



April 2013

Dear Lexus Customer,

A recent review of our records indicates that your Safety Connect™ system is not active and needs to be activated in order for services to work.

To activate your system, please follow these simple steps:

- Go to your vehicle and turn the ignition on.
- Locate the SOS button in the overhead panel. You should notice that there is an LED (light) located near the SOS button. It will not be illuminated when service is inactive.
- Please press the SOS button to activate telematics services. You will hear a message that Safety Connect is not active, and you will need to press this button a second time to complete activation.
- Once the SOS button is pressed a second time, you will hear "*Activation Complete*". The LED light should then turn green, confirming the Safety Connect system is active.
- If you do not hear this message or experience any other difficulty please contact the Safety Connect Response Center at 800-255-3987.

If you have any questions about the activation process, please contact our Customer Care department at 800-255-3987 and follow the prompts for Lexus Enform™ with Safety Connect™.

We encourage you to complete these steps as soon as possible in order to restore Safety Connect services to your vehicle.

We thank you for being a Safety Connect subscriber and will be applying 3 months of additional service to your account within the next 30 days for the inconvenience.

Sincerely,
Lexus Safety Connect Customer Support

VIN: <VIN>
Hardware: Safety Connect