

# DCM Firmware Update (LG)

**Service Category** Audio/Visual/Telematics

**Section** Cellular Communication

**Market** USA

Toyota Supports  
 ASE Certification 

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Service Bulletin No. T-SB-0027-24 is obsolete, and any printed versions should be discarded.

## DCM Firmware Update (LG)

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### 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.

## DCM Firmware Update (LG)

### 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-N310nnBLBM-## LG-N310oo1B1B-## LG-N310pp4545-##	LG-N310qq7676-0I LG-N310qq7676-0R LG-N310qq7676-AR
LG-N310ll6969-0R LG-N310mm8U8U-0R LG-N310nnBMBM-0R LG-N310oo1C1C-0R LG-N310pp4646-0R	LG-N310qq7777-0R

## DCM Firmware Update (LG)

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL2408	DCM Firmware Update	0.3	86741-#####*	87	74

\*Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF 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*	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 2024.03.004.02 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 [techinfo.toyota.com](http://techinfo.toyota.com) for more information regarding J2534 reprogramming.

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Battery Diagnostic Tool*	<a href="#">DCA-8000P T</a>	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 (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.**

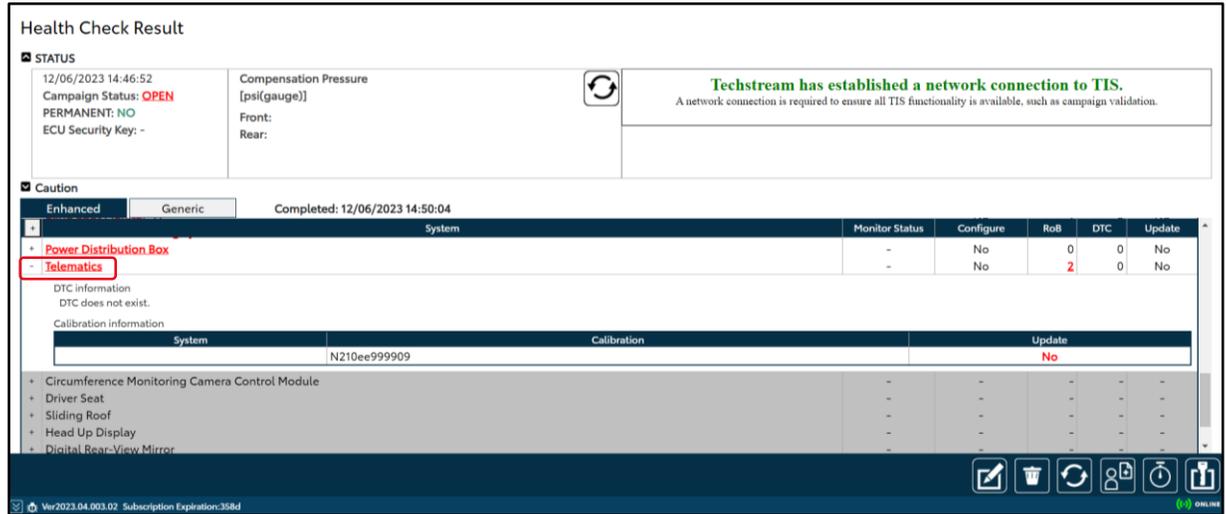


## DCM Firmware Update (LG)

### DCM Firmware Update Procedure (continued)

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

**Figure 2.**



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.

- 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.

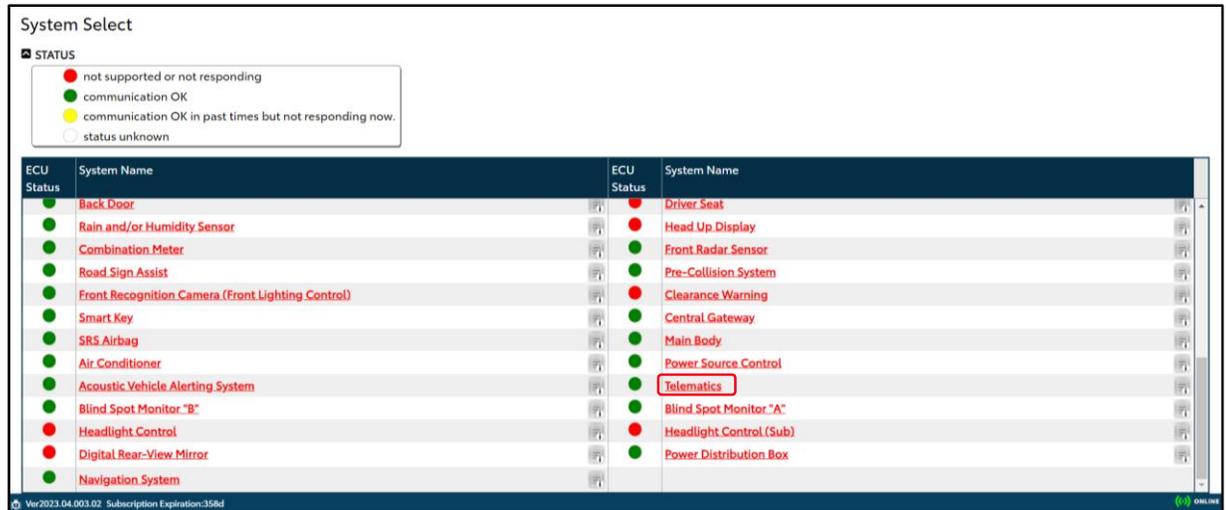
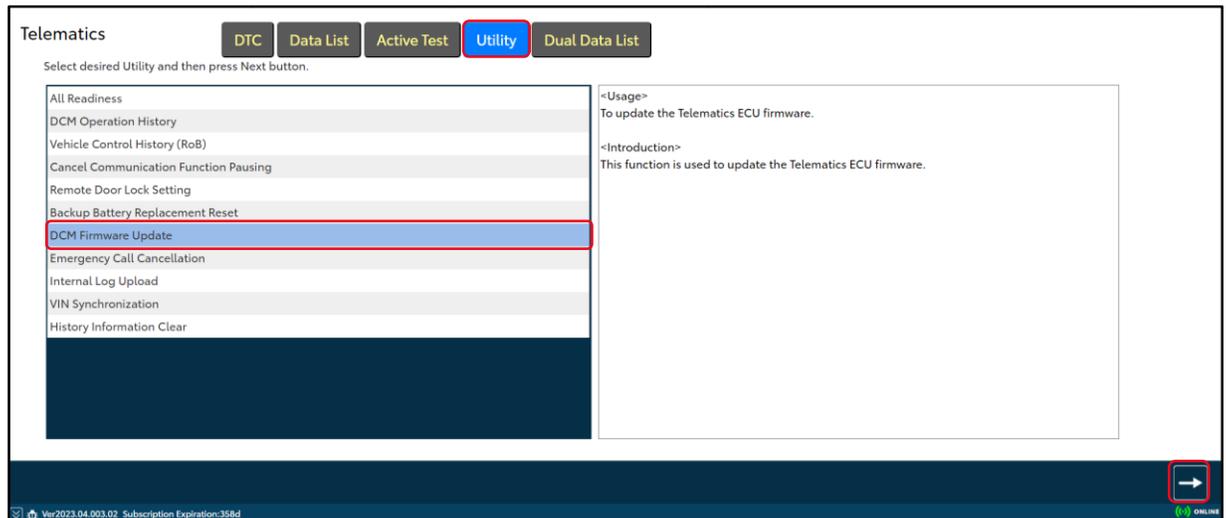


Figure 4.



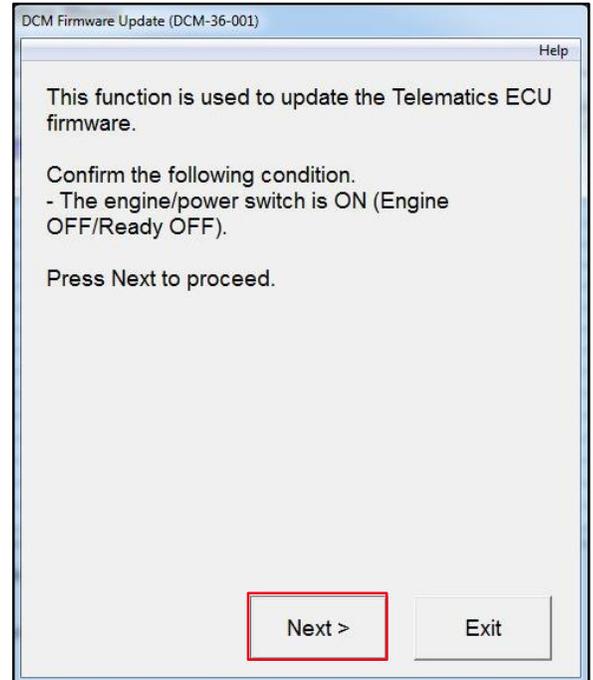
## DCM Firmware Update (LG)

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### DCM Firmware Update Procedure (continued)

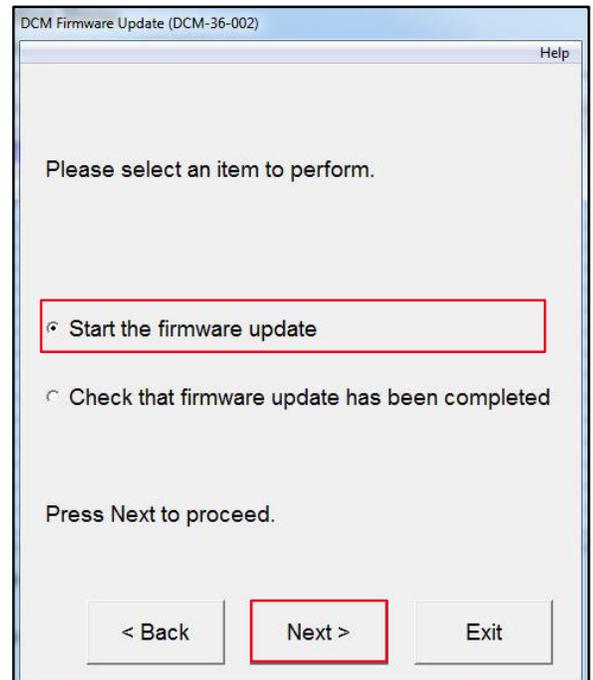
- Click Next when the DCM Firmware Update screen appears.

**Figure 5.**



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

**Figure 6.**



## DCM Firmware Update (LG)

### DCM Firmware Update Procedure (continued)

- 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**

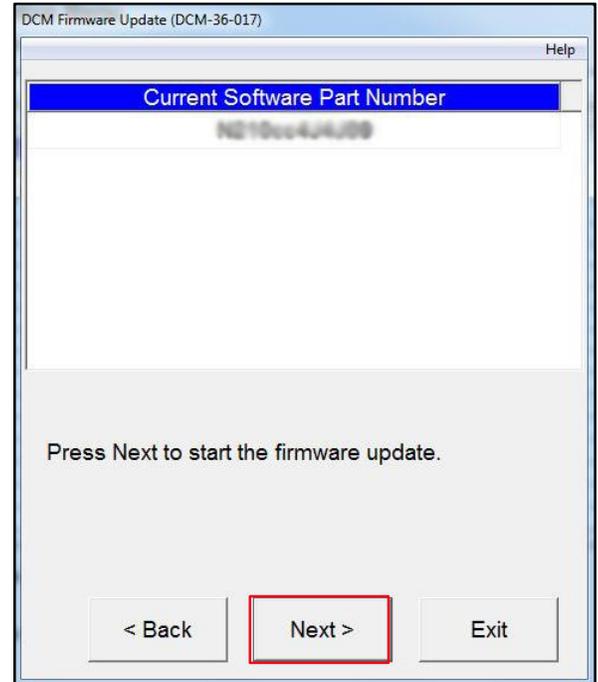
- The battery diagnostic tool **MUST** be used in Power Supply Mode to maintain battery voltage at 13.5 V while flash reprogramming the vehicle.
- For details on how to use the battery diagnostic station, refer to the [DCA-8000 Instruction Manual](#) located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

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

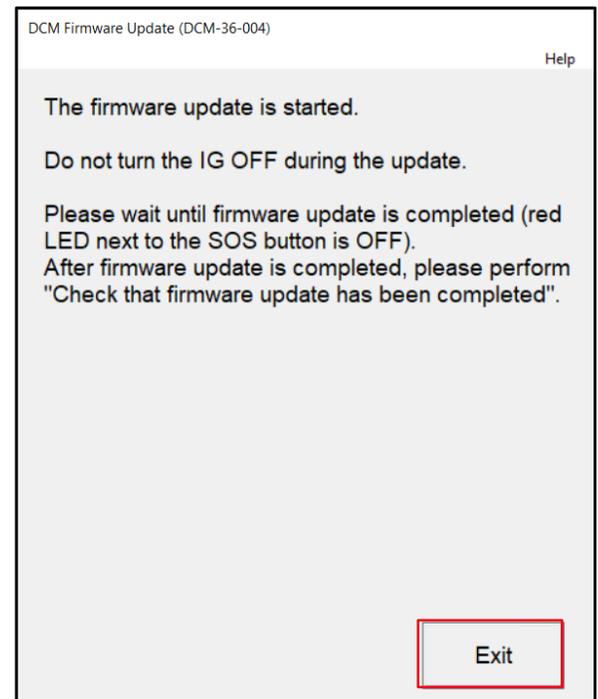
**NOTE**

- 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 7.**



**Figure 8.**

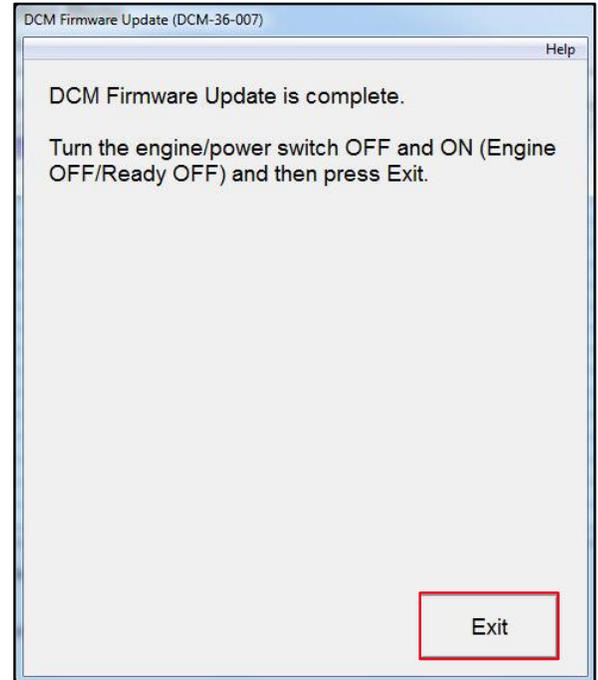


## DCM Firmware Update (LG)

### DCM Firmware Update Procedure (continued)

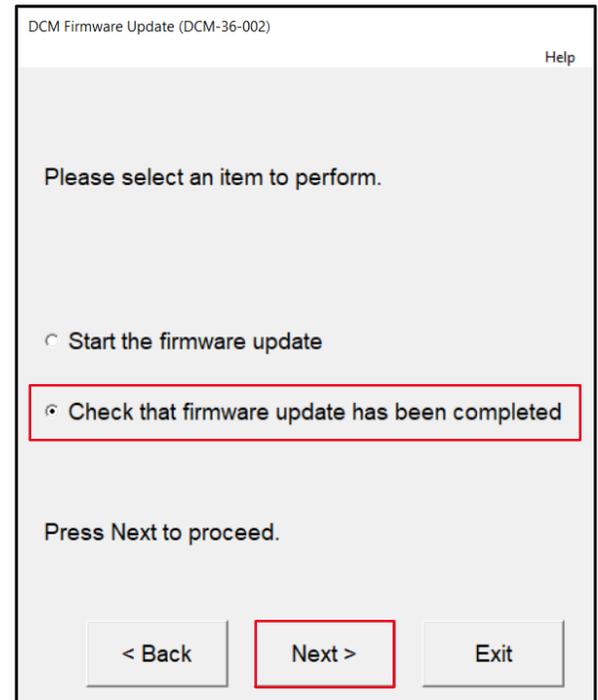
10. The three conditions below will indicate that the firmware update process is complete:
  - The green LED will stay ON.
  - The DCM Firmware Update is complete message will appear on Techstream.
  - The service mode message will appear on the display screen.

**Figure 9.**



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

**Figure 10.**



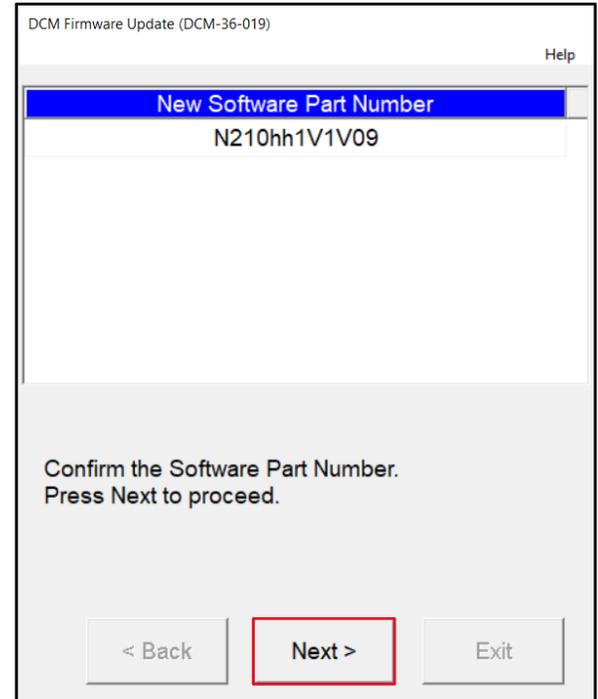
## DCM Firmware Update (LG)

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### DCM Firmware Update Procedure (continued)

12. Verify the New Software Part Number version matches or is newer than the current version listed in [Table 1](#).

**Figure 11.**



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

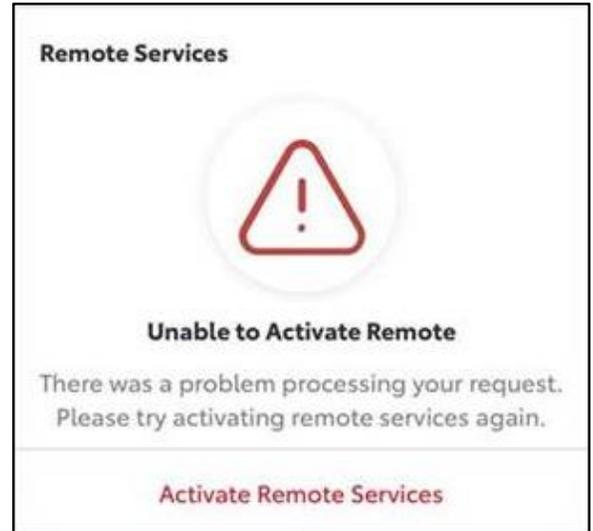
## DCM Firmware Update (LG)

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### DCM Firmware Update Procedure (continued)

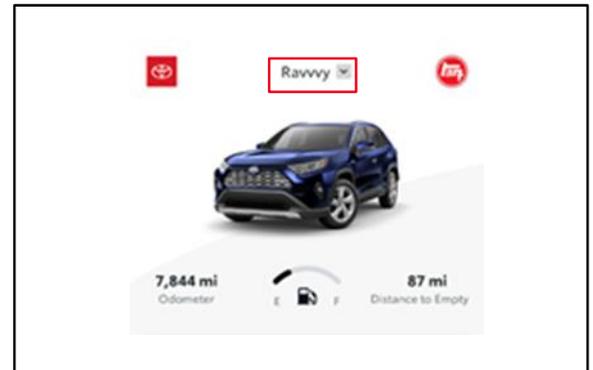
14. If the Unable to Activate Remote message is displayed, perform steps 15 – 17 in the Toyota app.

**Figure 12.**



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

**Figure 13.**

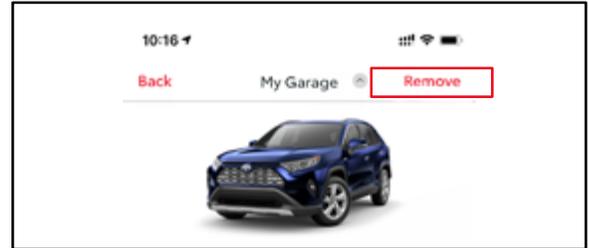


## DCM Firmware Update (LG)

### 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 the diagnosis using the applicable Repair Manual.