

Subject

# Temporary Account Activation Procedure For LG DCM Update

Market

USA

Service Category

Audio/Visual/Telematics

Section

Cellular Communication

Applicability

All Applicable Models

## APPLICABLE VEHICLES

2021-2022	Avalon HV	2021-2022	Venza HV
2022	Corolla Cross	2021-2022	Corolla HV
2020-2022	RAV4	2020-2022	Camry
2020-2022	Corolla Hatchback	2020-2022	RAV4 HV
2021-2022	Corolla	2020-2022	Camry HV
2021-2022	Avalon	2021-2022	Sienna HV

## 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”** (Toyota - 855-357-2774, 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

1. [T-SB-0089-21 Rev2: '20-'22 Applicable Toyota Models: DCM Reset and Firmware Update \(LG\)](#)