td>
<td>00003.00.05.01.13.06</td>
<td>00003.20.05.01.13.06</td>
</tr>
</tbody>
</table>

b) When Calibration Update Wizard is launched, click on “Next”.

c) Select a device tool, and then click on “Next”.

d) Confirm that "Current Cal ID" and "New Cal ID" are correct, and then click on “Next”.

   **NOTE:** The calibration IDs will be displayed as shown on the left. Please make sure you **DO NOT** mistake where to check to confirm the IDs.

e) Click on “Next”.

   **NOTE:** It is **NOT** necessary to follow the instructions on the screen of Techstream.
f) Click on “Start”.
Note: It is **NOT** necessary to follow the instructions on the screen of Techstream.

g) While reprogramming, the screen shown on the below is displayed.
Note: As reprogramming completes within approximately 75 minutes (12DCM) or 85 minutes (13/14VI-DCM), stay near the vehicle and **DO NOT** allow any third parties to operate the vehicle or Techstream in order to prevent issues from occurring.
The following phenomena may be observed while reprogramming due to interrupted communication.
• “Now processing” is displayed for about 10 minutes. **DO NOT** finish reprogramming until the screen changes.

h) After “Flash Calibration Update Successful” is displayed, click the “Next” button.
Note: After “Next” is clicked, a bar showing the progress is displayed.

i) Click the “Next” button.
Note: It is **NOT** necessary to follow the instructions on the screen of Techstream.

j) After reprogramming, make sure that the “After update “Current Cal ID” is correct.

k) Click the “Finish” button.

4. **INSTALL THE DCM (TELEMATICS TRANSCEIVER)**

Go on TIS and refer to the repair manual for how to separate the seat

Path: **CELLULAR COMMUNICATION / DCM(TELEMATICS TRANSCEIVER) / INSTALLATION**

Note: you can copy and paste the path above into the TIS search bar to access the instructions quickly
## XIV. D/C CUT AND SHORT PIN LOCATION

<table>
<thead>
<tr>
<th>Vehicle Models</th>
<th>Location/Removal Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>LS600hL, LS460L, LS460 (UVF4#, USF4#)</td>
<td>- Remove this D/C CUT fuse (30A)</td>
</tr>
<tr>
<td>CT200h (ZWA10)</td>
<td>- Remove this Short Pin</td>
</tr>
<tr>
<td>GS350 (GRL1#)</td>
<td>- Remove D/C CUT Fuse (30A)</td>
</tr>
<tr>
<td>GS450h (GWL1#)</td>
<td>- Remove D/C CUT Fuse (30A)</td>
</tr>
<tr>
<td>IS250, IS350, IS250C, IS350C, IS F (GSE2#, USE20)</td>
<td>- Remove this D/C CUT Fuse (20A)</td>
</tr>
<tr>
<td>IS250, IS350, IS300 (GSE3#, ASE3#)</td>
<td>- Remove D/C CUT Fuse (30A)</td>
</tr>
<tr>
<td>RC F, RC350, RC300, RC200T (USC1#, GSC1#, ASC1#)</td>
<td>- Remove this D/C CUT fuse (20A)</td>
</tr>
<tr>
<td>RX350/450h (GGL1#, GYL1#)</td>
<td>- Remove this Short Pin</td>
</tr>
<tr>
<td>NX200t, NX300, NX300h (AGZ1#, AYZ1#)</td>
<td>- Remove this D/C CUT Fuse (20A)</td>
</tr>
<tr>
<td>LX570 (URJ201)</td>
<td>- Before Sep. 2015 Production</td>
</tr>
<tr>
<td>ES350, ES300h (GSV6#, AVV6#)</td>
<td>- Remove Short Pin</td>
</tr>
</tbody>
</table>

For Hybrid: [Diagram](image1), For Gasoline: [Diagram](image2)
XV. COMPLETE REPAIR

1. DISCONNECT THE GR8/DCA
2. RESTORE THE VEHICLE
   a) Reinstall the “EFI No.1 FUSE (10A)”. **(Only NX (Gasoline))**
   b) (IF YOU REPROGRAM 12DCM)
      1. Reinstall the “D/C CUT FUSE” or “SHORT PIN”.
      2. Disconnect cable from negative battery terminal.
         **(Only GS, GS HV, IS (Not included IS-C, IS-F), RC, RC-F, CT, NX, NX HV, GX, ES, ES HV)**
      3. Connect each connector of the front passenger seat. Refer to repair manual for installation.
         **(Only GS, GS HV, IS (Not included IS-C, IS-F), RC, RC-F, CT, NX, NX HV, GX, ES, ES HV)**
         Depending on seat type, you may need to perform certain initializations (such as Zero Point Calibration) refer to the repair manual for details
      4. Connect cable to negative battery terminal.
         **(Only GS, GS HV, IS (Not included IS-C, IS-F), RC, RC-F, CT, NX, NX HV, GX, ES, ES HV)**
      5. Some systems need to be initialized after the cable is reconnected. Refer to repair manual for initialization.
         **(Only GS, GS HV, IS (Not included IS-C, IS-F), RC, RC-F, CT, NX, NX HV, GX, ES, ES HV)**

3. PERFORM VERIFICATION HEALTH CHECK
   a) Using a Techstream, perform a Health Check.
   b) Clear DTC’s that may have set during the re-flash procedure.
   c) Re-run the Health Check to confirm that no DTC’s reappear.

4. CONFIRM CID UPDATE
   a) On the Stored Data tab, confirm the following for the DCM:
      The calibration ID is the latest version

---

STOP

**THIS VERIFICATION HEALTH CHECK IS NECESSARY to update the results and CID’s to the National database.**
5. PRINT CUSTOMER HEALTH CHECK REPORT
   a) From the Stored Data tab, select the Customer Health Check Report button (TIS will launch when button is pressed).
   b) Log in to TIS.
   c) Input Vehicle Mileage and Repair Order number.
   d) Check the “Performed” campaign button for campaign KLG.
   e) Select the Report button.
   f) Confirm Customer Health Check Report information is correct.
   g) Print Customer Health Check Report from TIS.
   h) Sign and provide to the customer.

NOTE:
If Service Mode screen is shown on the navigation screen, press OK to cancel service mode.
XVI.  REINSTALL THE REGULAR CUW

Reinstall Regular CUW after Completion

1.  RUN THE INSTALLER

2.  SELECT THE REGULAR CUW APPLICATION
   a) Select “Regular CUW (except for DCM)”.  
   b) Click on the “Next” button to install the regular CUW application.

3.  COMPLETE INSTALLATION
   a) Click on the “Finish” button to finish.
   NOTE: Use the regular CUW application after installing it to the personal computer which has Techstream.
- Verify repair quality
  - Confirm the calibration has been updated
  - If the seat was removed, confirm it has been reinstalled correctly
  - If the DCM was removed, confirm it has been reinstalled correctly

If you have any questions regarding this update, please contact your area representative.

XVII. APPENDIX
A. CAMPAIGN DESIGNATION DECODER

**C**
- Year Campaign is Launched
  - 8 = 2008
  - 9 = 2009
  - A = 2010
  - B = 2011
  - C = 2012
  - D = 2013
  - E = 2014
  - F = 2015
  - Etc.

**L**
- Repair Phase
  - L = Remedy
    - 2 = Interim (Remedy not yet available) 2” will change to “L” when the Remedy is available

**J**
- Current Campaign Letter for this year
  - 1st Campaign = A
  - 2nd Campaign = B
  - 3rd Campaign = C
  - 4th Campaign = D
  - 5th Campaign = E
  - 6th Campaign = F
  - 7th Campaign = G
  - 8th Campaign = H
  - 9th Campaign = I
  - Etc.

Examples:
- A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
- B1E = Launched in 2011, Interim Phase, 5th Campaign Launched in 2011
- C1C = Launched in 2012, Interim Phase, 3rd Campaign Launched in 2012

**19TA01**
- 19 = 2019
- T = Toyota
- A = Safety Recall Remedy
- 01 = 1st Field Action of the year

Examples:
- 19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
- 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020

B. CAMPAIGN PARTS DISPOSAL
As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, **unless requested for parts recovery return**.