

Subject

**iPhone Error Message when using Enform Application**

Market

USA

Service Category

Audio/Visual/Telematics

Section

Audio/Video

Applicability

Lexus Models with the Enform System

**APPLICABLE VEHICLES**

|      |        |      |        |
|------|--------|------|--------|
| 2013 | RX450H | 2013 | GS350  |
| 2013 | ES300H | 2013 | RX350  |
| 2013 | ES350  | 2013 | LS600H |
| 2013 | LS460  | 2013 | GS450H |

**CONDITION**

Some iPhone iOS 5 customers with **Denso (EMVN)** headunits may experience an error message when they attempt to use the Enform application. This error message will state that an application must be running on the phone to use the services.

**RECOMMENDATIONS**

- Upgrade the iPhone software to iOS 6 to improve connection stability
- If you do not wish to upgrade or cannot upgrade, this error can be resolved by powering the phone OFF and ON
- To avoid the issue as much as possible in the future, a 12V USB charge adapter may be used for charging the iPhone
- If the error ever occurs again, power the phone OFF and ON, and reconnect the device to the vehicle

**LINK REFERENCES**

This Tech Tip does not contain any link references.