

Subject		Market	
<b>Temporary Account Activation Procedure For LG DCM Update</b>		USA	
Service Category		Section	
Audio/Visual/Telematics		Cellular Communication	
Applicability			
All Applicable Models			

**APPLICABLE VEHICLES**

2020-2022	UX250H	2020-2022	UX200
2020-2022	ES300H	2020-2022	ES350
2021-2022	ES250		

**CONDITION**

Some 19CY LG DCM equipped vehicles may not be able to complete the firmware update due to not having an active account or waived services during the trial. Follow the steps below to enable **“Temp DCM Activation”**.

**RECOMMENDATIONS**

1. Confirm the customer’s subscription status and verify that the account is either not active or in a “waived” status.
2. Call the BEC Product Knowledge Team (PKT) and ask for **“Temp DCM Activation”** (Lexus - 866-849-0924, this number can only be used for this process from a dealer, this team is unable to help with any other DCM or vehicle related concerns)
3. The PKT will create a ticket, the customer will receive an email stating a change in their subscription status.
4. Once the subscription has been temporarily activated, the service will be active for **72 hours**.
5. After the 72 hours has elapsed, the vehicle will be put back into whatever status it was previously.

**LINK REFERENCES**

6. [L-SB-0036-21: '20-'21 ES 300H, ES 350, UX 200, UX 250H, '21 ES 250: DCM Reset and Firmware Update \(LG\)](#)