

Subject		Market	
<b>Lexus Enform Remote - App Operating Tips</b>		USA	
Service Category		Section	
Audio/Visual/Telematics		Audio/Video	
Applicability			
2015-19 ES,IS,GS,LS,NX 2016-19 RX,GX,LX			

**APPLICABLE VEHICLES**

2015-2019	RC F	2018-2019	LS500
2016-2018	RC350	2015-2019	NX300H
2015	IS250C	2015-2016	LS600H
2018-2019	GS300	2018-2019	LC500
2018-2019	LC500H	2015	IS250
2016-2019	IS300	2016-2017	GS200T
2015-2017	NX200T	2018-2019	LS500H
2015-2018	GS450H	2019	RC 350
2015-2019	ES300H	2016-2019	GS F
2015-2019	ES350	2015-2017	LS460
2016-2019	RC300	2016-2019	RX450H
2018-2019	NX300	2015-2019	GS350
2015-2019	IS350	2016-2019	RX350
2016-2017	IS200T	2015	IS350C
2016-2019	LX570	2016-2017	RC200T

**CONDITION**

Vehicle control apps might not operate as expected at times due to preconditions (normal operating parameters) not being established, vehicle settings and/or network/cellular coverage concerns.

**RECOMMENDATIONS**

Please review and identify the required details for operation before considering a potential need for a repair and/or diagnostic support. Please also assist guests with the required preconditions when necessary to ensure a positive ownership experience.

**Contents:**

1. Remote Engine Start Preconditions and Tips
2. Remote Door Lock Preconditions and Tips
3. Vehicle ECU Initializations
4. Resources (as available)

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**RECOMMENDATIONS****1. Remote Engine Starter Preconditions and Tips:**

Utilize the following table as a guide to successful operation of the control apps (cell phone) based remote engine starter system.

1	Service Mode on Multi-display is turned "OFF"
2	Vehicle has sufficient fuel (low fuel light is "OFF")
3	All Doors, Trunk and Hood are closed
4	Vehicle has been locked electrically
5	Brake pedal is not being depressed
6	Vehicle shifter is in the Park position
7	The start button is not being pushed
8	Vehicle battery is not in a discharged state
9	Vehicle security alarm has not been activated
10	Smart Key is out of range from the vehicle
11	Sufficient time has passed since the last attempt

NOTE: Network/cellular coverage may influence response time from each command. Sending multiple commands in a short period is not recommended. The remote start by key FOB is only possible (authorized) after the first successful start using the phone app.

**2. Remote Door Lock/Unlock Preconditions and Tips:**

Utilize the following table as a guide to successful operation of the control apps (cell phone) based door lock and unlock system.

1	Vehicle ignition is turned OFF
2	All Doors, Trunk and Hood are closed
3	Smart Key is out of range from the vehicle
4	Another Lock/Unlock command is not in process
5	Remote Lock "Cancel" is <u>not</u> customized to "ON"

NOTE: Network/cellular coverage may influence response time from each command. Sending multiple commands in a short period is not recommended. Make sure power door locks work normally by the door panel switch and fob, and that the remote door lock operation is not customized to OFF.

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**RECOMMENDATIONS**

**3. Vehicle ECU Initializations:**

Ensure that the vehicle settings and initializations for door lock and remote engine starter are correct.

- A. Make sure that “Communication Remote Engine Starter” in Techstream customized settings that is designated/intended for an aftermarket RES kit is turned OFF.

EXAMPLE:

Select Customize Parameter

ITEM	Default Setting	User Setting
Reverse Coupled Actuation Mirror Angle		
Communication Remote Engine Starter	OFF	ON

- B. With the related DTCs cleared, perform both Body ECU “Wireless Door Lock Registration/Setting” and Smart Access “ECU Communication ID Registration” for remote engine starter per the Repair Manual to complete the required Techstream utility initializations.

**NOTES:**

- If settings are improper, related DTCs may include: B126A, B2779, U0198 and U1117.
- Performing these specific “initializations” can be safely done even if not needed.
- Make sure the Body initialization utility includes the words “.. door lock” as a general “initialization” titled utility may be unrelated and not supporting the door lock/unlock app.
- Make sure any customized setting for remote door locks has the feature enabled.
- **Do NOT use the Telematics “activation” utility for existing DCMs with established accounts. [This is only for new off-the-shelf DCMs when first installed into vehicles.]**

**4. Resources (late 2018 roll-out/as available):**

- Service Lane: Knowledge Center/ENFORM Apps Quick Check
- Service Lane: Knowledge Center/ENFORM Diagnostic Priority II
- TIS/Tech Assistance:
  - Connected Services “Direction” PreCall Worksheet
  - Connected Services “Analysis” PreCall Worksheet
- Repair Manual/Telematics/DCM Replacement/Initializations for wireless door lock and remote engine start in the Smart Key registration section.



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**LINK REFERENCES**

This Tech Tip does not contain any link references