LEXUS

Technical Service Information Bulletin

Scout GPS Link App 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
2019	ES300H, ES350	
2018 - 2019	NX300, NX300H, RC F	
2018	RC300, RC350	

Introduction

Some 2018 – 2019 model year Lexus vehicles equipped with Lexus Display Audio (non-embedded navigation system) have the capability of utilizing a smartphone data-driven navigation app, Scout GPS Link. Download and installation of **Lexus Enform App Suite 2.0** is required to activate the Scout GPS Link app before it can be used for the first time on new vehicles. The download and installation process may also need to 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 9 and 15 minutes to complete, depending on the file size, cellular connection speed, and other factors. Following the download and installation process, Scout GPS Link and Lexus Enform App Suite 2.0 updates may also occur via an over-the-air update system. Follow the procedure below to perform the download and installation process.

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Scout GPS Link App Installation Process

Lexus Enform App Suite 2.0 and Scout GPS Link Download Procedure

1. Begin this procedure with the ignition OFF.

   NOTE
   - The ignition should NOT be in ACC or key ON until the Bluetooth® Setup section in this bulletin.
   - If the ignition is in ACC or key ON during the smartphone installation, the vehicle MUST go through a key ON/OFF cycle for the vehicle to register the Enform App Suite 2.0.

2. In the Apple App Store or Google Play Store, download the Lexus Enform App Suite 2.0 to the smartphone.

   NOTE
   - If the Lexus Enform App Suite 2.0 is already downloaded to the smartphone, go to the Bluetooth® Setup section in this bulletin.
   - Ensure that version 2.0 (of Lexus Enform App Suite) is being installed. Lexus Enform App Suite (non-2.0) does not support Scout GPS Link.
   - A Lexus Enform App Suite 2.0 compatible smartphone is necessary to perform download and installation of the application.
   - Software minimum requirements are Android 5 and iOS 10. For full function of the app and all its features for iPhone, use iOS 11.3 or higher.
   - One figure is provided if the smartphone screens are identical between Android and Apple.
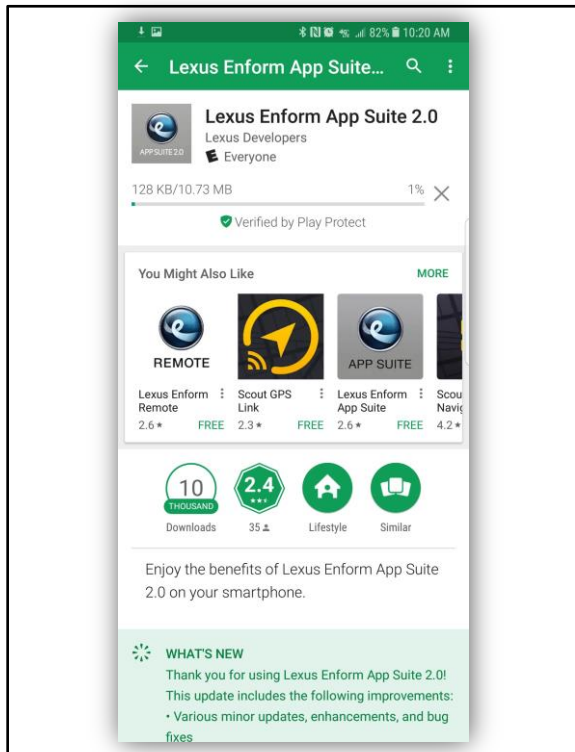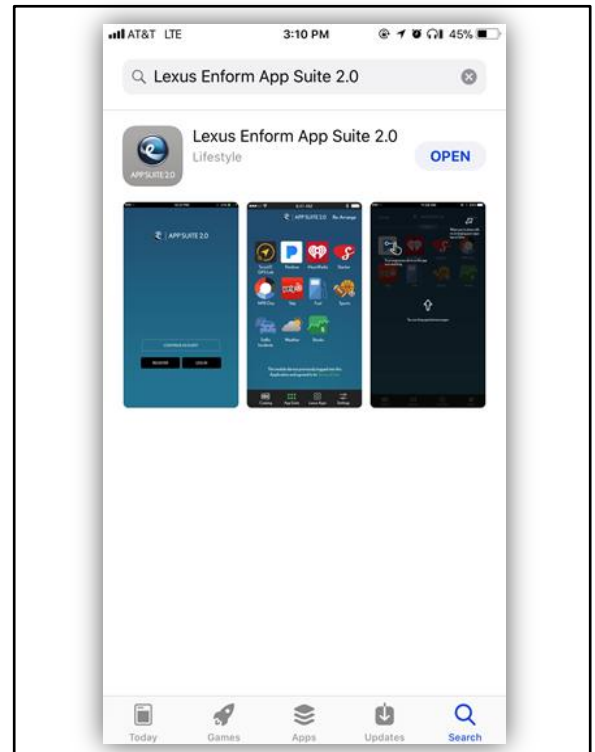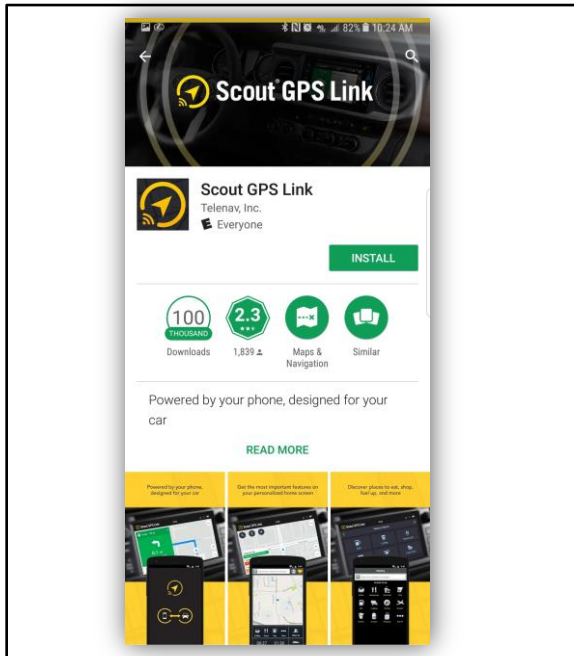
Figure 1. Android

Figure 2. Apple

Scout GPS Link App Installation Process

Lexus Enform App Suite 2.0 and Scout GPS Link Download Procedure (continued)

3. In the Apple App Store or Google Play store, download Scout GPS Link app to the smartphone.

> **NOTE**
> - Download Scout GPS Link. The Scout GPS, ETA, Maps and Traffic app is NOT compatible with Lexus vehicles.
> - If the Scout GPS Link app is already downloaded to the smartphone, go to the Bluetooth® Setup section in this bulletin.
> - A Scout GPS Link compatible smartphone is necessary to perform download and installation.
> - Software minimum requirements are Android 5 and iOS 10. For full function of the app and ALL its features for iPhone, use iOS 11.3 or higher.
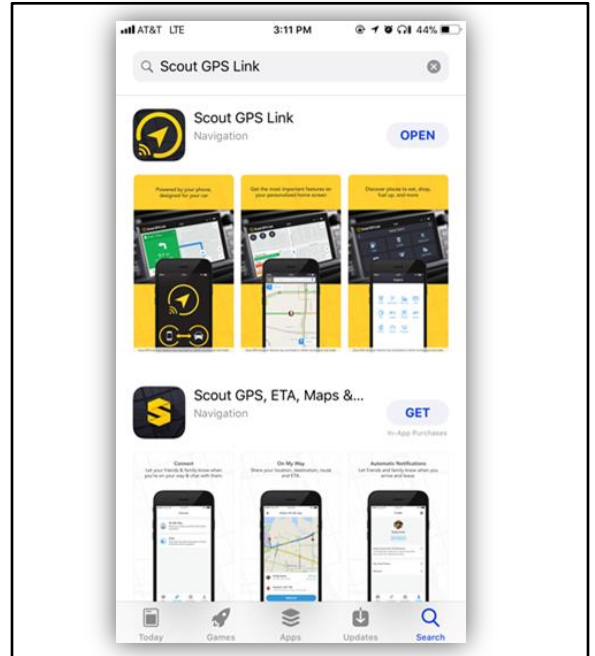
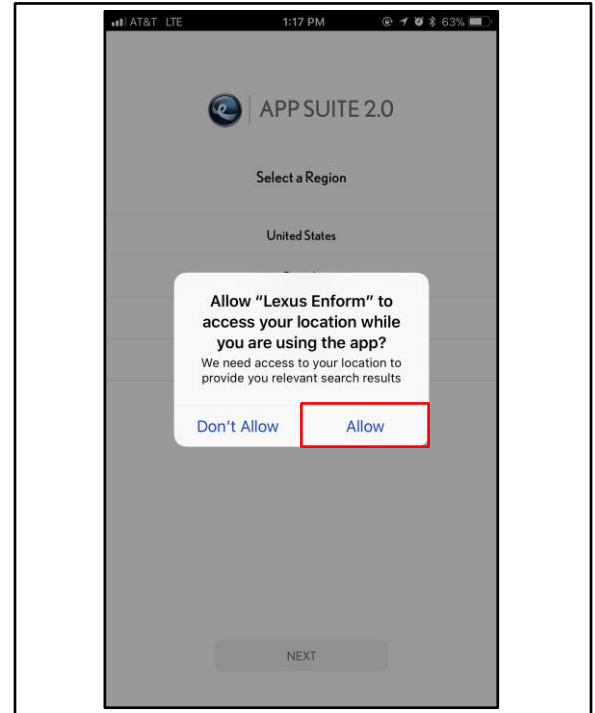**Figure 3. Android**

Figure 4. Apple

Scout GPS Link App Installation Process

Lexus Enform App Suite 2.0 and Scout GPS Link Download Procedure (continued)

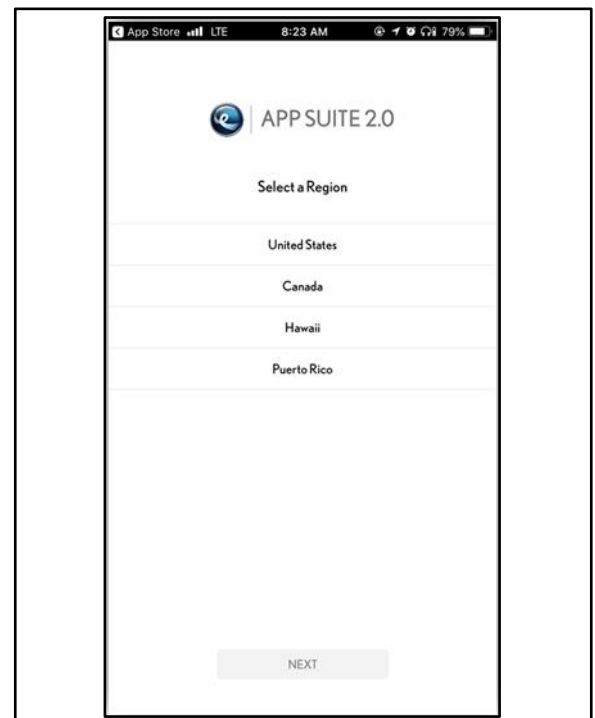4. Open Enform App Suite 2.0.

5. Click Allow to continue.

> **NOTE**
>
> Location services access is required for Lexus Enform App Suite 2.0 to function.

Figure 5.

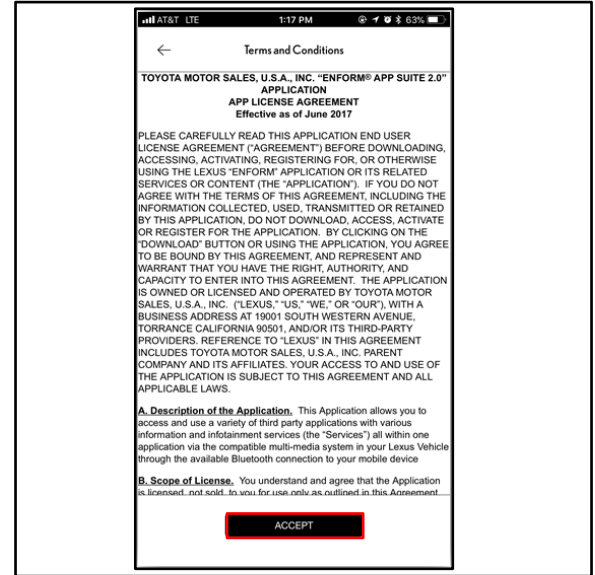6. Select the region this vehicle will be used in.

Figure 6.

Scout GPS Link App Installation Process

Lexus Enform App Suite 2.0 and Scout GPS Link Download Procedure (continued)

7. AFTER reading the Terms and Conditions, click Accept.

Figure 7.

When setup is complete, Lexus Enform App Suite 2.0 will look like Figure 8 (Android) and Figure 9 (Apple).

> **NOTE**
>
> This Service Bulletin is for Scout GPS Link installation. If this is the first time Lexus Enform App Suite 2.0 is being installed on this device, ALL other applications will need to be set up individually.
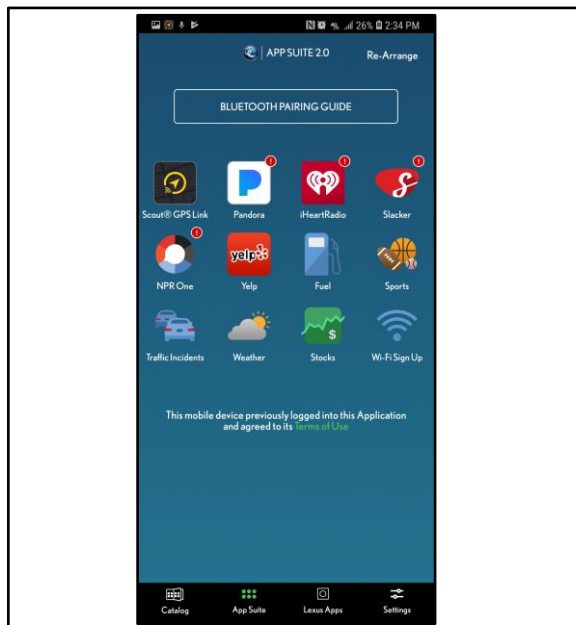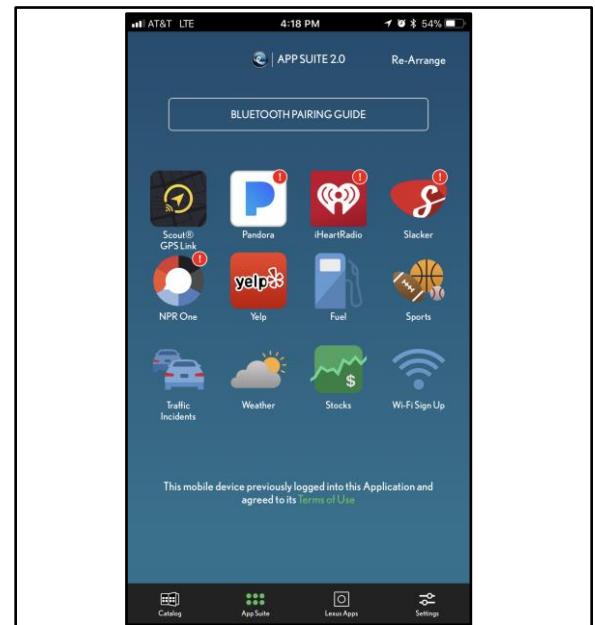
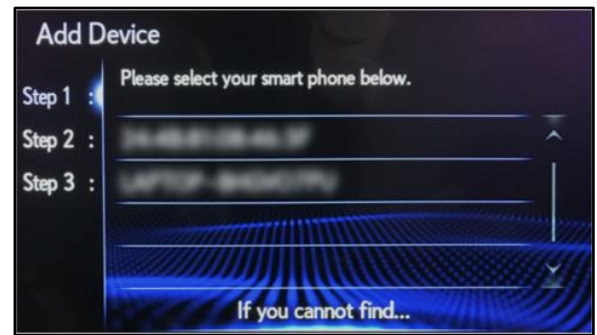**Figure 8. Android**

Figure 9. Apple

Scout GPS Link App Installation Process

Bluetooth® Setup

1. Turn the ignition to ACC or key ON.

2. Connect the smartphone to the vehicle. Select *Settings – Bluetooth – Add Device*.

3. Select the device in the dropdown list.

Figure 10.

4. During step 1 of Add Device on the head unit, select the vehicle that the smartphone is being paired to from the smartphone.
   Refer to the *Lexus Bluetooth® Compatibility Information* link at *TIS – Diagnostics – Telematics,* to verify Bluetooth® compatibility for the device.

   > HINT
   >
   > If the smartphone is NOT found by the vehicle, or the vehicle is NOT found by the smartphone, turn Bluetooth® on the smartphone OFF, then ON to restart the pairing sequence.

5. Once the pairing sequence begins, the vehicle will display a PIN number.

6. If the PINs on the two devices match, click Ok on the smartphone.

Figure 11.
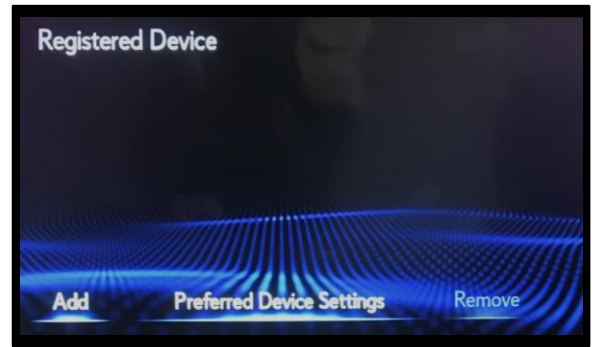
Scout GPS Link App Installation Process

Bluetooth® Setup (continued)

7. During the last step of Bluetooth® setup, several optional prompts will display.
    Once the device is registered, the device's settings can be personalized on the head unit. This is NOT necessary for Scout GPS Link to function.
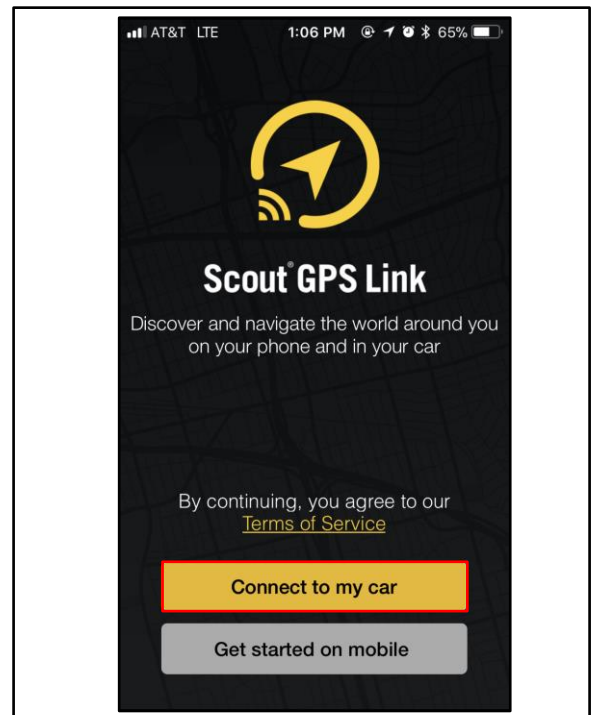
Figure 12.

Figure 13.

Scout GPS Link Installation

1. Once the Lexus Enform App Suite 2.0 is fully installed and the smartphone is connected to the vehicle, open the Scout GPS Link app.

2. Begin app setup.
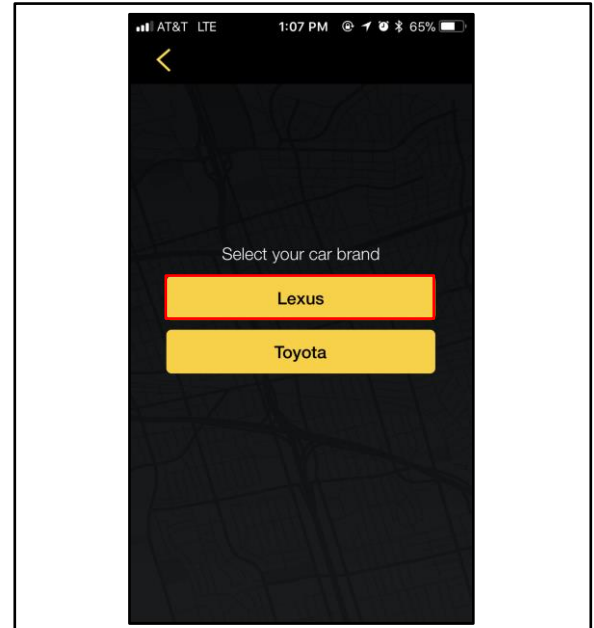   Select Connect to my car.

Figure 14.

Scout GPS Link App Installation Process

Scout GPS Link Installation (continued)
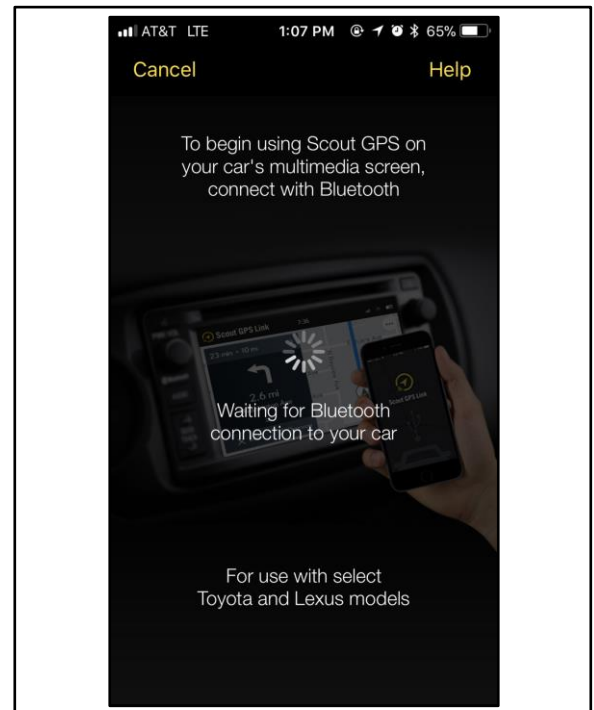
3. Select Lexus.

The following screen will appear when the app is establishing communication with the vehicle.

> **NOTE**
>
> If the app does NOT connect with the vehicle AFTER 30 seconds, close the app and restart it in addition to an ignition OFF and ON cycle.
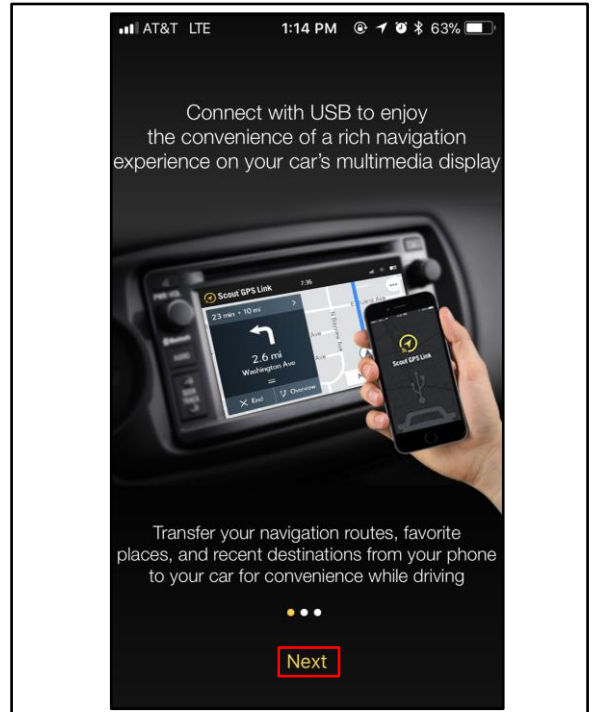
Figure 16.

Scout GPS Link App Installation Process

Scout GPS Link Installation (continued)

4. Once the app is open, click Next to continue through multiple informational prompts about the app.

Figure 17.

Scout GPS Link App Installation Process

Scout GPS Link Installation (continued)

> NOTE
> - It is optional to sync Scout GPS Link to an email account.
> - Syncing with an email account will install the customer's presets.
> - The customer may notice reduced functionality if Scout GPS Link is installed without the presets installed.
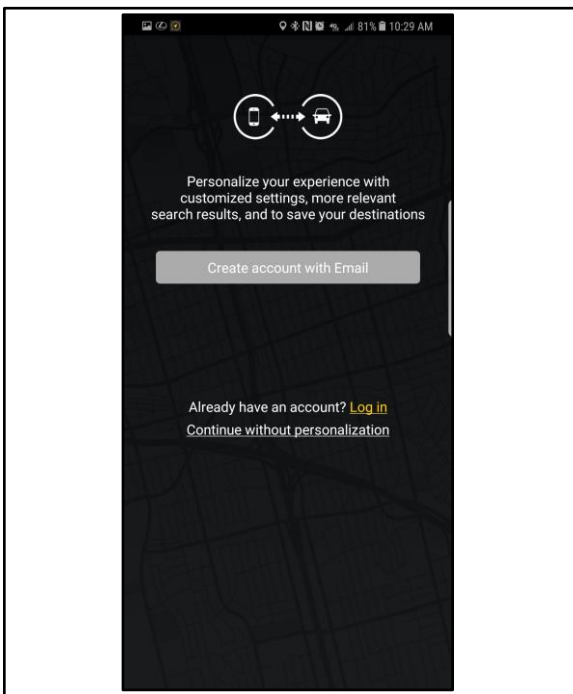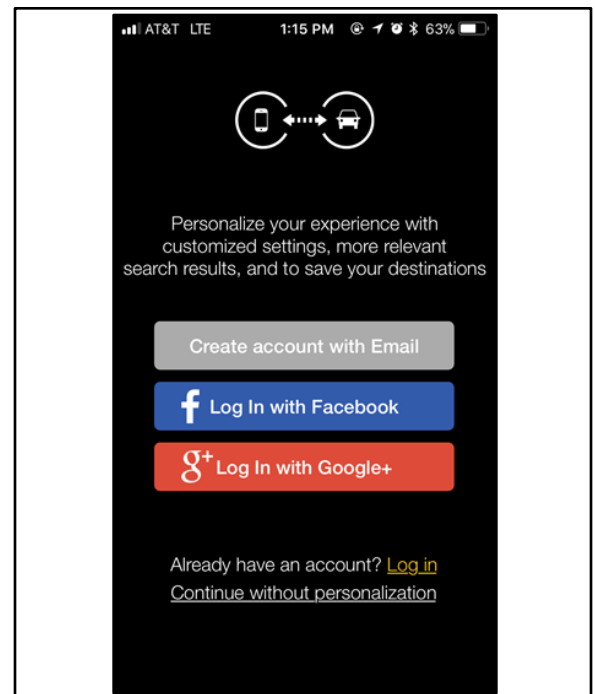
Figure 18. Android

Figure 19. Apple

Scout GPS Link App Installation Process

Scout GPS Link Installation (continued)

The following screen indicates that Scout GPS Link is in use by the vehicle.

NOTE
- The app will still function if the Android smartphone is locked.
- Apple smartphones MUST be unlocked to maintain functionality.
- For moving maps, the smartphone MUST be connected to the vehicle through a data-capable USB cord. Charge-only cables will NOT allow moving maps to function. The device will be limited to turn-by-turn directions.
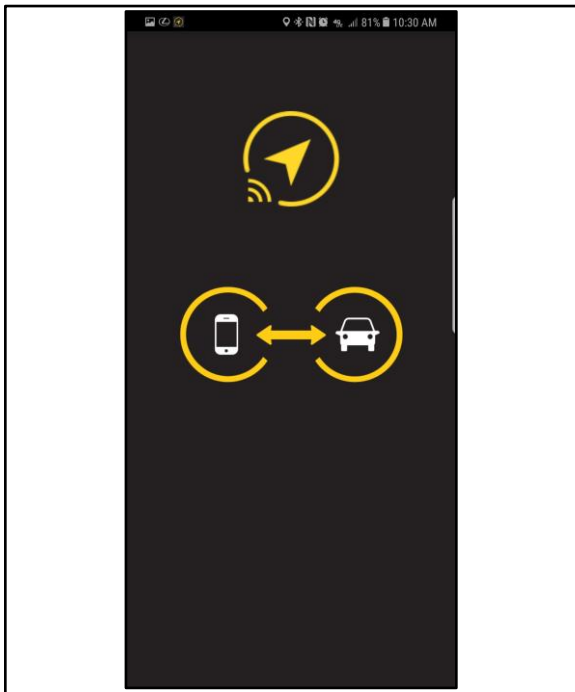
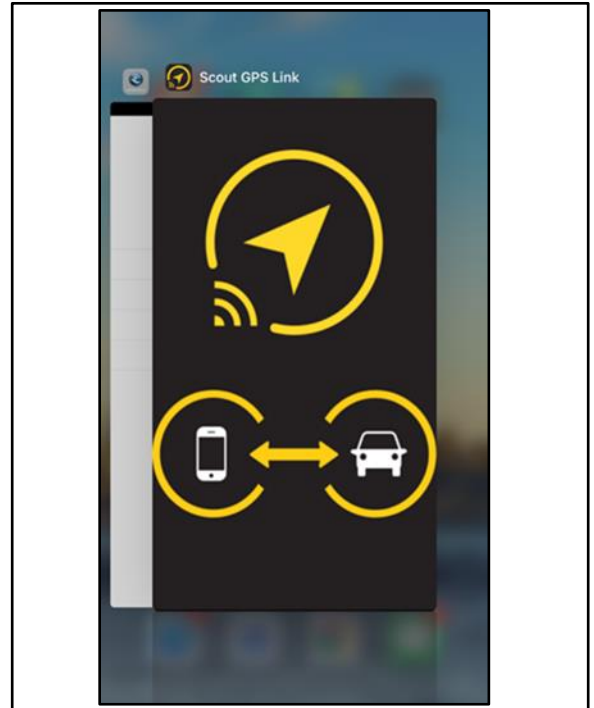**Figure 20. Android**

Figure 21. Apple

Scout GPS Link App Installation Process

Diagnostic Supplement

1. Confirm Scout GPS Link is running in the foreground when attempting to use Scout moving maps.

Figure 22.

2. Confirm Enform 2.0 and Scout GPS Link are on the customer's device

> **NOTE**
>
> If the customer is NOT using Enform 2.0 and Scout GPS Link on the device, ask the customer to install the correct app(s).

3. Confirm the customer's smartphone is up to date with the latest operating system.

4. Confirm the customer is using the original cable that came with their smartphone.

> **NOTE**
>
> Charge-only cables will NOT allow the system to function properly.

5. Confirm the customer is connecting the device via USB when attempting to use Scout moving maps.

Scout GPS Link App Installation Process

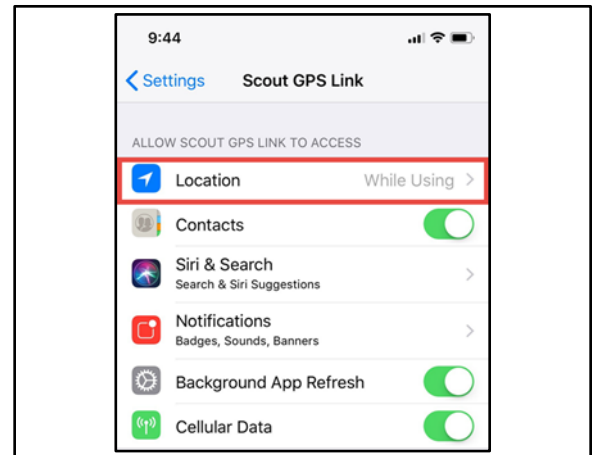**Diagnostic Supplement (continued)**

6. Confirm Enhanced Mode is enabled on the head unit: *Menu – Setup – Enform App Suite – Connect USB in enhanced mode*

Figure 23.

7. Confirm Scout GPS Link's location setting is set to While Using.

Figure 24.

8. Under App permissions, confirm that Location is ON.

Figure 25.