

Subject		Market	
How to tell if a DCM firmware update is available		USA	
Service Category	Section		
Power Source/Network	Battery/Charging		
Applicability			
2020-2021 LG DCM equipped vehicles			

APPLICABLE VEHICLES

2021	Avalon HV	2021	Venza HV
2021	RAV4 Prime	2020-2021	RAV4
2020-2021	Camry	2020-2021	Corolla Hatchback
2020-2021	RAV4 HV	2021	Corolla
2020-2021	Camry HV	2021	Avalon

CONDITION

During recent discharged battery cases on vehicles equipped with LG DCM, there was confusion if a DCM update was available. Technicians are relying on the Techstream Healthcheck to determine if an update is possible.

Firmware updates performed over-the-air are not reflected in the “Update” category of the Healthcheck. See below for example.

		DTC Related Information								
System	Monitor Status	DTC	Curr Conf	Pend	Hist	Test Failed	RoB	Calibration	Update	Configure
	-						●	-		No
	-						●	-		No
Telematics	-						●	N010ffBCBC34	No	No

Note that the Telematics is shown as “No” update is available. This update for “N010ffB” = “No” indicates there are no software updates available.

This “No” does not indicate if Telematics DCM firmware updates are available. An example is the DCM over-the-air firmware update in T-SB-0095-20. A firmware update for “N010ffB” in the example above can be found in that TSB.

Note: Do not use the calibration number listed in the Telematics Healthcheck “Calibration” column to search in TIS. It is in a different format from TSB’s and shows only one version of High and Low firmware. Follow the instructions below to determine firmware version.

RECOMMENDATIONS

To search for DCM firmware updates, you need to verify your vehicle’s DCM Firmware versions.

1. Follow the instructions in T-SB-0095-20 and do steps 1-3 to verify your vehicle’s DCM Firmware version

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RECOMMENDATIONS

- Carefully copy the High or Low firmware version from your vehicle into the “Keyword” search field in TIS using “Model: All” and “Year: All” to search for TSB’s. The example below is from an actual vehicle with the Firmware High of “N010ffB”.

Service Information	Reference Information	Technical Training
Division: TOYOTA <input type="button" value="v"/> Model: ALL <input type="button" value="v"/> Year: ALL <input type="button" value="v"/>	Service Category: ALL <input type="button" value="v"/> Section: ALL <input type="button" value="v"/> Keyword: N010ffB	
Language: <input checked="" type="button" value="English"/> <input type="button" value="French"/> <input type="button" value="Spanish"/>		

- If any model uses the same firmware as your vehicle and there is a firmware update available a TSB should return in the search results.
- If a TSB is not available for your vehicle, but a firmware update exists, please contact your region for guidance on how to proceed.

LINK REFERENCES

- [T-SB-0095-20: '20-'21 Camry, Camry HV, Corolla Hatchback, RAV4, RAV4 HV, '21 Corolla, Corolla HV, RAV4 Prime: DCM Reset and Firmware Update \(LG\)](#)