

T-TCI-5389

October 7, 2020



DCM Reset and Firmware Update (LG)

Service

Category Audio/Visual/Telematics

Section Cellular Communication

Market Canada

APPLICABILITY

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020 - 2021	Camry, Camry HV, Corolla Hatchback, RAV4, RAV4 HV	
2021	Corolla, Corolla HV	

SUPERSESION NOTICE

The information contained in this bulletin supersedes Service Bulletin No. T-TCI-5313.

- Applicability has been updated to include 2021 model year Camry, Camry Hybrid, Corolla, Corolla Hatchback, Corolla Hybrid, RAV4 and RAV4 Hybrid vehicles.
- The Introduction and Firmware Update Procedure sections have been modified.

Service Bulletin No. T-TCI-5313 is obsolete and any printed versions should be discarded.

INTRODUCTION

Some 2020 model year Camry, Camry Hybrid, Corolla Hatchback, RAV4, and RAV4 Hybrid vehicles with DCM "software version high" of LG-N010dd7 or LG-N010ee9 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.
- Toyota App does not accept the activation code.
- Toyota App is inoperative.
- SOS call center does not receive the vehicle's location in a timely manner.
- Toyota 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.
- Destination Assist is inoperative.


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INTRODUCTION (CONTINUED)

Some 2020 – 2021 model year Camry, Camry Hybrid, Corolla Hatchback, RAV4, and RAV4 Hybrid vehicles and some 2021 model year Corolla, and Corolla Hybrid vehicles with DCM “software version high” of LG-N010dd7, LG-N010ee9 or LG-N010ffB may exhibit one or more of the following conditions:

- DCM stability enhancements.
- Depleted 12V vehicle battery when in IG-OFF.

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

WARRANTY INFORMATION

OP CODE	DESCRIPTION	TIME	OFP	CLAIM TYPE	T1	T2
BE2001	Firmware Update	0.8	86741-XXXXX	VE	87	74

APPLICABLE WARRANTY


- **This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months from the vehicle’s warranty registration date or 60,000 kilometres, whichever occurs first.**
- **Warranty application is limited to occurrence of the specified condition described in this bulletin.**

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DCM Reset and Firmware Update (LG)**REQUIRED TOOLS & EQUIPMENT:**

ITEM NO.	SPECIAL SERVICE TOOLS (SST)	SUPPLIER	QTY
1	Techstream ADVi* Techstream 2.0* Techstream Lite** NOTE: Software version 15.20.016 or later is required. 	Toyota Canada Inc.	1
2	Battery Diagnostic Tool* DCA-8000P T	Bosch	1

* Essential SST

** Refers to the Mongoose VIM in combination with a PC.

NOTE:

- To order additional Techstream or Techstream LITE units, please go to TIS > Diagnostics > Scantool.
- Minimum PC requirements for Techstream Lite can be found on TIS > Diagnostics > Scantool > Techstream Reference Documents.
- The Battery Diagnostic Tool DCA-8000P T supersedes the GR8 Battery Diagnostic Station (P/N GR8C P).
- Additional SSTs may be ordered by calling Bosch Automotive Service Solutions at 1-800-933-8335.

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FIRMWARE UPDATE PROCEDURE

NOTE:

If the customer reports that remote door lock or engine start does not work through the phone application and a message is displayed indicating “Request could not be completed. Please contact your dealer for assistance. [42]”, perform steps A - C before proceeding with the firmware update.

- A. Connect Techstream
- B. Enter the following: **System Select → Telematics → Utility → Remote Door Lock Setting → Next → Available → Next → Exit**
- C. Enter the following: **System Select → Smart Key → Utility → ECU Communication ID Registration → Remote Engine Starter → Next → Exit**


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FIRMWARE UPDATE PROCEDURE (CONTINUED)

1. Move the vehicle to an area with good DCM (Data Communication Module) signal reception.
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 (5309-02)

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(5 ECUs) / (5 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?

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

Next>

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FIRMWARE UPDATE PROCEDURE (CONTINUED)

3. Verify the current firmware version. Refer to Techstream – Body Electrical – Telematics – Data List:

Table 1: Current Firmware Version.

	PREVIOUS	CURRENT
SOFTWARE VERSION HIGH	LG-N010dd7 LG-N010ee9 LG-N010ffB	LG-N010gg7
SOFTWARE VERSION LOW	575-57 575-55 I9I-13 I9I-b9 I9I-24 CBC-34 CBC-98	G7G-05 G7G-c7

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 5 seconds?

- **YES** — Continue to step 8.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.


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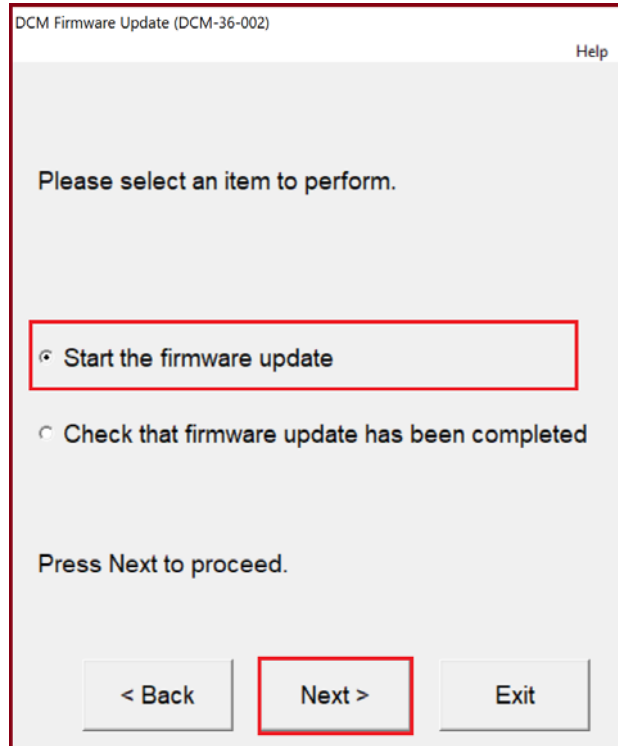
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FIRMWARE UPDATE PROCEDURE (CONTINUED)

10. Select “Start the firmware update” and click on Next when the item selection screen appears.

Figure 4.



11. Click on Next when the current software part number screen appears.

NOTE

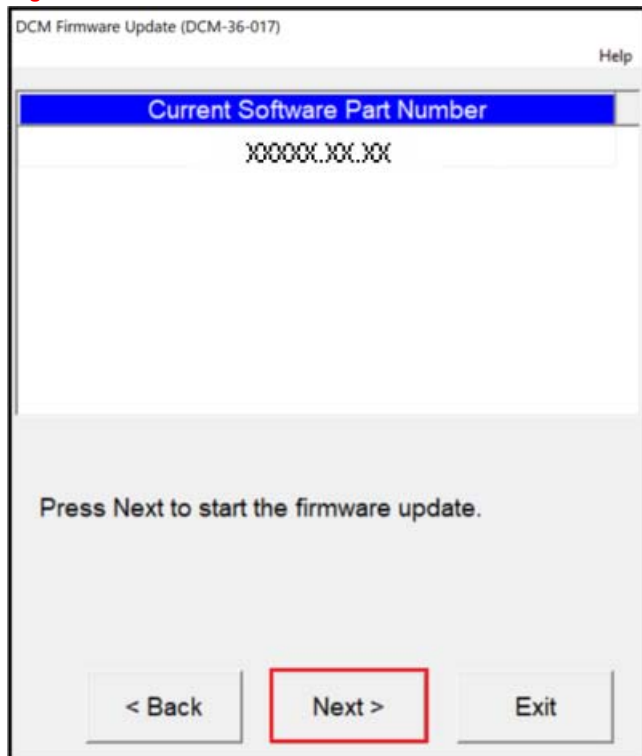
If the screen in Figure 5 does NOT appear and an error message displays, begin the Firmware Update Procedure again from step 1. The battery reset MUST be performed again.

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 tool, refer to the DCA-8000 Instruction Manual located at TIS – Diagnostics – Tools & Equipment – Battery Diagnostics.

Figure 5.




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FIRMWARE UPDATE PROCEDURE (CONTINUED)

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

NOTICE

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.

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.

14. Verify the current firmware version.

Refer to *Techstream – Body Electrical – Telematics – Data List*:

Table 2: Current Firmware Version

	CURRENT FIRMWARE VERSION
SOFTWARE VERSION HIGH	LG-N010gg7
SOFTWARE VERSION LOW	G7G-05 G7G-c7

15. Using Techstream, perform a Health Check and clear ALL DTCs that may have occurred during the update process.
16. In the customer's Remote Connect app, perform steps 17 – 19

Figure 6.

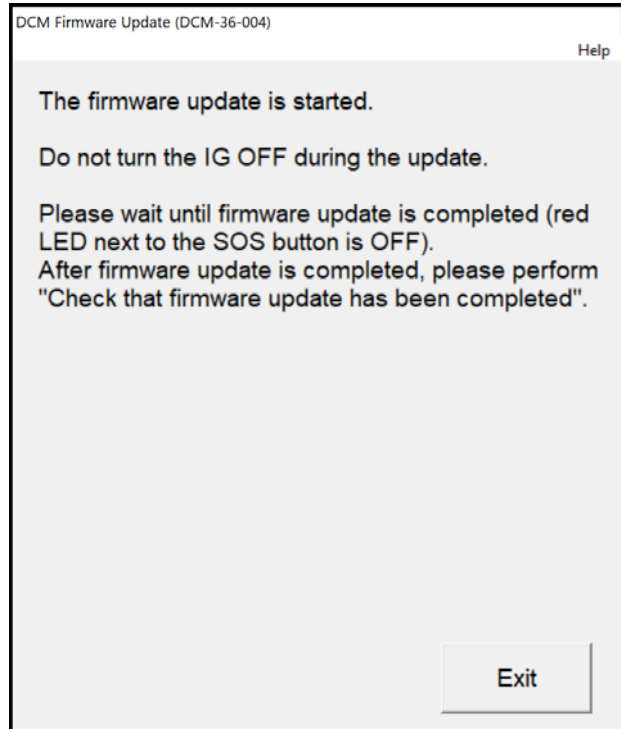
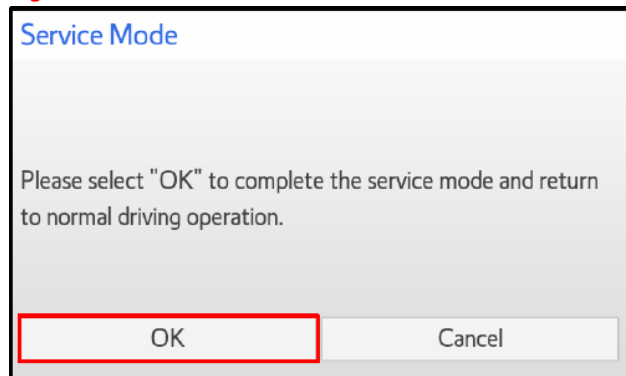


Figure 7.





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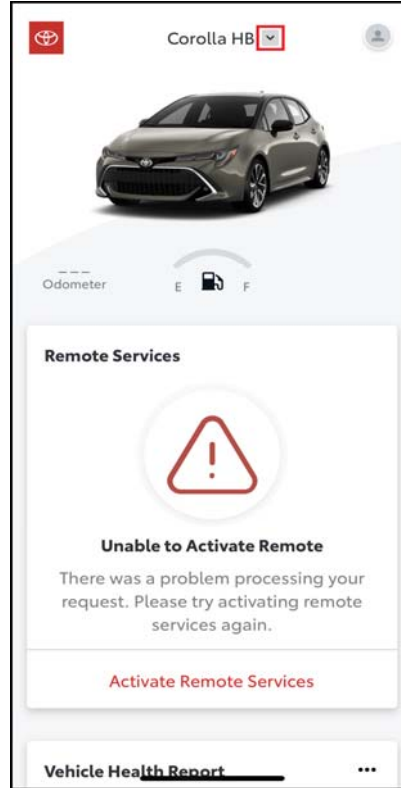
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FIRMWARE UPDATE PROCEDURE (CONTINUED)

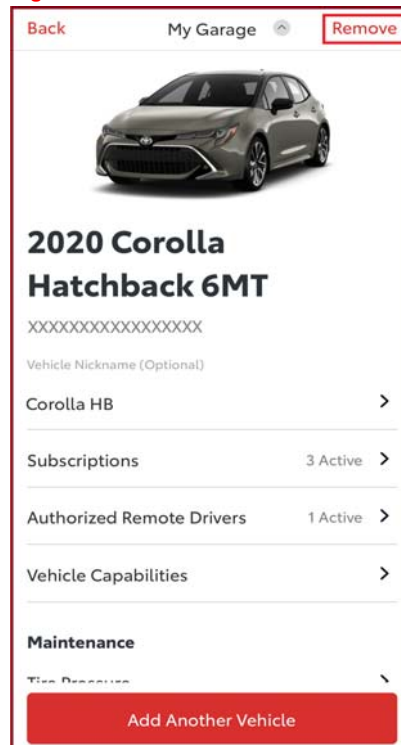
17. Click on the arrow by the vehicle name/nickname.

Figure 8.



18. Click on "Remove"

Figure 9.




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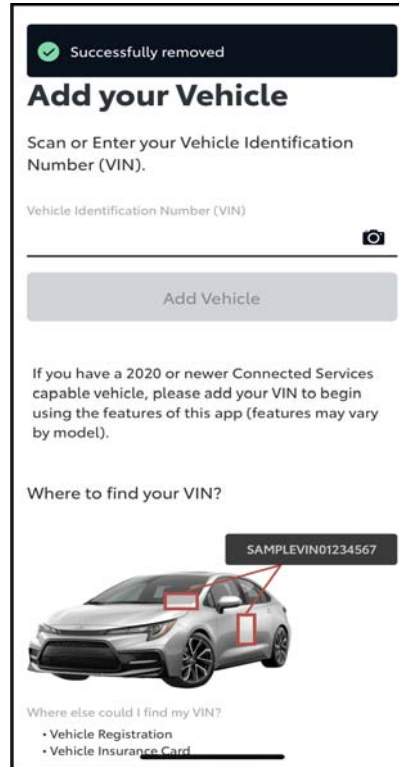
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19. Click on “Add Vehicle” and perform the enrollment again.

Figure 10.



20. After enrolling the customer, confirm Remote Connect app functionality.

NOTE:

Issue of this Technical Service Bulletin is to ensure that proper repair information is available. IT DOES NOT CONSTITUTE AN AUTHORIZATION FOR REPAIR. Normal provisions of the formal warranty policy, as applicable, will apply.