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Statement on Navigation System

Errant data broadcast by our traffic and weather data service provider was not handled as expected by the microcomputer in the vehicle navigation head unit (center display) of 2014-16 Model Year Lexus vehicles and 2016 Model Year Toyota Land Cruiser.

In some situations, this issue can cause the head unit to restart repeatedly, affecting operation of the navigation system, audio and climate control features, and the hands-free mobile phone functions. The data suspected to be the source of the error was corrected last night.

The correction is a forced reset and clearing of the errant data from the system.

Toyota and Lexus owners experiencing these issues should visit their dealer for a complimentary system reset and a confirmation of the system. Until then, owners of affected vehicles should exercise additional caution when driving. We regret any inconvenience to our customers.