LEXUS

Technical Service Information Bulletin

Enform Apps and Data Services Download and Installation Process

Service Category	Audio/Visual/Telematics
Section	Navigation/Multi Info Display

Market USA

Lexus Supports
ASE Certification **ASE**

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014 - 2017	CT200H	
2015 - 2018	ES300H, ES350, GS350, GS450H	
2016 - 2018	GS F, IS300, LX570, RX350, RX450H	
2016 - 2017	GS200T, IS200T, RC200T, RC300	
2014 - 2018	GX460	
2014 - 2015	IS250	
2015 - 2017	LS460, LS600H, NX200T, NX300H, RC F, RC350	

REVISION NOTICE

May 08, 2018 Rev1:

- **Applicability has been updated to include 2017 – 2018 model year vehicles.**
- **The Introduction and Download/Installation Procedure sections have been updated.**

Any previous printed versions of this bulletin should be discarded.

Introduction

A download and installation are required to activate the Enform™ suite of apps and data services before they are used for the first time on new vehicles. The download and installation process may also be performed under other circumstances such as following a head unit replacement or after the customer's personal settings are erased.

The download and installation process requires between 3 and 15 minutes to complete, depending on file size, cellular connection speed, and other factors. Following the download and installation procedure, individual Enform™ apps may periodically update through an over-the-air update system. Follow the procedure in this bulletin to perform the download/installation procedure and app updates.

Enform Apps and Data Services Download and Installation Process

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	—	—	—	—

Download/Installation Procedure

> **NOTE**
>
> An Enform™ compatible cell phone and an active Enform™ account are required to perform installation or updates.

1. Refer to the Lexus Bluetooth® Compatibility Information link at *TIS – Diagnostics – Telematics* to verify cell phone compatibility.

2. Connect the cell phone to the vehicle via Bluetooth®. Follow the steps outlined in the Quick Pairing instructions on TIS.

3. Open the Enform™ App Suite on the cell phone and sign in with your dealer Enform™ service troubleshooting license e-mail address and password.

4. Press the Menu button.

   > **NOTE**
   >
   > Depending on the vehicle, the Menu button is located either next to the Remote Touch or on the navigation screen.
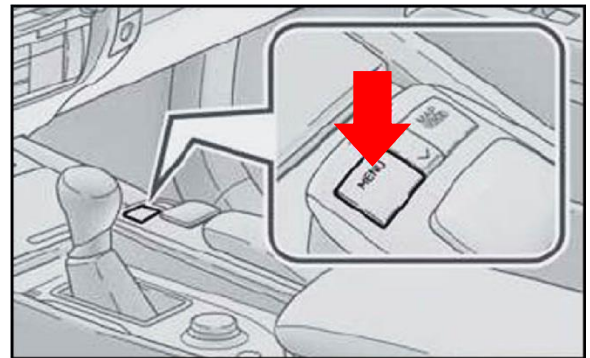
Figure 1.

5. Select Lexus App Suite.

Figure 2.

Enform Apps and Data Services Download and Installation Process

Download/Installation Procedure (continued)

6. Select Ok.

   NOTE

   To download and install the apps, the following are required:

   - A compatible cell phone connected via Bluetooth®.
   - The Enform™ app on the cell phone.
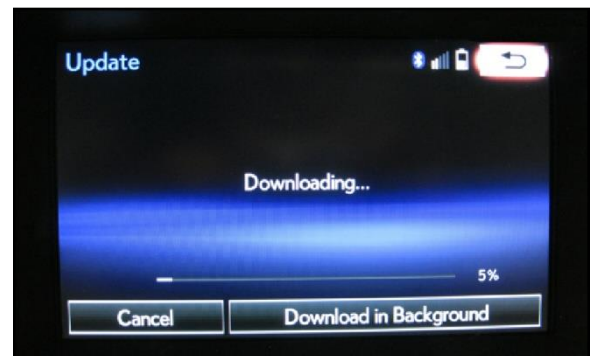   - A valid account.

Figure 3.

7. Select Now to update the apps.

Figure 4.

8. A screen will appear indicating the apps are being downloaded.
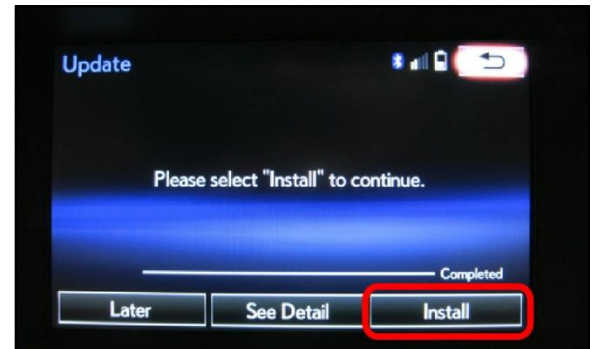
Figure 5.

Enform Apps and Data Services Download and Installation Process

Download/Installation Procedure (continued)
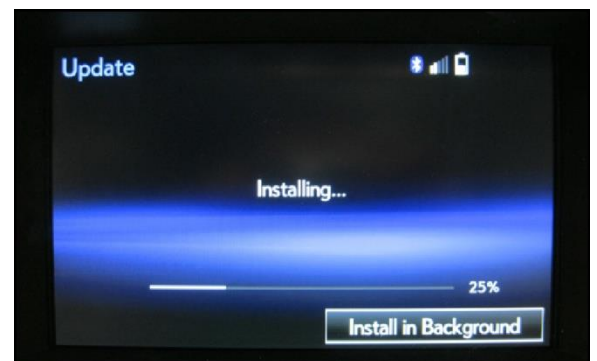
9. Select Install when the apps are downloaded.

Figure 6.

10. Select Continue to install the apps.

Figure 7.

11. A screen will appear indicating the apps are being installed.
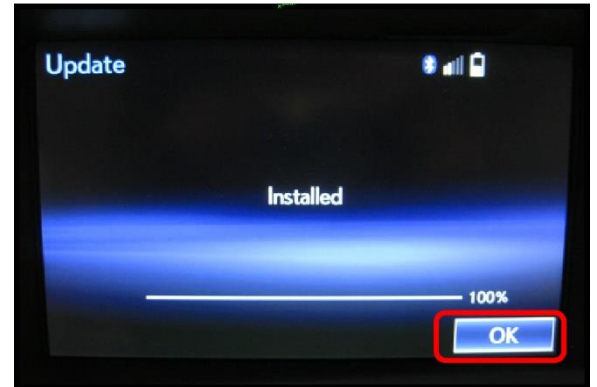
Figure 8.

Enform Apps and Data Services Download and Installation Process

Download/Installation Procedure (continued)

12. Select Ok when the apps are installed.

Figure 9.

13. When the update is complete, the available apps will be listed on the Lexus App Suite screen.

Figure 10.

14. The installation/update is complete.