

Subject

Temporary Account Activation Procedure For LG DCM Update

Market

USA

Service Category

Audio/Visual/Telematics

Section

Cellular Communication

Applicability

All Applicable Models

APPLICABLE VEHICLES

2021-2022	Avalon HV	2021-2022	Venza HV
2022	Corolla Cross	2021-2022	Corolla HV
2020-2022	RAV4	2020-2022	Camry
2020-2022	Corolla Hatchback	2020-2022	RAV4 HV
2021-2022	Corolla	2020-2022	Camry HV
2021-2022	Avalon	2021-2022	Sienna HV

CONDITION

Some 19CY LG DCM equipped vehicles may not be able to complete the firmware update due to not having an active account or waived services during the trial. Follow the steps below to enable **“Temp DCM Activation”**.

RECOMMENDATIONS

1. Confirm the customer’s subscription status and verify that the account is either not active or in a “waived” status.
2. Enter the VIN into the Dealer Portal, check the customer consent check box, and click the “Temporary DCM Activation” button (Figure 1). The service will be active for **72 hours**.
3. Once active, the DCM firmware OTA update may be installed.
4. After the 72 hours has elapsed, the vehicle will be put back into whatever status it was previously.

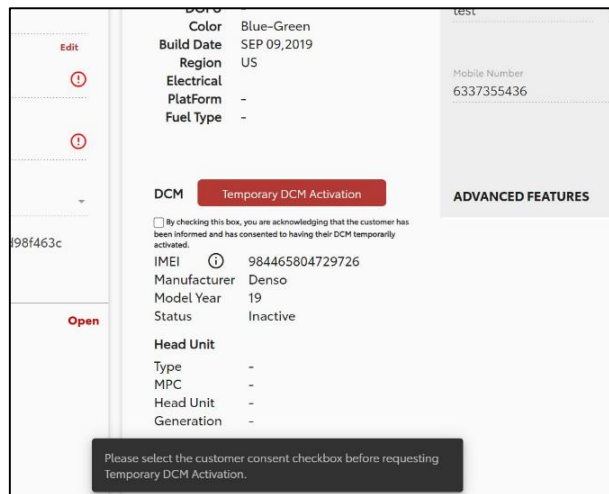


Figure.1 Dealer Portal Temporary DCM Activation button

LINK REFERENCES

1. [T-SB-0089-21 Rev2: '20-'22 Applicable Toyota Models: DCM Reset and Firmware Update \(LG\)](#)
2. [T-TT-0737-23: All Applicable Models: Telematics Diagnostic Guide and References](#)
3. [Telematics Diagnostics Guide \(TDG-23\)](#)

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