

Service

Category Audio/Visual/Telematics

Section	Cellular Communication	Market USA	Toyota Supports
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Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2023 - 2024	Corolla HV, GR Corolla, Prius, Prius Prime, RAV4, RAV4 HV, RAV4 Prime, Venza HV	
2023 - 2025	Corolla Hatchback, Crown	
2023	Corolla, Corolla Cross, Corolla Cross HV, Highlander, Highlander HV	
2025	Crown Signia	
2024	Grand Highlander, Grand Highlander HV, Land Cruiser	

REVISION NOTICE

October 01, 2024 Rev1:

- Applicability has been updated to include 2024 model year Corolla Hybrid, GR Corolla, Land Cruiser, Prius, Prius Prime, RAV4, RAV4 Hybrid, RAV4 Prime, and Venza Hybrid vehicles, 2024 – 2025 model year Corolla Hatchback and Crown vehicles, and 2025 model year Crown Signia vehicles.
- The Introduction, Required Tools & Equipment, and DCM Firmware Update Procedure sections have been updated.

Any previous printed versions of this bulletin should be discarded.

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Service Bulletin No. T-SB-0027-24 is obsolete, and any printed versions should be discarded.

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 DCM firmware versions earlier than LG-N210jj3333-09, LG-N210nn1212-09, LG-N310kk4646-0I, LG-N310ll4A4A-0I, LG-N310mm8A8A-0I, LG-N310nnBLBM-0I, or LG-N310oo1B1B-0I may exhibit a condition in which remote services are inoperative.

Some 2023 model year Corolla, Corolla Cross, Corolla Cross Hybrid, Highlander, and Highlander Hybrid vehicles, 2023 – 2024 model year Corolla Hybrid, GR Corolla, Prius, Prius Prime, RAV4, RAV4 Hybrid, RAV4 Prime, and Venza Hybrid vehicles, 2024 model year Grand Highlander, Grand Highlander Hybrid, and Land Cruiser vehicles; 2023 – 2025 Corolla Hatchback and Crown vehicles, and 2025 Crown Signia vehicles with DCM firmware versions earlier than LG-N210qq####-## or LG-N310qq####-## may exhibit a condition in which Apple Music[®] or Amazon Music streaming and/or remote services are inoperative.

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

Introduction (continued)

Table 1. Firmware Version Information

FIRMWARE VERSION HIGH					
PREVIOUS	CURRENT				
LG-N210cc4J4J-0# LG-N210dd8A8A-0# LG-N210ee9999-0# LG-N210hh1V1V-0# LG-N210jj3333-0# LG-N210nn1212-0# LG-N210pp4242-0#	LG-N210qq7474-00 LG-N210qq7474-09				
LG-N210jj6E6E-00 LG-N210nn1313-00 LG-N210pp4343-00	LG-N210qq7575-00				
LG-N310cc4J4J-## LG-N310dd8A8A-## LG-N310ffASAS-## LG-N310ggCACA-## LG-N310ii2M2M-## LG-N310kk4646-## LG-N310ll4A4A-## LG-N310mm8A8A-## LG-N310mnBLBM-## LG-N310oo1B1B-## LG-N310pp4545-##	LG-N310qq7676-0I LG-N310qq7676-0R LG-N310qq7676-AR				
LG-N310II6969-0R LG-N310mm8U8U-0R LG-N310nnBMBM-0R LG-N310oo1C1C-0R LG-N310pp4646-0R	LG-N310qq7777-0R				

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.

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY	
Techstream ADVi*		TSADVUNIT	1	
Techstream 2.0		TS2UNIT		
Techstream Lite	ADE	TSLITEPDLR01		
Techstream Lite (Green Cable)		TSLP2DLR01		

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- GTS+ software version 2024.03.004.02 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 <u>techinfo.toyota.com</u> for more information regarding J2534 reprogramming.

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Battery Diagnostic Tool*	<u>DCA-8000P T</u>	1

*Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-368-6787 or by visiting *Home – Service Resources – Toyota Special Service Tools (SSTs).*

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.



DCM Firmware Update Procedure (continued)

3. Verify the current firmware version by expanding (+) the Telematics menu.

Figure	2.
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Health Check Result								
STATUS								
12/06/2023 14:46:52 Campaign Status: OPEN PERMANENT: NO ECU Security Key: -	Compensation Pressure [psl(gauge)] Front: Rear:		Techstream has es A network connection is required to	tablished a n ensure all TIS funct	etwork conn ionality is available,	ection to 7 such as campaig	Γ IS. gn validation.	
Caution								
Enhanced Generic	Completed: 12/06/2023 14:50:04							
<u>•</u>	System			Monitor Status	Configure	RoB C	DTC Updat	te î
+ Power Distribution Box				-	No	0	0 No	
- lelematics				-	No	2	0 No	
DTC does not exist.								
Calibration information								
System	1010 000000	Calibra	tion			Update		
	N210ee9999909					No		
+ Circumference Monitoring Camer	a Control Module			-	-	-		
+ Sliding Roof				-	-	-		
+ Head Up Display				-	-	-		
+ Digital Rear-View Mirror								*
							20	
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Is the firmware version the latest available? Refer to Table 1 located on page 3 of this bulletin.

- 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 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.

Systen	n Select				
STATUS	5				
	not supported or not responding communication OK communication OK in past times but not responding now. status unknown				
ECU Status	System Name		ECU Status	System Name	
-	Back Door	100	•	Driver Seat	
•	Rain and/or Humidity Sensor	71	٠	Head Up Display	17
•	Combination Meter	171	•	Front Radar Sensor	197
•	Road Sign Assist	10	٠	Pre-Collision System	
•	Front Recognition Camera (Front Lighting Control)	17	•	Clearance Warning	197
•	Smart Key	171	٠	Central Gateway	17
•	SRS Airbag	171	•	Main Body	177
•	Air Conditioner	71	٠	Power Source Control	71
•	Acoustic Vehicle Alerting System	177	•	Telematics	171
•	Blind Spot Monitor "B"	17	٠	Blind Spot Monitor "A"	195
•	Headlight Control	171	•	Headlight Control (Sub)	15
•	Digital Rear-View Mirror	77	•	Power Distribution Box	17
•	Navigation System	171			*
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Figure 4.

All Readiness	<usage></usage>	
DCM Operation History	to update the retematics ECO inniware.	
Vehicle Control History (RoB)	<introduction></introduction>	
Cancel Communication Function Pausing	This function is used to update the Telematics ECU firmware.	
Remote Door Lock Setting		
Backup Battery Replacement Reset		
DCM Firmware Update		
Emergency Call Cancellation		
Internal Log Upload		
VIN Synchronization		
History Information Clear		

DCM Firmware Update Procedure (continued)

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



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 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 <u>DCA-8000 Instruction Manual</u> located at TIS Diagnostics Tools & Equipment Battery Diagnostics.

Figure 7.



Figure 8.



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.



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 Firr	nware Update (DCM-36-0	002)	Help				
Please select an item to perform.							
ଁ S	tart the firmware	update					
۰C	heck that firmwa	re update has l	been completed				
Press Next to proceed.							
	< Back	Next >	Exit				

DCM Firmware Update Procedure (continued)

12. Verify the New Software Part Number version matches or is newer than the current version listed in <u>Table 1</u>.



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

DCM Firmware Update Procedure (continued)

 If the Unable to Activate Remote message is displayed, perform steps 15 – 17 in the Toyota app.

Figure '	12.
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15. Click the down arrow next to the vehicle name or nickname.



DCM Firmware Update Procedure (continued)

16. Click Remove.





17. Click Add Vehicle to perform the enrollment again.

Figur	e 15
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Add your Vehicle
Scan or Enter your Vehicle Identification Number (VIN).
Vohide Rundsfeation Mandon (VIII)
Add Vehicle
If you have a 2010 or newer Connected Services capable vehicle (2018 for Hawaili), please add your VIN to begin using the features of this app (features may vary).
Where to find your VIN?
SAMPLEY MOTOR 201527
Where also caudal 1 feat eq. VINT
Vehicle Insurance Card

Confirm the Unable to Activate Remote message does NOT appear.
 If the Unable to Activate Remote message appears, continue the diagnosis using the applicable Repair Manual.