

**TECHNICAL INSTRUCTIONS**

**FOR**

**LIMITED SERVICE CAMPAIGN 23LD03**

**DCM REPLACEMENT**

**CERTAIN 2023 Model Year RX350**  
**CERTAIN 2023 Model Year RX350H**  
**CERTAIN 2023 Model Year RX500H**

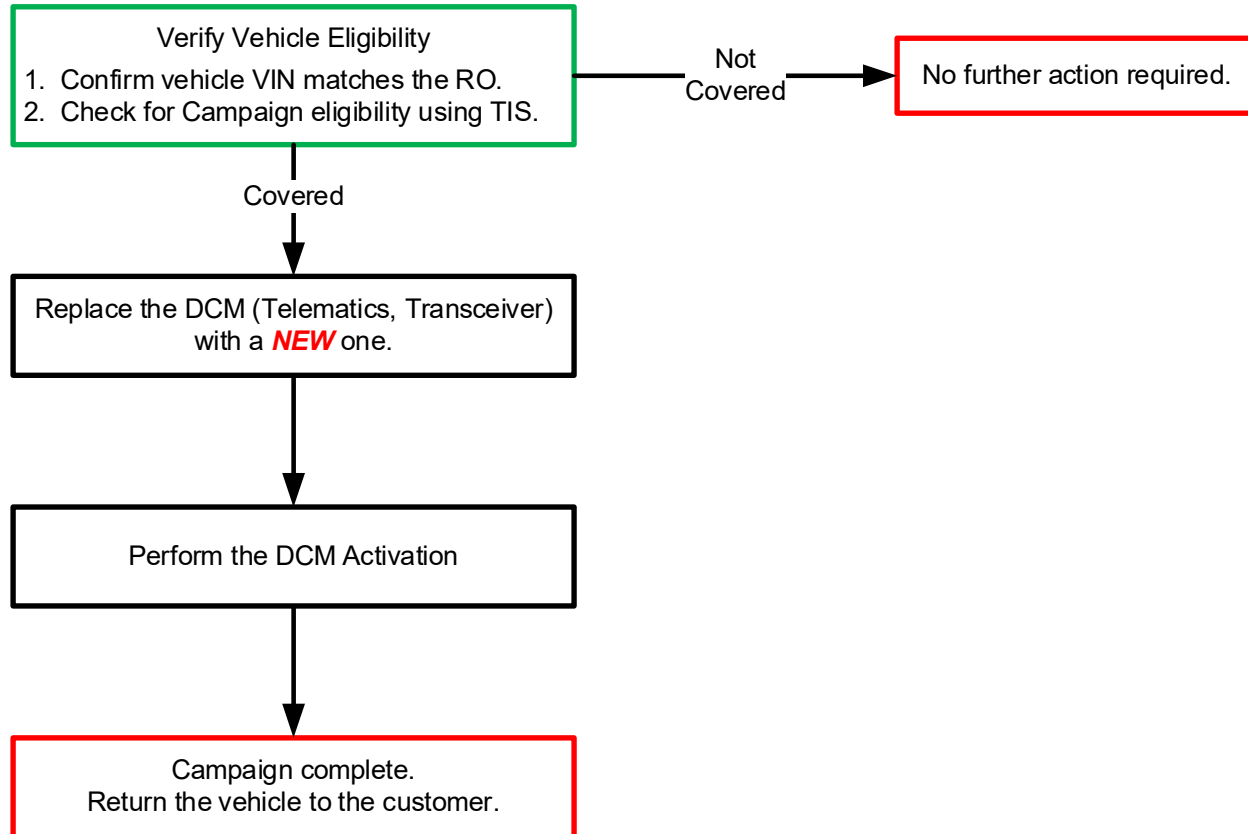
The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to complete the following course:

- LIC206A – Electrical Repair 1

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

## I. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



## II. IDENTIFICATION OF AFFECTED VEHICLES

### 1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- Compare the vehicle's VIN to the VIN listed on the Repair Order to ensure they match.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this recall, and that it has not already been completed.

#### NOTICE:

TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

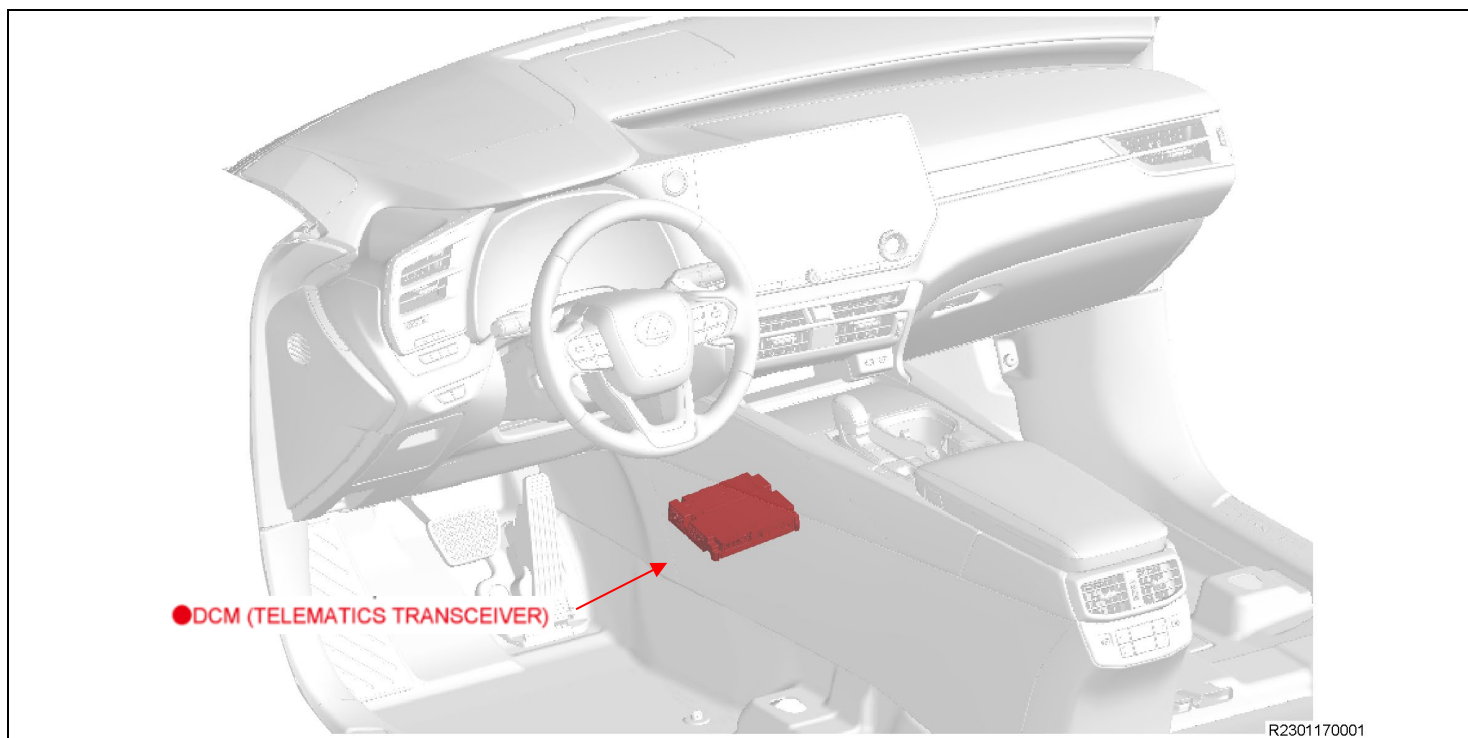
## III. PREPARATION

### A. TOOLS & EQUIPMENT

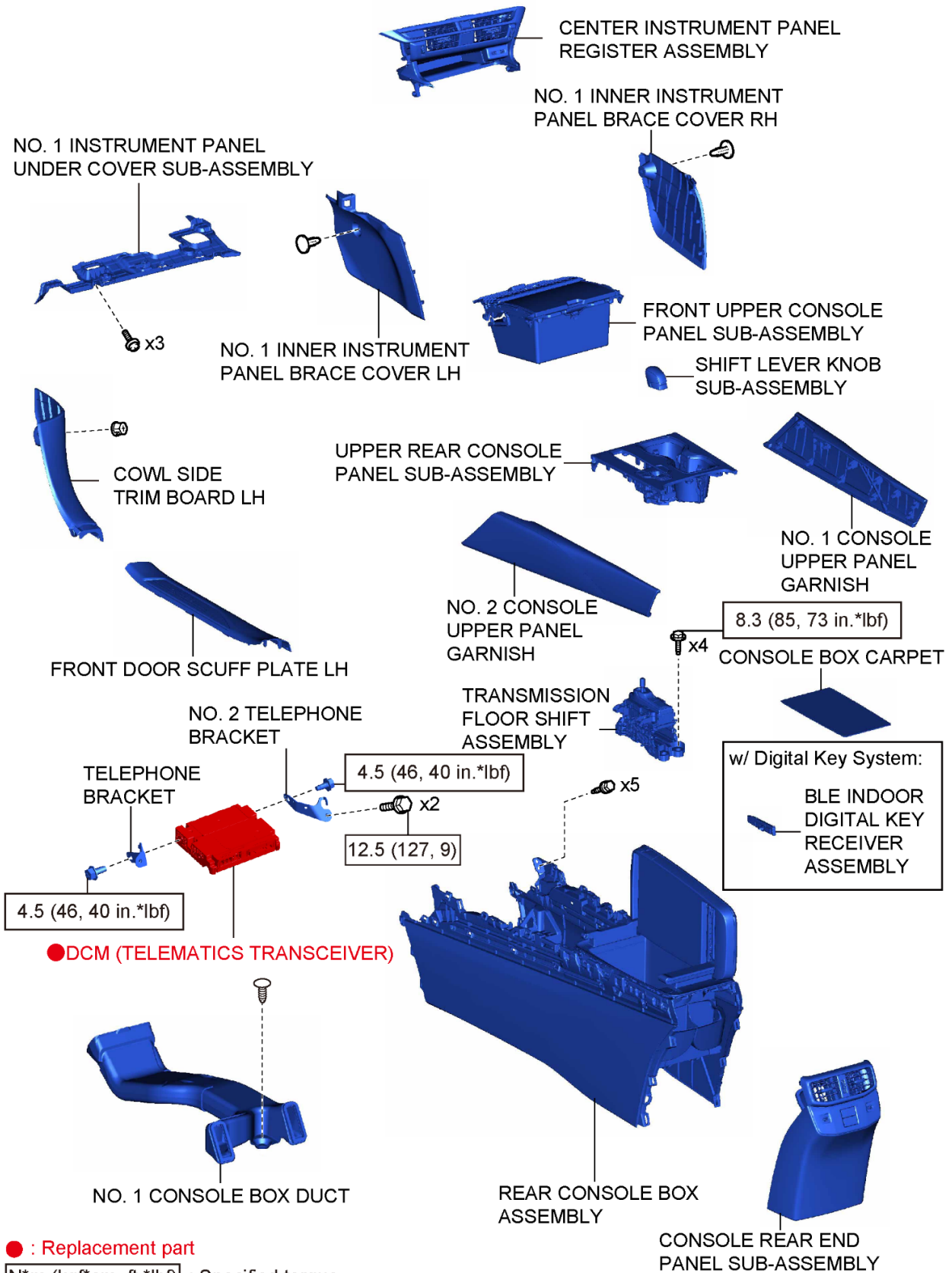
- Standard Hand Tools
- Protective Gloves
- Techstream ADVi / Techstream 2.0 / Techstream Lite
- Molding Removal
- Protective Tape

#### IV. BACKGROUND

The subject vehicles are equipped with a Data Communication Module (DCM) which supports the use of connected service utilities such as Roadside Assistance, Automatic Collision Notification, and Emergency Assistance (SOS). These connected services are available as a free trial subscription when the vehicle is purchased. Due to a supplier shipping error, there is a possibility that incorrect, not activated DCMs were installed in the subject vehicles, which causes connected services to be unavailable.



## V. COMPONENTS



R2301170002

## VI. REMOVE DCM (TELEMATICS TRANSCEIVER)



### 1. CHECK FOR DTC'S

- a) Using a Techstream, perform a Health Check to check for any Diagnostic Trouble Codes

#### NOTICE:

This campaign only covers the replacement of the DCM (Telematics, Transceiver) and associated parts. It does not cover the diagnosis or replacement of any other parts on the vehicle.

### 2. REMOVE DCM (TELEMATICS TRANSCEIVER)

[CELLULAR COMMUNICATION: DCM\(TELEMATICS TRANSCEIVER\): REMOVAL; 2023 MY RX350 RX350H RX500H \[10/2022 - \]](#)

## VII. INSTALL NEW DCM (TELEMATICS TRANSCEIVER)

### 1. INSTALL DCM (TELEMATICS TRANSCEIVER)

[CELLULAR COMMUNICATION: DCM\(TELEMATICS TRANSCEIVER\): INSTALLATION; 2023 MY RX350 RX350H RX500H \[10/2022 - \]](#)

## VIII. ACTIVATE NEW DCM (TELEMATICS TRANSCEIVER)

### 1. DCM ACTIVATION

[CELLULAR COMMUNICATION: SAFETY CONNECT SYSTEM: DCM ACTIVATION; 2023 MY RX350 RX350H RX500H \[10/2022 - \]](#)

### 2. PERFORM REGISTRATION

- a) Complete steps 9 and 10 of DCM Registration

**Gasoline Model:** [THEFT DETERRENT / KEYLESS ENTRY: SMART ACCESS SYSTEM WITH PUSH-BUTTON START \(for Start Function, Gasoline Model\): REGISTRATION; 2023 MY RX350 \[10/2022 - \]](#)

[Except Gasoline Model](#)

**Except Gasoline Model:** [THEFT DETERRENT / KEYLESS ENTRY: SMART ACCESS SYSTEM WITH PUSH-BUTTON START \(for Start Function, except Gasoline Model\): REGISTRATION; 2023 MY RX350H RX500H \[10/2022 - \]](#)



### 3. CHECK FOR DTC'S

- a) Using a Techstream, perform a Health Check to check for any Diagnostic Trouble Codes

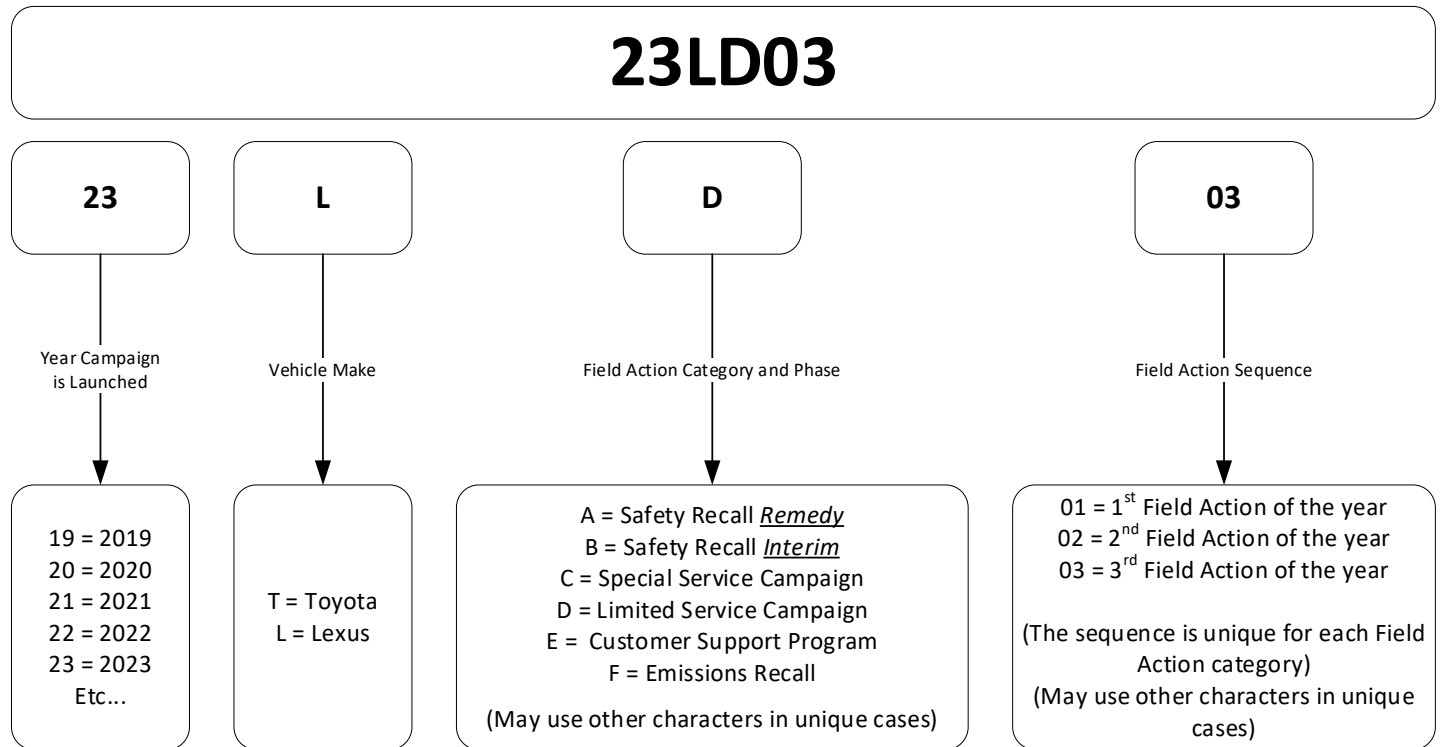
#### NOTICE:

This campaign only covers the replacement of the DCM (Telematics, Transceiver) and associated parts. It does not cover the diagnosis or replacement of any other parts on the vehicle.

- Confirm SOS Switch Light is Green
- Confirm there are no DTC's after the DCM update.
- If you have any questions regarding this Campaign, please contact your area representative

## IX. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



#### Examples:

**19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019**

**20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020**

**21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021**