

Subject <b>12 Volt Battery Discharge Diagnostic Recommendations</b>		Market <b>USA</b>
Service Category <b>Power Source/Network</b>	Section <b>Battery/Charging</b>	
Applicability <b>2020-21 MY Vehicles Equipped with LG DCM</b>		

**APPLICABLE VEHICLES**

2021	Corolla HV	2021	RAV4 Prime
2020	RAV4	2020	Camry
2020	Corolla Hatchback	2020	RAV4 HV
2021	Corolla	2020	Camry HV

**CONDITION**

A 12V Battery Discharged and / or Dead condition can be due to multiple causes. In order to properly diagnose and determine the root cause it's important to follow a structured process to identify any contributing issues and determine the proper remedy.

**RECOMMENDATIONS**

Battery diagnostic recommendations:

- 1) Check for aftermarket items in the vehicle such as aftermarket battery chargers for cellular phones, e-cigarettes, vape pens, RC cars, etc. Be aware some Insurance monitors attached to DLC3 can keep the CAN bus awake intermittently and discharge the battery. Remove such items if voltage is present with key off as they may backfeed voltage into the vehicle.
- 2) Confirm vehicle is driven sufficiently to keep battery charged. A trickle charger or recommendation to drive at highway speeds on a regular basis will aid in preventing dead battery conditions.
- 3) Test the battery by using the DCA in Diagnostic mode. Do not abort the test, let it fully charge and go into tophoff mode.
- 4) If DCA says "good recharge," it has a reduced charge. If you then attempt to charge it too soon again, you may get a different result, and fail a good battery.
- 5) If this occurs after an initial good recharge result, reduce the surface charge by turning the accessories and headlamps on for 60 seconds before testing/charging again. Normally batteries which were very discharged and recharged are not supposed to be tested/charged for 24 hours.
- 6) If the battery tests good, please follow the directions in the TSB below to address battery discharge.

DCM Reset and Firmware update LG T-SB-0095-20

Note: Reference Warranty Policy 4.10 for warranty submission for charging time.

Subject

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USA

Applicability

**LINK REFERENCES**

1. [T-SB-0095-20: '20-'21 Camry, Camry HV, Corolla Hatchback, RAV4, RAV4 HV, '21 Corolla, Corolla HV, RAV4 Prime: DCM Reset and Firmware Update \(LG\)](#)