

DCM Firmware Update (LG)

Service Category Audio/Visual/Telematics

Section Cellular Communication

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020	Camry, Camry HV, Corolla Hatchback, RAV4, RAV4 HV	

REVISION NOTICE

April 02, 2020 Rev1:

- The Firmware Update Procedure section has been updated.
- Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2020 model year Camry, Camry Hybrid, Corolla Hatchback, RAV4, and RAV4 Hybrid vehicles may exhibit a condition in which the Toyota app does not accept the activation code and/or becomes inoperative, and/or the SOS call center does not receive the vehicle's location data in a timely manner. Follow the Firmware Update Procedure in this bulletin to address these conditions.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1925	Firmware Update	0.8	86741-#####	87	74

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 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.

DCM Firmware Update (LG)

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVi*	ADE	TSADVUNIT	1
Techstream 2.0		TS2UNIT	
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 14.30.022 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.
- 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
Battery Diagnostic Tool*	DCA-8000P T	1

*Essential SST.

NOTE

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

DCM Firmware Update (LG)

Firmware Update Procedure

1. Move the vehicle to an area with good DCM (Data Communication Module) signal reception.
2. Using Techstream, perform a Health Check and clear ALL DTCs.
 - A. Check the “Perform Health Check on all ECUs” box.
 - B. Check the “Store only DTC and FFD” box.
 - C. Click on Next.

Figure 1.

Health Check (S309-02)

Please select system areas to include in the Health Check. Fewer ECUs reduce delay and allows Health Check to run faster.

☒ Perform Health Check on All ECUs (This will recheck all ECUs, even those found to not be present. NOTE - This will increase Health Check time.)

ECU Selection:

(Number of present ECUs) / (Number of all ECUs)

☒ Powertrain(6 ECUs) / (6 ECUs)

☒ Chassis(9 ECUs) / (9 ECUs)

☒ Body Electrical(34 ECUs) / (34 ECUs)

☐ Compensation Tire Pressure

☒ Store only DTC and FFD

☐ Store All Data

Note: The Store All Data function will store all System DTC, FFD, Info Code, Operation History, and Monitor Data to the Stored Data tab. This information will then be available for future reference. Storing Time Stamp Data may add several minutes to the Health Check. Would you like to include Time Stamp Data?

This function may take a few minutes to complete. Press Next to continue.

DCM Firmware Update (LG)

Firmware Update Procedure (continued)

3. Verify the current firmware version.
Refer to *TIS – Body Electrical – Telematics – Data List*:

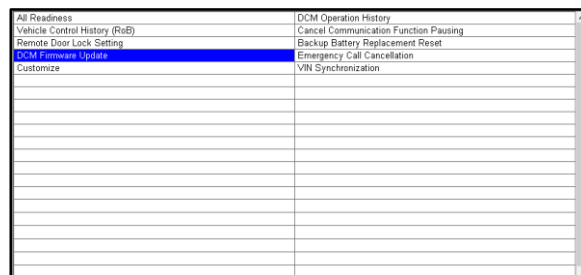
Table 1: Current Firmware Version.

	PREVIOUS	CURRENT
SOFTWARE VERSION HIGH	LG-N010dd7 LG-N010ee9	LG-N010ffb
SOFTWARE VERSION LOW	575-57 575-55 I9I-13 I9I-b9 I9I-24	CBC-98 CBC-34

Is the firmware version up to date?

- **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
 - **NO** — Continue to step 4.
4. Disconnect the battery.
 5. Reconnect the battery AFTER it has been disconnected for AT LEAST 30 minutes.
 6. Cycle the ignition to the IG ON position IMMEDIATELY.
 7. Verify the SOS LED indicator status.
Has the SOS LED indicator been on solid green for more than 5 seconds?
 - **YES** — Continue to step 8.
 - **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
 8. Perform the DCM firmware update utility.
Refer to *TIS – Body Electrical – Telematics – Utility*.

Figure 2.

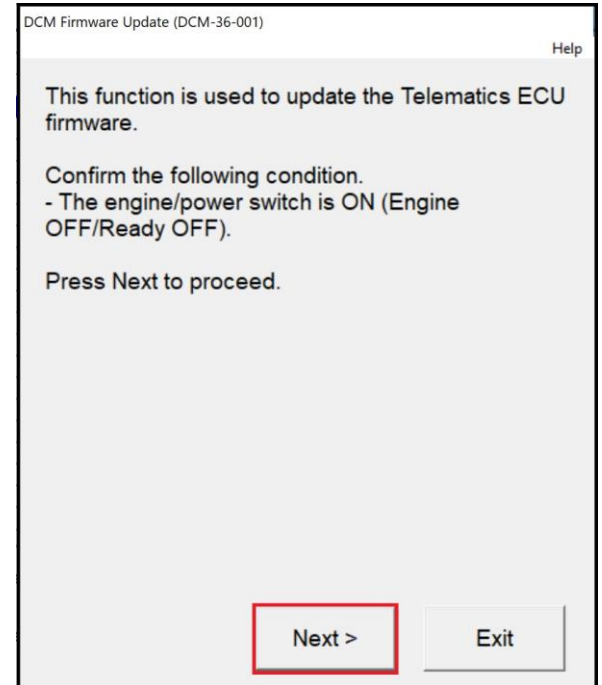


DCM Firmware Update (LG)

Firmware Update Procedure (continued)

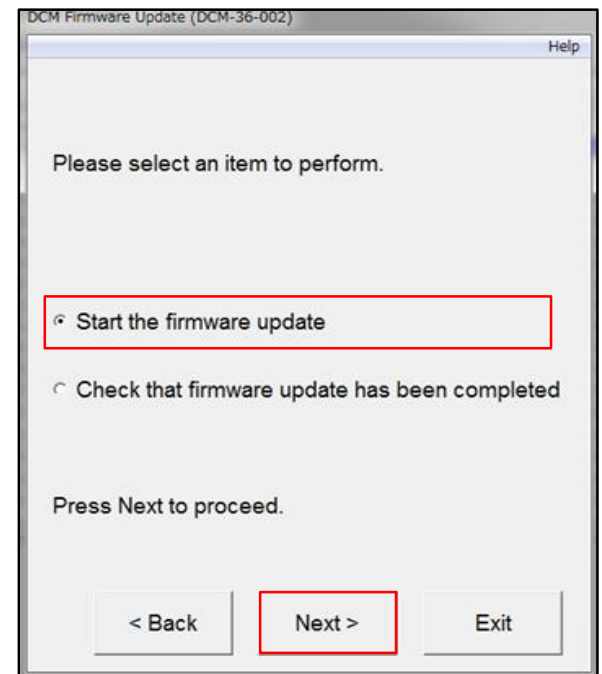
9. Click on Next when the DCM firmware update screen appears.

Figure 3.



10. Select "Start the firmware update" and click on Next when the item selection screen appears.

Figure 4.



DCM Firmware Update (LG)

Firmware Update Procedure (continued)

11. Click on Next when the current software part number screen appears.

NOTE

If the screen in Figure 5 does NOT appear and an error message displays, begin the Firmware Update Procedure again from step 4. The battery reset MUST be performed again.

Use the battery diagnostic tool to maintain battery voltage.

NOTE

- The battery diagnostic tool MUST be used in Power Supply Mode to maintain battery voltage at 13.5V while flash reprogramming the vehicle.
- For details on how to use the battery diagnostic station, refer to the [DCA-8000 Instruction Manual](#) located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

12. The firmware update will begin. DO NOT turn the vehicle OFF during this time.

NOTE

- DO NOT press Exit until the update process has completed.
- During the update process the green and red LEDs will both be ON, and will reset several times resulting in the LEDs being temporarily OFF during the process. The download process will take about 5 – 10 minutes.

Figure 5.

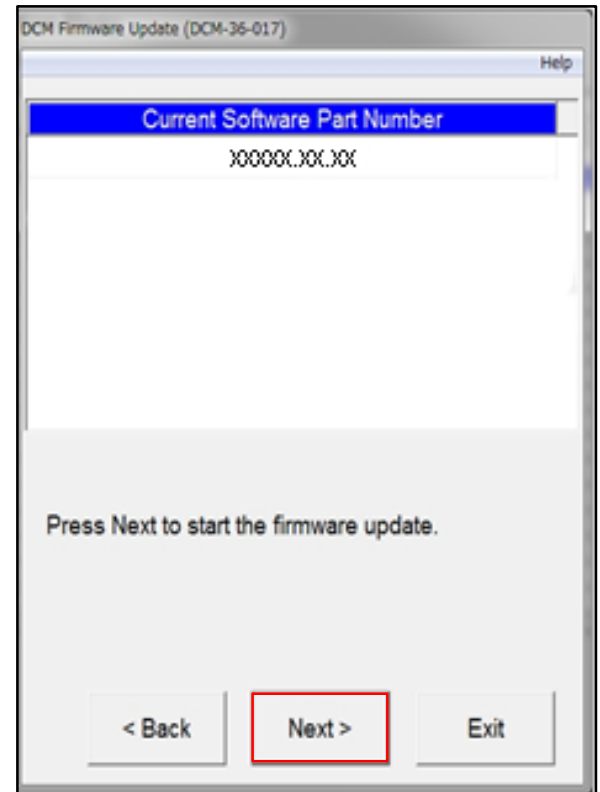
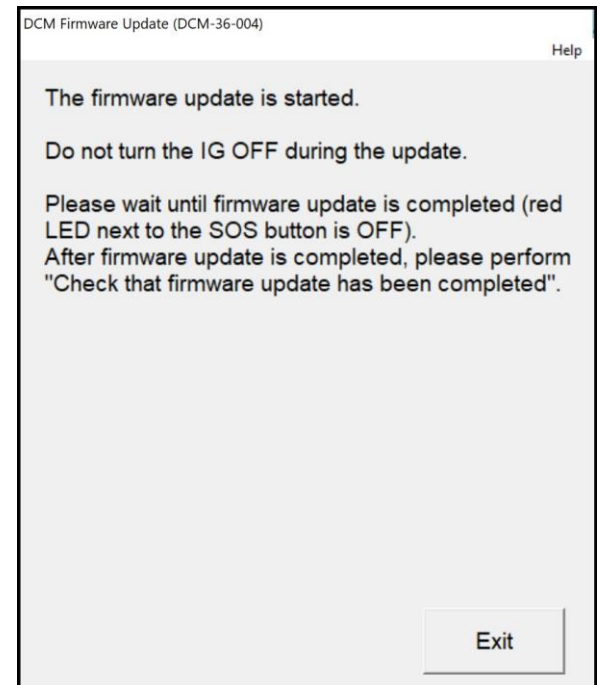


Figure 6.

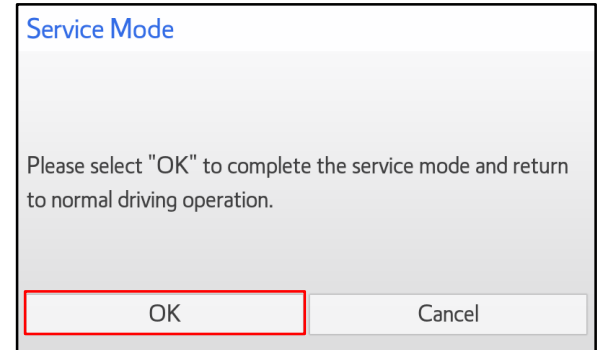


DCM Firmware Update (LG)

Firmware Update Procedure (continued)

13. The green LED will be ON when the update process has completed. AFTER the process has completed, wait for the radio screen to display the service mode screen BEFORE you click OK to exit.

Figure 7.



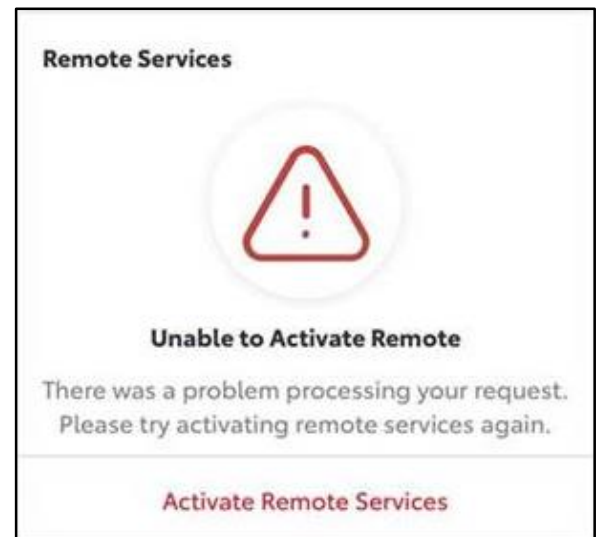
14. Verify the current firmware version.
Refer to *TIS – Body Electrical – Telematics – Data List*:

Table 2: Current Firmware Version

	CURRENT FIRMWARE VERSION
SOFTWARE VERSION HIGH	LG-N010ffb
SOFTWARE VERSION LOW	CBC-98 CBC-34

15. Using Techstream, perform a Health Check and clear ALL DTCs that may have occurred during the update process.
16. In the customer's Toyota app, perform steps 17 – 19 for customers with the "Unable to Activate Remote" message.

Figure 8.

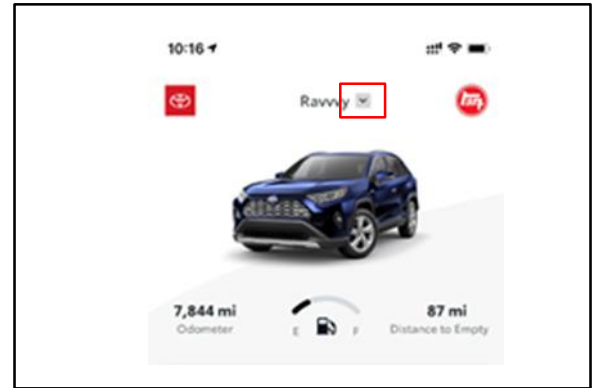


DCM Firmware Update (LG)

Firmware Update Procedure (continued)

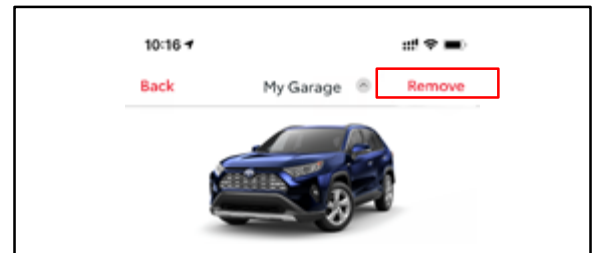
17. Click on the arrow by the vehicle name/nickname.

Figure 9.



18. Click on REMOVE.

Figure 10.



19. Click on Add Vehicle to perform the enrollment again.

Figure 11.

