Subject		Market
DCM Replacement Preliminary Checks		USA
Service Category	Section	
Audio/Visual/Telematics	Cellular Communication	
Applicability		
All Applicable Models		

APPLICABLE VEHICLES

2020-2021	UX250H	2020-2021	RX450H
2021	NX300	2020-2021	UX200
2021	NX300H	2020-2021	ES300H
2020-2021	RX350	2020-2021	ES350

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:

- DTCs U1117, B2779, U0198, B126A
    - Make sure there is no 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.

- 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.

- 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.

- DTC B15A8/B15A804
    - First check for LSB software OTA updates.
    - Then follow Repair Manual diagnostic and repair information.

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RECOMMENDATIONS

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 LSB.
   - Make sure the DCM software version is up to date per applicable LSB.
   - 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 (Lexus)
   - Telematics Customer Care Portal (TCCP)

3. For TAS help, please use the Connected Services "Analysis" PreCall Worksheet
   - Provide the Bulb Check/SOS Test Call/data list as instructed in detail.

LINK REFERENCES

- [L-SB-0036-20: '20-'21 ES300H, '20-'21 ES350, '20-'21 UX200, '20-'21 UX250H: DCM Reset and Firmware Update (LG)](#)