

eOwner's Manual (eOM) Installation

Service Category General

Section Pre-Delivery Service

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020	ES300H, ES350, LC500, LC500H, LS500, LS500H, NX300, NX300H, RC300, RC350, UX200, UX250H	

Introduction

Some 2020 model year Lexus vehicles are equipped with an eOwner's Manual (eOM), which is installed into the head unit while the vehicle is in transit. **During Pre-Delivery Service (PDS), follow the instructions contained within the Software Confirmation** section of this bulletin to ensure that the software is installed correctly. If it is found that the software is not installed correctly, proceed to the Software Installation section of this bulletin.

It may also be necessary to reinstall the eOM software after replacing the head unit. Refer to the Software Confirmation section of this bulletin to determine if the software is already installed. If the software is not installed, proceed to the USB Flash Drive Preparation and Software Installation sections of this bulletin.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

eOwner's Manual (eOM) Installation

Required Tools & Equipment

REQUIRED MATERIALS	QTY
Blank USB Flash Drive W/Storage Capacity of 256MB or Greater	1

NOTE

The USB flash drive **MUST** meet the following specifications:

- USB communication formats: USB 2.0 HS (480 Mbps) and FS (12 Mbps)
- File formats: FAT 16/32
- Correspondence class: Mass storage class

Software Information

MULTIMEDIA TYPE	MODEL	MULTIMEDIA FILE NAME
eOM Installation Files	ES300h	19ESh eOM Installation.zip
	ES350	19ES eOM Installation.zip
	NX300 (through Sept. 2018 production)	19NX eOM Installation.zip
	NX300h (through Sept. 2018 production)	19NXh eOM Installation.zip
	NX300 (from Oct. 2018 production)	19NX from10.18 eOM Installation.zip
	NX300h (from Oct. 2018 production)	19NXh from10.18 eOM Installation.zip
	LS500	19LS eOM Installation.zip
	LS500h	19LSH eOM Installation.zip
	LC500/LC500h	19LC eOM Installation.zip
	RC300/RC350	19RC eOM Installation.zip
	UX200	19UX eOM Installation.zip
UX250h	19UXh eOM Installation.zip	
eOM Removal Files	All	eOM Removal.zip

NOTE

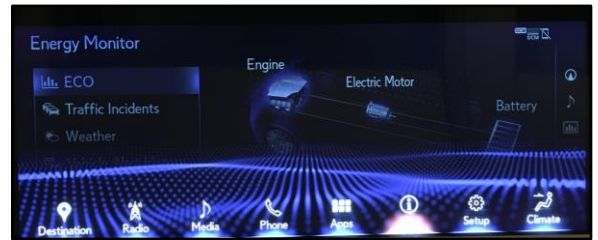
- The zip file **MUST** be extracted to the USB flash drive. Do **NOT** copy the zip file to the USB flash drive.
- The USB flash drive **MUST** only contain four installation files or four removal files (the same drive **CANNOT** be used for both).
- The USB flash drive must **NOT** contain **ANY** other files.
- The software CD that is stored with the printed Owner's Manual is included as a backup copy, which is intended for customer use.

eOwner's Manual (eOM) Installation

Software Confirmation

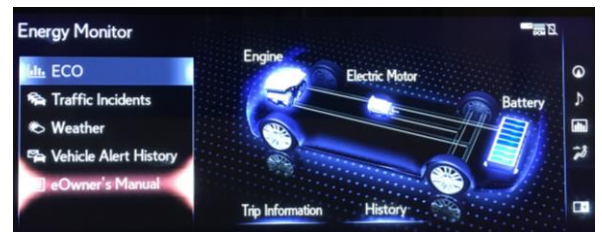
1. Cycle the ignition switch to “IG-ON.”
2. Once the head unit is booted up, press the Menu button and use the touchpad to navigate to Info.

Figure 1.



3. Select eOwner's Manual from the bottom left side of the screen. The eOM should launch.

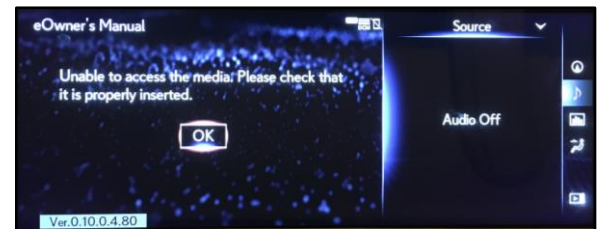
Figure 2.



NOTE

If the screen to the right appears, the eOM software is NOT installed. Continue to USB Flash Drive Preparation, then Software Installation.

Figure 3.



USB Flash Drive Preparation

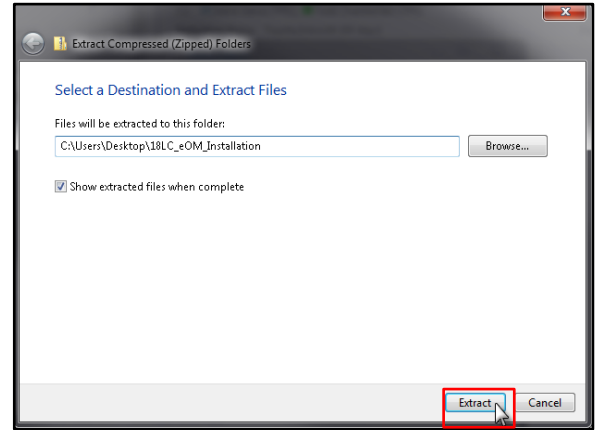
1. Select the appropriate download link from the Software Information section of this bulletin and save the zip file to your computer's desktop.
2. Insert a blank USB flash drive with a capacity of 256MB or greater into your computer.

eOwner's Manual (eOM) Installation

USB Flash Drive Preparation (continued)

- Right-click the zip file that you downloaded to your desktop, click Extract All, and then click Extract.

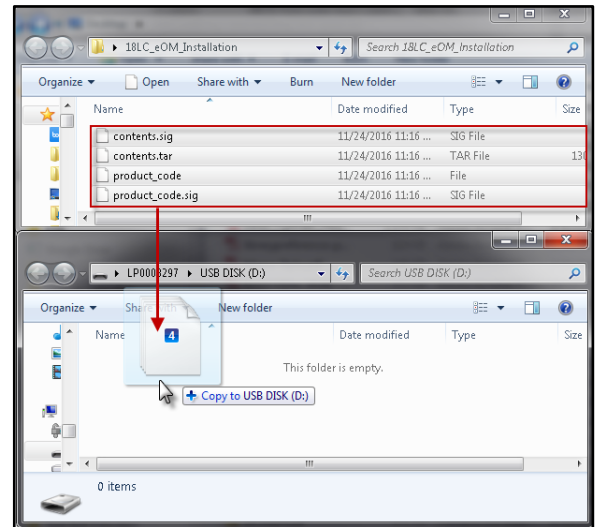
Figure 4.



- Navigate to and open the extracted folder, which will have the same title and be in the same location as the zip file.
- Open the USB flash drive and copy the four files from the extracted folder to the blank USB flash drive.

NOTICE
Do NOT open the four files from the extracted folder. Opening will damage the files.

Figure 5.



- Delete the files from the desktop.

eOwner's Manual (eOM) Installation

Software Installation

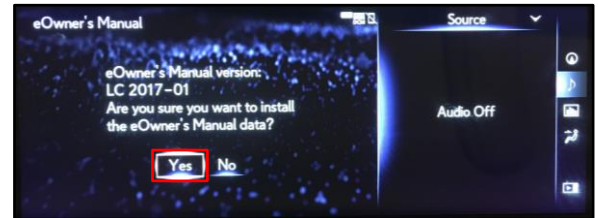
1. Insert the USB flash drive into either USB port under the armrest.

NOTE

Refer to the Software Information section of this bulletin for the installation and removal files.

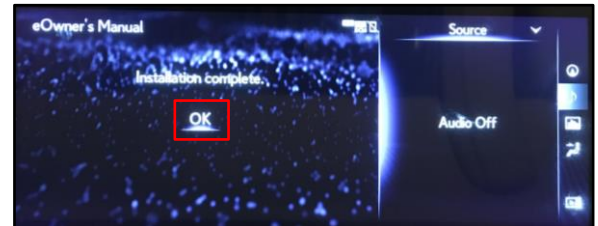
2. Perform steps 1 – 3 from the Software Confirmation section of this bulletin. Once the USB flash drive is inserted, an install prompt will appear. Click Yes.

Figure 6.



3. Once the process is complete, click Ok.

Figure 7.



NOTE

- The eOM should automatically launch following the software installation. If the eOM does NOT launch, repeat the installation process, ensuring to follow each step carefully.
- If the eOM does NOT install properly after the second attempt, diagnose the vehicle using the Repair Manual.

Software Removal

Software removal steps are the same as software installation steps, except that the screen to the right will appear in place of Figure 6 when the eOM removal USB flash drive is inserted.

Figure 8.

