TOYOTA
Technical Service Bulletin

DCM Firmware Update (LG)

Service Category Audio/Visual/Telematics

Section Cellular Communication   **Market** USA

Toyota Supports
ASE Certification **ASE**

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2023	Corolla, Corolla Cross, Corolla Cross HV, Corolla Hatchback, Corolla HV, Crown, GR Corolla, Highlander, Highlander HV, Prius, Prius Prime, RAV4, RAV4 HV, RAV4 Prime, Venza HV	
2024	Grand Highlander, Grand Highlander HV	

SUPERSESSION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-SB-0027-24.

- **Applicability has been updated to include 2023 model year Corolla, Corolla Cross, Corolla Cross Hybrid, Corolla Hatchback, Corolla Hybrid, Crown, GR Corolla, Highlander, Highlander Hybrid, Prius, Prius Prime, RAV4, RAV4 Hybrid, and Venza Hybrid, and 2024 model year Grand Highlander and Grand Highlander Hybrid vehicles.**

Service Bulletin No. T-SB-0027-24 is obsolete, and any printed versions should be discarded.

DCM Firmware Update (LG)

Introduction

Some 2023 model year RAV4 Prime vehicles with Data Communication Module (DCM) firmware version earlier than LG-N210hh1V1V-09 may exhibit a condition in which the remote climate system is inoperative after the vehicle has been off for three hours or more.

Some 2023 model year Corolla, Corolla Cross, Corolla Cross Hybrid, Corolla Hatchback, Corolla Hybrid, Crown, GR Corolla, Highlander, Highlander Hybrid, Prius, Prius Prime, RAV4, RAV4 Hybrid, RAV4 Prime, and Venza Hybrid vehicles and 2024 model year Grand Highlander, and Grand Highlander Hybrid vehicles with previous versions of DCM firmware (see Table 1 below) may exhibit a condition in which remote services are inoperative.

A DCM firmware update is now available to address this condition. Follow the DCM Firmware Update Procedure in this bulletin to update the firmware.

Table 1. Firmware Version Information

FIRMWARE VERSION HIGH	
PREVIOUS	**CURRENT**
LG-N210cc4J4J-09 LG-N210dd8A8A-09 LG-N210ee9999-09 LG-N210hh1V1V-09	LG-N210jj3333-09 LG-N210nn1212-09
LG-N310cc4J4J-0I LG-N310dd8A8A-0I LG-N310ffASAS-01 LG-N310ggCACA-0I LG-N310ii2M2M-0I	LG-N310kk4646-0I LG-N310ll4A4A-0I LG-N310mm8A8A-0I LG-N310nnBLBM-0I LG-N310oo1B1B-0I

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL2408	DCM Firmware Update	0.3	86741-#####*	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 Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 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.**

DCM Firmware Update (LG)

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.
> - GTS+ software version 2024.02.004.02 or later is required.
> - Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787 or by visiting *TIS – Diagnostics – Tools & Equipment – Techstream Order Portal*.
> - 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 or by visiting *Home – Service Resources – Toyota Special Service Tools (SSTs)*.

DCM Firmware Update (LG)

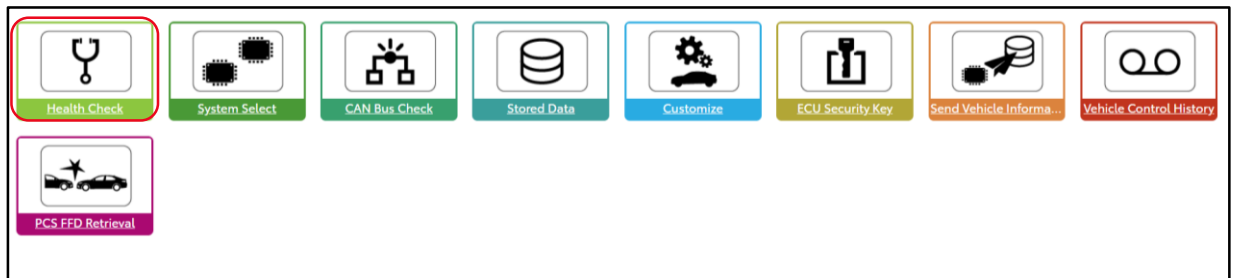**DCM Firmware Update Procedure**

1. Move the vehicle to an area with reliable and stable DCM signal reception.

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

2. Using GTS+, perform a Health Check and clear ALL DTCs.

   Figure 1.

DCM Firmware Update (LG)

DCM Firmware Update Procedure (continued)

3. Verify the current firmware version by expanding (+) the Telematics menu.
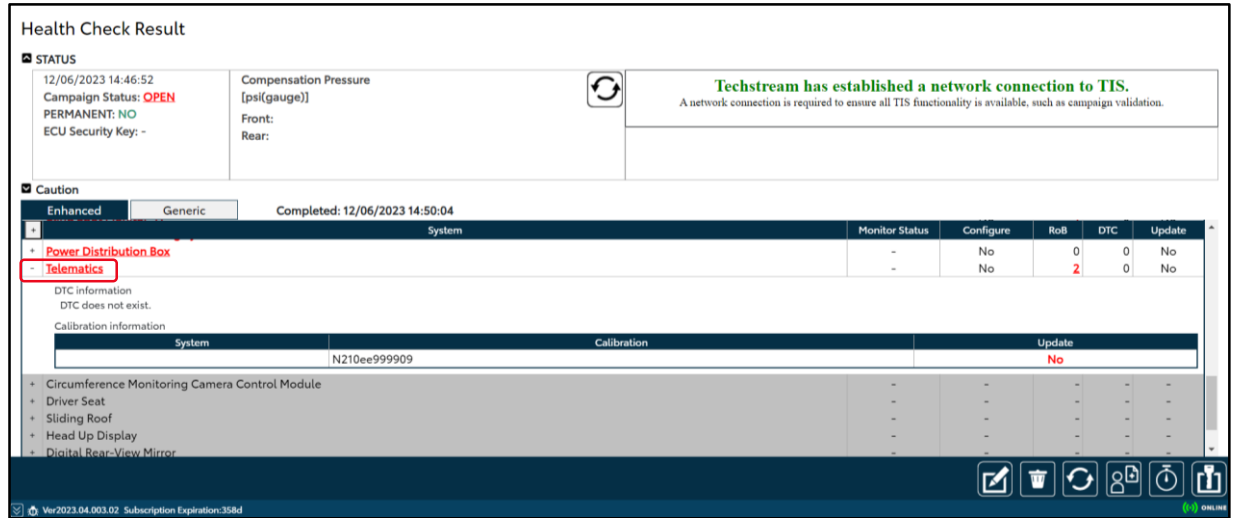
Table 2. Firmware Version Information

FIRMWARE VERSION HIGH	
PREVIOUS	**CURRENT**
LG-N210cc4J4J-09 LG-N210dd8A8A-09 LG-N210ee9999-09 LG-N210hh1V1V-09	LG-N210jj3333-09 LG-N210nn1212-09
LG-N310cc4J4J-0I LG-N310dd8A8A-0I LG-N310ffASAS-01 LG-N310ggCACA-0I LG-N310ii2M2M-0I	LG-N310kk4646-0I LG-N310ll4A4A-0I LG-N310mm8A8A-0I LG-N310nnBLBM-0I LG-N310oo1B1B-0I

Is the firmware version the latest available?

- **YES —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
- **NO —** Continue to step 4.

4. Verify the SOS LED indicator status.

   Has the SOS LED indicator been on solid green for more than five seconds?

   - **YES —** Continue to step 5.
   - **NO —** This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

DCM Firmware Update (LG)

DCM Firmware Update Procedure (continued)

5. Perform the DCM firmware update utility.

   Go to *System Select – Telematics – Utility – DCM Firmware Update – Next Arrow* as shown in Figures 3 and 4.
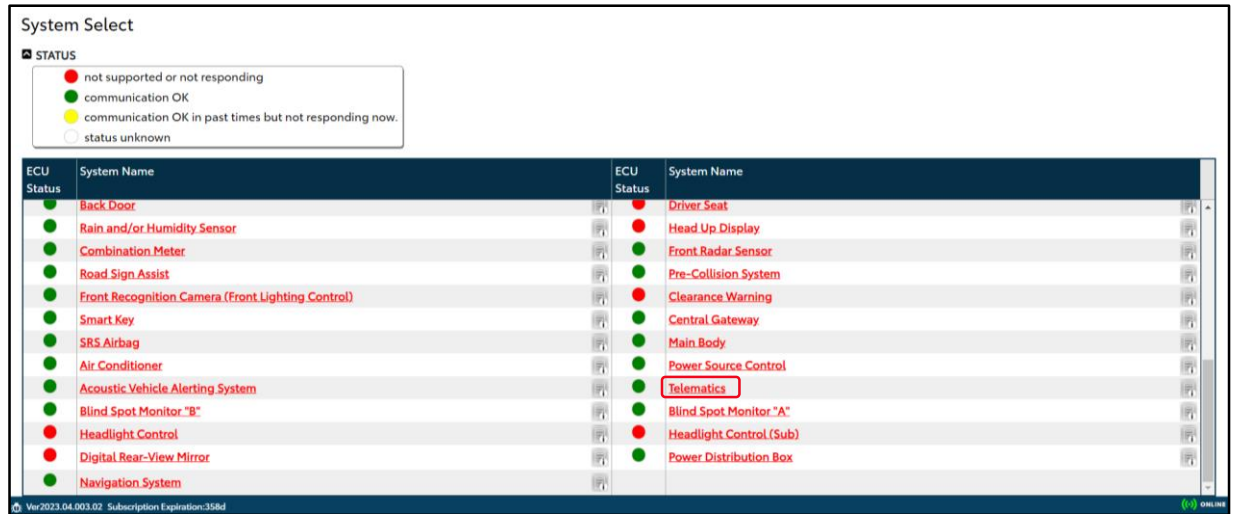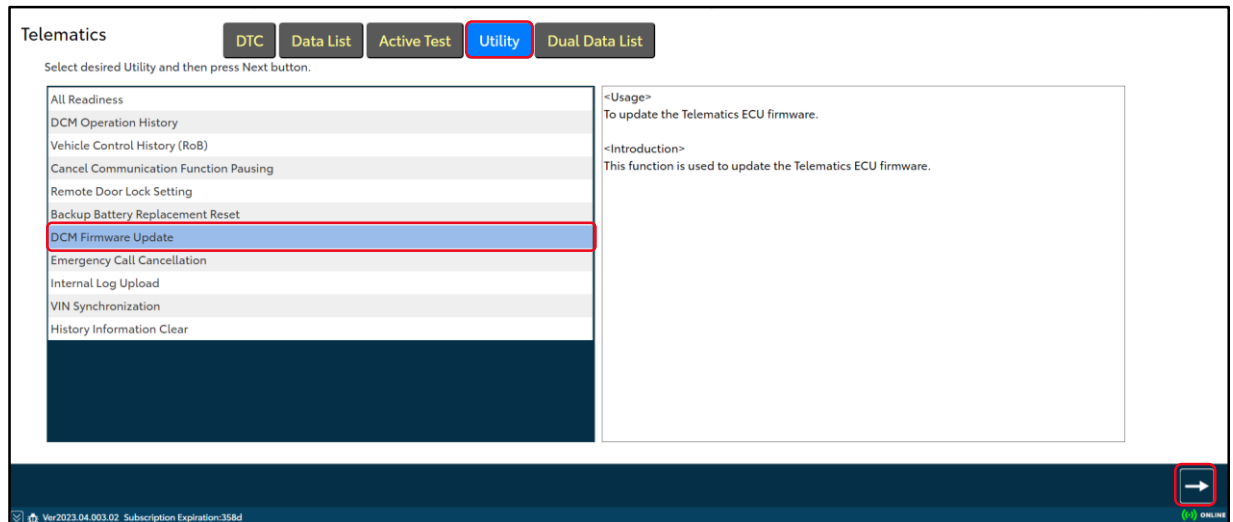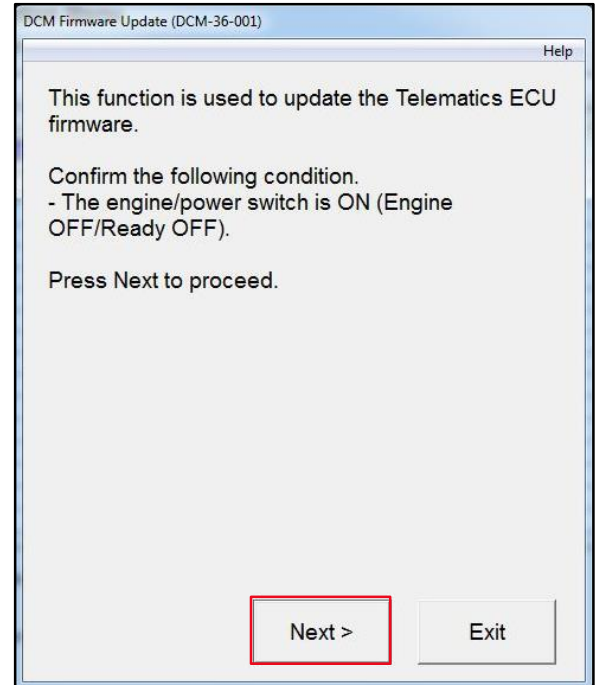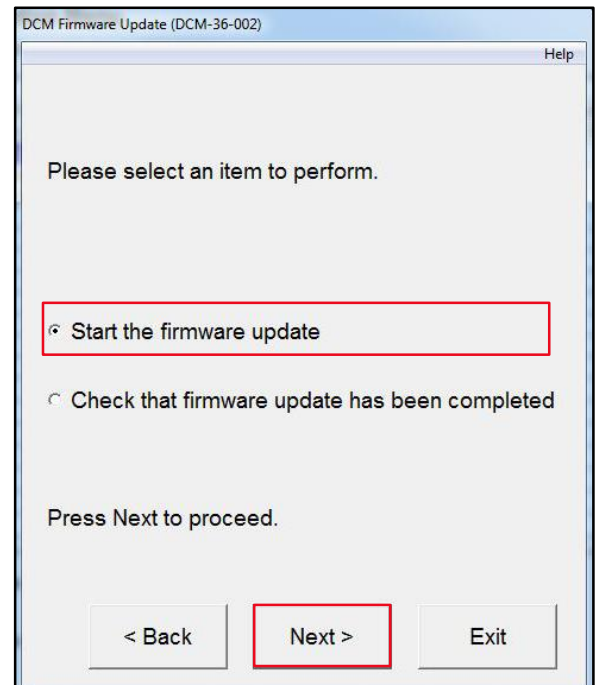
Figure 3.

Figure 4.

DCM Firmware Update (LG)

DCM Firmware Update Procedure (continued)

6. Click Next when the DCM Firmware Update screen appears.

Figure 5.

DCM Firmware Update (DCM-36-001)

Help

This function is used to update the Telematics ECU firmware.

Confirm the following condition.
- The engine/power switch is ON (Engine OFF/Ready OFF).

Press Next to proceed.

Next >   Exit

7. Select Start the firmware update and click Next when the item selection screen appears.

Figure 6.

DCM Firmware Update (DCM-36-002)

Help

Please select an item to perform.

○ Start the firmware update

○ Check that firmware update has been completed

Press Next to proceed.

< Back   Next >   Exit

DCM Firmware Update (LG)

DCM Firmware Update Procedure (continued)

8. Click Next when the Current Firmware Part Number screen appears.

   NOTE

   If the screen in Figure 7 does NOT appear and an error message displays, begin the Firmware Update Procedure again from step 5. A battery reset MUST be performed.

   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 13.5 V 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 7.

9. The firmware update will now 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.
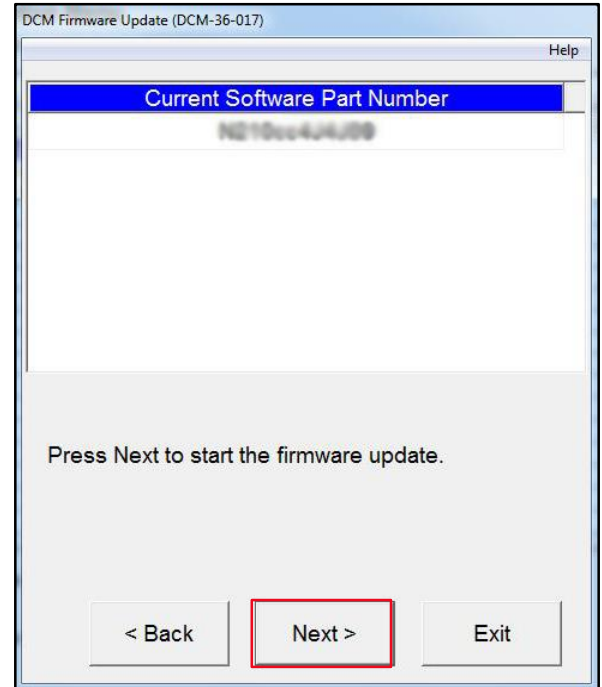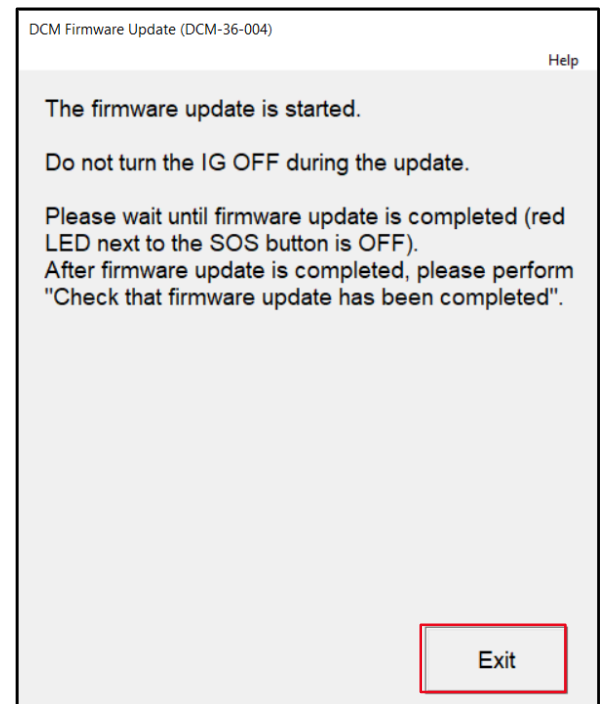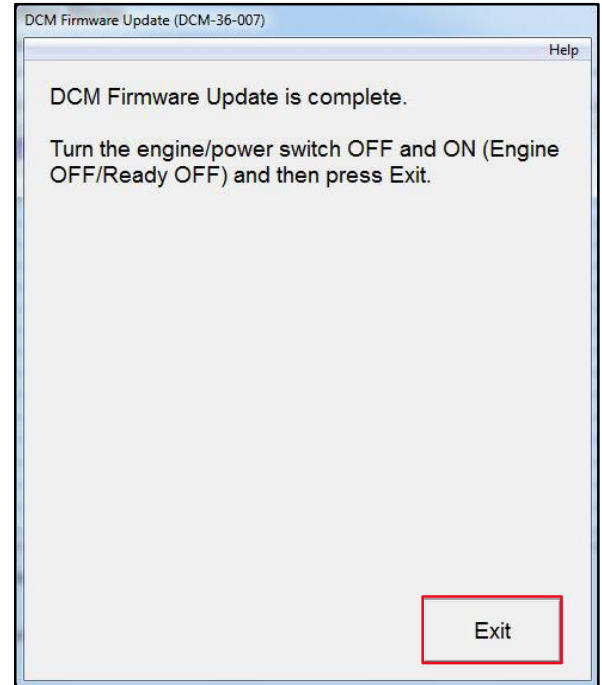
Figure 8.

DCM Firmware Update (LG)

DCM Firmware Update Procedure (continued)
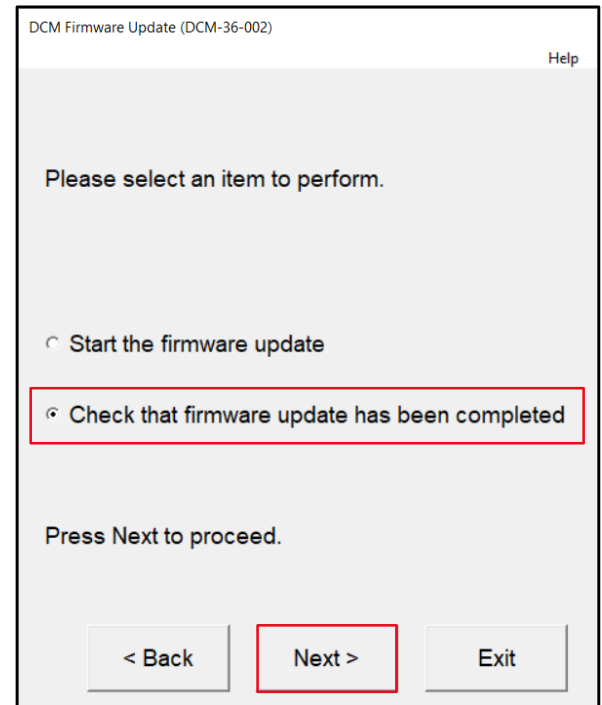
10. The three conditions below will indicate that the firmware update process is complete:
    - The green LED will stay ON.
    - The DCM Firmware Update is complete message will appear on Techstream.
    - The service mode message will appear on the display screen.

Figure 9.

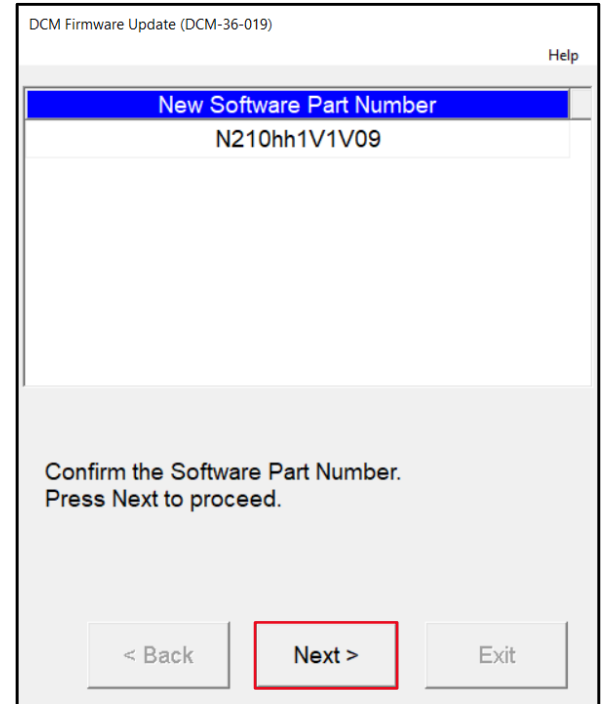11. Select Check that the firmware update has been completed and click Next.

Figure 10.

DCM Firmware Update (LG)

DCM Firmware Update Procedure (continued)

12. Verify the New Software Part Number version matches or is greater than the current versions in Table 1.

Figure 11.

13. Using GTS+, perform a Health Check and clear ALL DTCs that may have occurred during the update process.

DCM Firmware Update (LG)

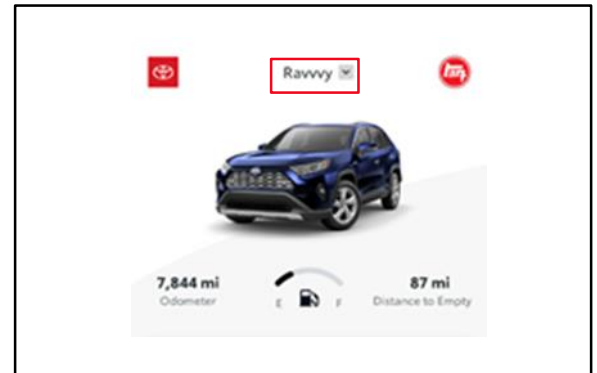**DCM Firmware Update Procedure (continued)**

14. For customers with the Unable to Activate Remote message, perform steps 14 – 16 in the Toyota app.

Figure 12.

15. Click the down arrow next to the vehicle name or nickname.
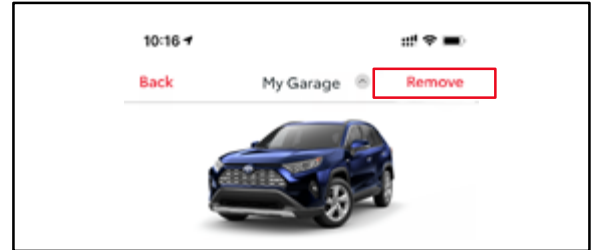
Figure 13.

DCM Firmware Update (LG)
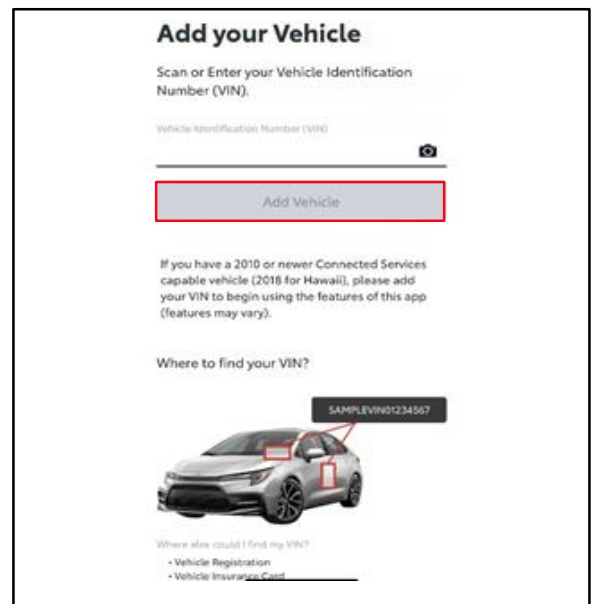

DCM Firmware Update Procedure (continued)

16. Click Remove.

Figure 14.

17. Click Add Vehicle to perform the enrollment again.

Figure 15.

18. Confirm the Unable to Activate Remote message does NOT appear.

    If the Unable to Activate Remote message appears, continue diagnosis using the applicable Repair Manual.