LEXUS
Technical Service Information Bulletin

DCM Reset and Firmware Update (LG)

**Service
Category**   Audio/Visual/Telematics

Section   Cellular Communication   **Market** USA

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021	ES250	
2020 - 2021	ES300H, ES350, UX200, UX250H	

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. L-SB-0036-20.

- **The Introduction and DCM Reset and Firmware Update Procedure sections have been modified.**

Service Bulletin No. L-SB-0036-20 is obsolete and any printed versions should be discarded.

DCM Reset and Firmware Update (LG)

Introduction

Some 2020 model year ES 350, ES 300h, UX 200, and UX 250h vehicles may exhibit one or more of the following conditions:

- Diagnostic Trouble Code (DTC) B15A804 is present in current or history.
- Red SOS LED stays on after bulb check.
- Lexus App does not accept the activation code.
- Lexus App is inoperative.
- SOS call center does not receive the vehicle's location in a timely manner.
- Lexus App shows an error 42 when trying to execute a command.
- Unable to remote start the vehicle with the key fob (if equipped).
- Unable to subscribe to remote services.
- Unable to activate Wi-Fi.
- Destination Assist is inoperative.

Some 2020 – 2021 model year ES 350, ES 300h, UX 200, and UX 250h vehicles may exhibit one or more of the following conditions:

- DTC B15A804 is present in current or history.
- Red SOS LED stays on after bulb check.
- Lexus App is inoperative.
- Unable to subscribe to remote services.
- Unable to activate Wi-Fi.
- Depleted 12V vehicle battery when in IG-OFF.

Some 2020 – 2021 model year ES 350, ES 300h, UX 200, and UX 250h and 2021 model year ES 250 vehicles may exhibit one or more of the following conditions:

- Depleted 12V vehicle battery when in IG-OFF.
- Unable to reconnect out of network.

A DCM reset and firmware update is now available to address these conditions. Follow the DCM Reset and Firmware Update Procedure in this bulletin to update the firmware.

DCM Reset and Firmware Update (LG)

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL1935	DCM Reset and Firmware Update	0.8	86741-#####* 86740-#####*	87	74

*Warranty claim MUST be submitted with the correct 10-digit OFP. Choose the correct OFP for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

APPLICABLE WARRANTY

- **This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.**

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 16.20.027 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 Reset and Firmware Update (LG)

DCM Reset and Firmware Update Procedure

1. Move the vehicle to an area with good DCM (Data Communication Module) signal reception.

   > **NOTE**
   > - Ensure the customer has an active account BEFORE beginning this process.
   > - If the customer has waived telematics services, an account may need to be temporarily created to perform this update.

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?

○ Yes   ⦿ No

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

| Help | Next> | Cancel |

DCM Reset and Firmware Update (LG)

DCM Reset and 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 LG-N010gg7 LG-N010hh9	LG-N010ii4
SOFTWARE VERSION LOW	575-57 575-55 I9I-13 I9I-b9 I9I-24 CBC-34 CBC-98 G7G-05 G7G-c7 797-43 797-89	646-44 646-88

   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 to reset the DCM.

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 five 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.*
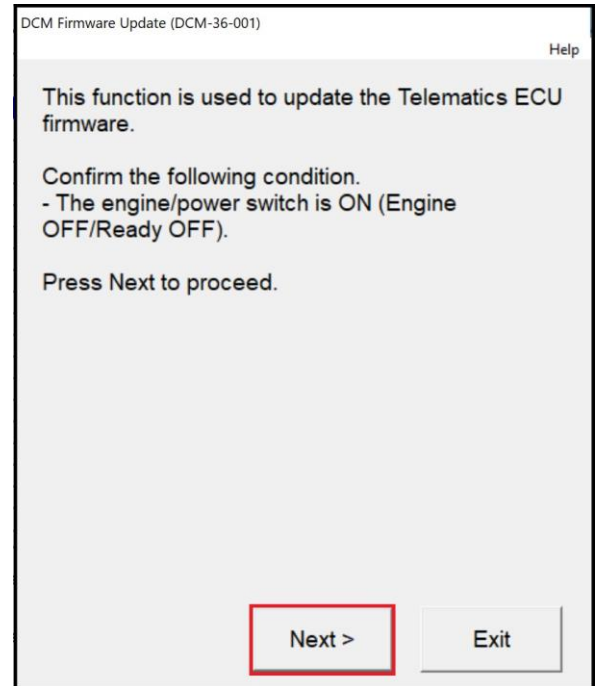
   Figure 2.

DCM Reset and Firmware Update (LG)

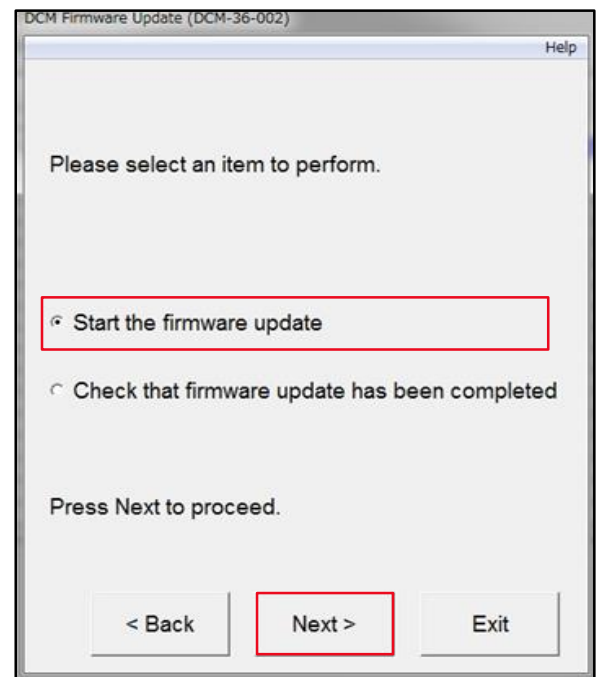**DCM Reset and Firmware Update Procedure (continued)**

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 Reset and Firmware Update (LG)

DCM Reset and 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.*

Figure 5.

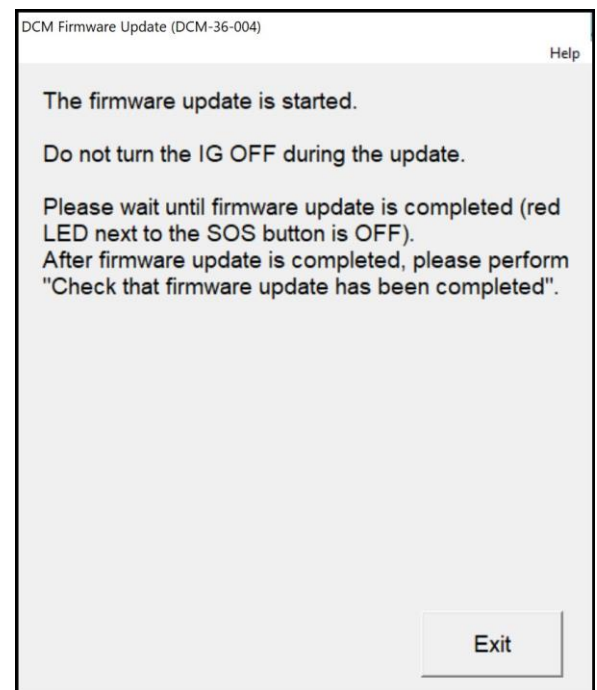12. The firmware update will begin. Do NOT turn the vehicle OFF during this time.

> **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 6.

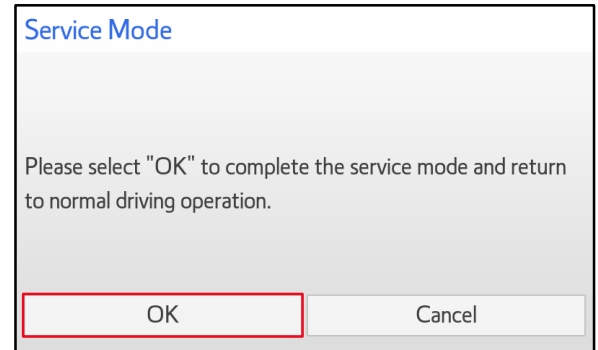# DCM Reset and Firmware Update (LG)

DCM Reset and 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.
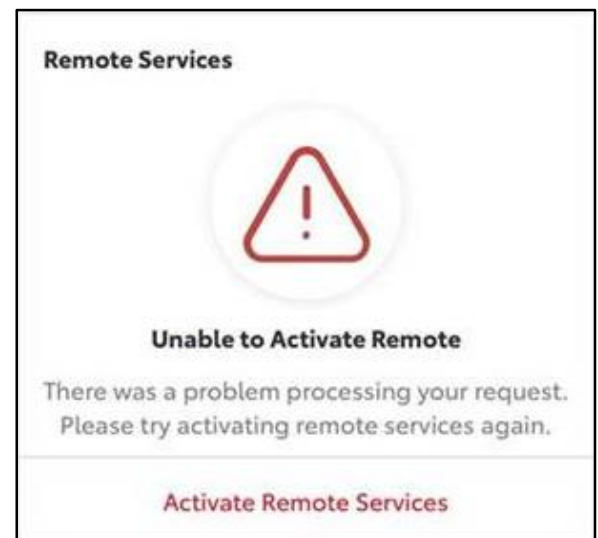
Figure 7.

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-N010ii4
SOFTWARE VERSION LOW	646-44 646-88

15. Using Techstream, perform a Health Check and clear ALL DTCs that may have occurred during the update process.

16. In the customer's Lexus app, perform steps 17 – 19 for customers with the "Unable to Activate Remote" message.

Figure 8.

DCM Reset and Firmware Update (LG)

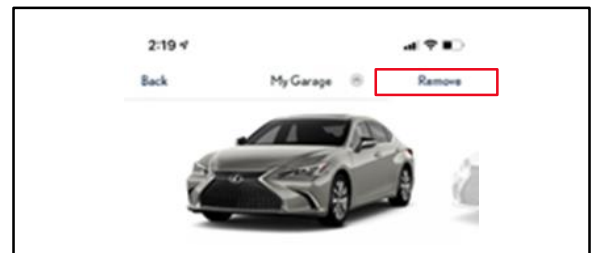**DCM Reset and Firmware Update Procedure (continued)**

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.