

Subject

DCM Replacement Preliminary Checks

Market

USA

Service Category

Audio/Visual/Telematics

Section

Cellular Communication

Applicability

All Applicable Models

APPLICABLE VEHICLES

2020-2021	C-HR	2020-2021	Camry
2021	Avalon	2021	Sienna HV
2021	Avalon HV	2020-2021	Highlander
2021	Venza HV	2020-2021	Highlander HV
2020-2021	Tacoma	2020-2021	Tundra
2020-2021	4Runner	2021	Corolla HV
2021	RAV4 Prime	2020-2021	RAV4
2020-2021	Corolla Hatchback	2020-2021	RAV4 HV
2021	Corolla	2020-2021	Sequoia
2020-2021	Camry HV		

CONDITION

Some vehicles may experience an issue related to the DCM, the following information is consolidating the available diagnostic information in one document.

RECOMMENDATIONS

System Assessment:

1. Bulb Check (at IG on)
2. SOS Test Call (VIN and location confirmation)
3. Data List review (attach to TA case before contacting TAS)

DTC Direction:

1. DTCs U1117, B2779, U0198, B126A
 - Make sure there is not aftermarket RES system installed that may be interfering with the factory integrated system.
 - Refer to the TIS: Service Lane, Knowledge Center, Customer Interview Forms: Remote Connect Guide/Remote Services Guide and/or the Repair Manual for DCM initialization.
2. DTC B15C5
 - Likely set by dealer disconnecting the roof panel with the battery still connected or holding the SOS button for an extended period.
 - Diagnose per Repair Manual if not induced during vehicle diagnosis or repair.

Subject	Market
DCM Replacement Preliminary Checks	USA
Applicability	

RECOMMENDATIONS

3. DTC B15DB

- If set in Audio system, check DCM operation.
- If set in Telematics, check Audio system.
- Check harness (USB wires) between DCM and Audio system per Repair Manual.

4. DTC B15A8/B15A804

- First check for TSB software OTA updates.
- Then follow Repair Manual diagnostic and repair information.

Additional Diagnostics:

1. If there is no data list available:

- Check Techstream communication with any other ECU in vehicle.
- Check the Techstream known bugs list in TIS (possible work around).
- Make sure the Techstream version is up to date.
- Try a 30+ minute battery reset and immediate IG ON per applicable TSB.
- Make sure the DCM software version is up to date per applicable TSB.
- Check power, ground and CAN at the DCM per Repair Manual.

2. For account/network related concerns (BEC account support requests), please refer to the following:

TIS: Service Lane - Knowledge Center (tab):

- Quick Apps Check
- Remote Connect/Services Guide (Toyota)
- Telematics Customer Care Portal (TCCP)

3. For TAS help, please use the Connected Services "Analysis" pre-call worksheet

- Provide the Bulb Check/SOS Test Call/data list as instructed in detail.

LINK REFERENCES

- [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 \(LG\)](#)