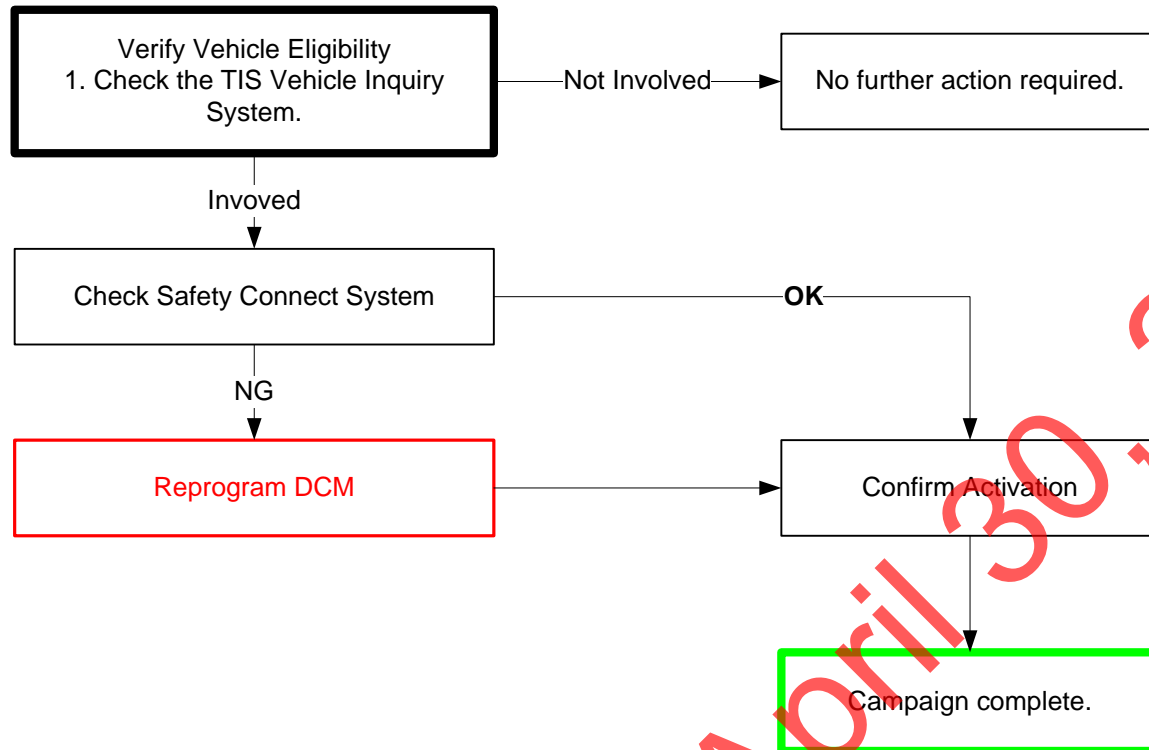# TECHNICAL

INSTRUCTIONS FOR

LIMITED SERVICE CAMPAIGN GLD

SAFETY CONNECT SYSTEM

CERTAIN 2015 MY GS 350, LS 460, RC350

AND

CERTAIN 2016 MY GX 460, IS 200t/300/350, NX 200t

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- **Senior Technician**
- **Master Technician**
- **Diagnostic Specialist**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

I. OPERATION FLOW CHART

```
┌─────────────────────────┐
│ Verify Vehicle Eligibility │  ── Not Involved ──▶  ┌──────────────────────────┐
│ 1. Check the TIS Vehicle │                        │ No further action required. │
│    Inquiry System.       │                        └──────────────────────────┘
└─────────────────────────┘
           │
        Invoved
           ▼
┌─────────────────────────┐
│ Check Safety Connect    │ ──────────── OK ────────────┐
│ System                  │                             │
└─────────────────────────┘                             │
           │                                            │
          NG                                            │
           ▼                                            ▼
┌─────────────────────────┐              ┌──────────────────────────┐
│    Reprogram DCM         │ ───────────▶ │    Confirm Activation     │
└─────────────────────────┘              └──────────────────────────┘
                                                        │
                                                        ▼
                                          ┌──────────────────────────┐
                                          │    Campaign complete.     │
                                          └──────────────────────────┘
```

II. IDENTIFICATION OF AFFECTED VEHICLES

NOTE:

- **A small number of vehicles involved in this campaign may have a DCM that has previously been activated. File a warranty claim to mark the vehicle complete.**
- Always check the TIS Vehicle Inquiry System to confirm the VIN is covered by this Limited Service Campaign, and that the campaign has not already been completed by another dealer.
- **TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.**

III. PREPARATION

A. PARTS

No parts are required to complete this campaign

B. TOOLS & EQUIPMENT

- Techstream 2.0 / TIS Techstream / Techstream Lite (Software 11.0 or higher)
- GR8 Battery Diagnostic Station

IV. BACKGROUND

The subject vehicles are equipped with Safety Connect, which allows drivers to contact the Lexus 24/7 response center at the touch of a button. Lexus has identified that the Safety Connect System in the subject vehicles has become disabled due to an unplanned expiration of the Mobile Identification Number/Mobile Directory Number.

V. REPROGRAM THE DCM

1. **CONNECT THE GR8**
   a) Set the GR8 to Power Supply Mode to maintain 13.5 volts during ECU reprogramming
   b) **The charger must be connected directly to the battery**

> STOP
> - **A battery charger set to power supply mode *MUST* be used during reprogramming**
> - **ECU damage may occur if the correct battery charger setting is not used**
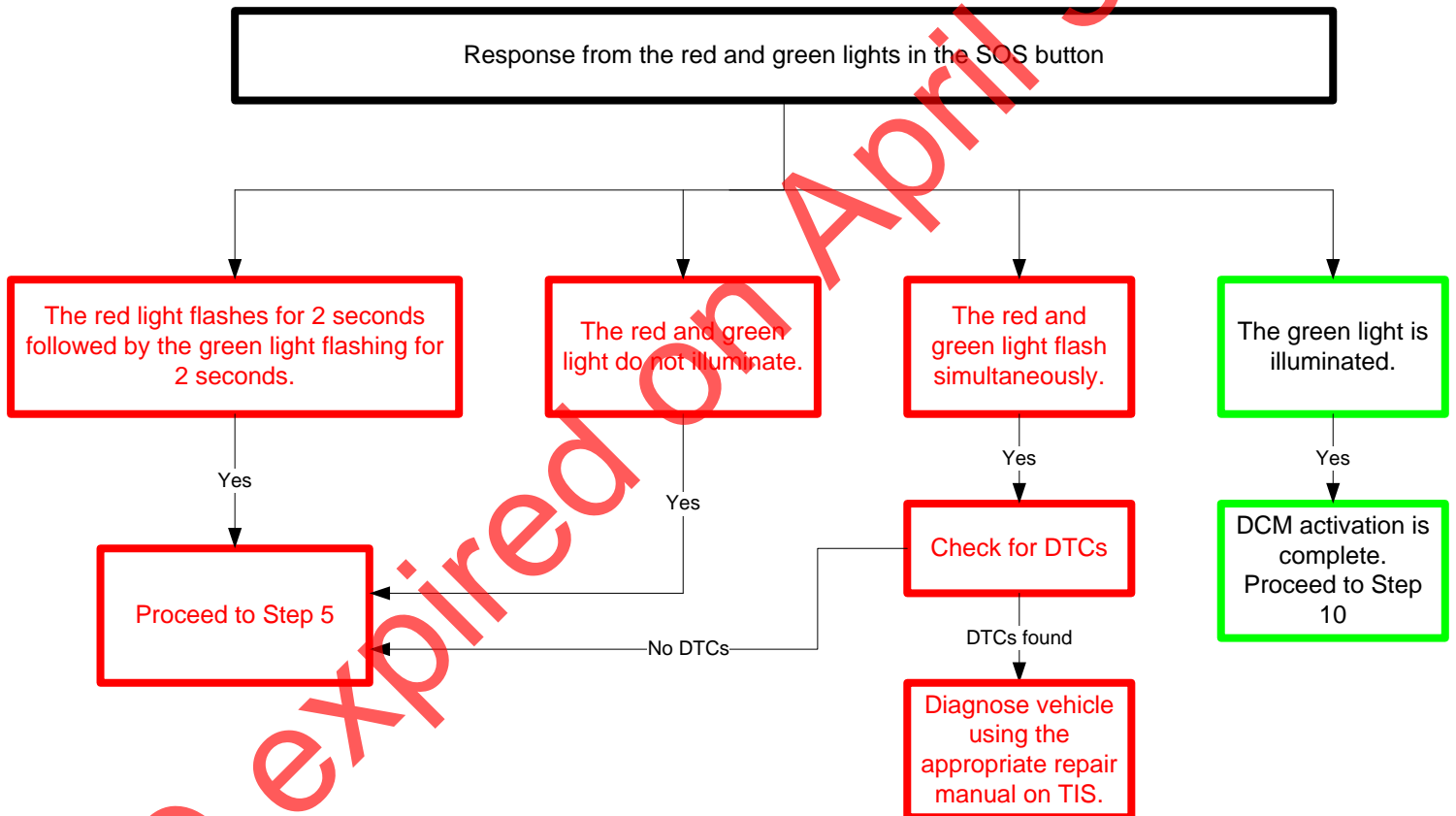
2. **TURN OFF ALL ELECTRICAL ACCESSORIES**
   a) Turn off all electrical accessories (i.e lights, audio, and climate control systems)

3. **TURN IG ON**

4. **CHECK SAFETY CONNECT SYSTEM OPERATION**
   a) Press the SOS button and compare the response from the lights in the SOS button to the chart below.

```
┌─────────────────────────────────────────────────────────────────────┐
│        Response from the red and green lights in the SOS button       │
└─────────────────────────────────────────────────────────────────────┘
```

The red light flashes for 2 seconds followed by the green light flashing for 2 seconds.	The red and green light do not illuminate.	The red and green light flash simultaneously.	The green light is illuminated.
Yes → Proceed to Step 5	Yes → (No DTCs) Proceed to Step 5	Yes → Check for DTCs → (No DTCs → Proceed to Step 5) / (DTCs found → Diagnose vehicle using the appropriate repair manual on TIS.)	Yes → DCM activation is complete. Proceed to Step 10

5. **CONNECT TECHSTREAM**

6. CHOOSE TELEMATICS FROM THE SYSTEM SELECTION MENU

7. CHOOSE THE UTILITY OPTION, AND CLICK THE NEXT BUTTON
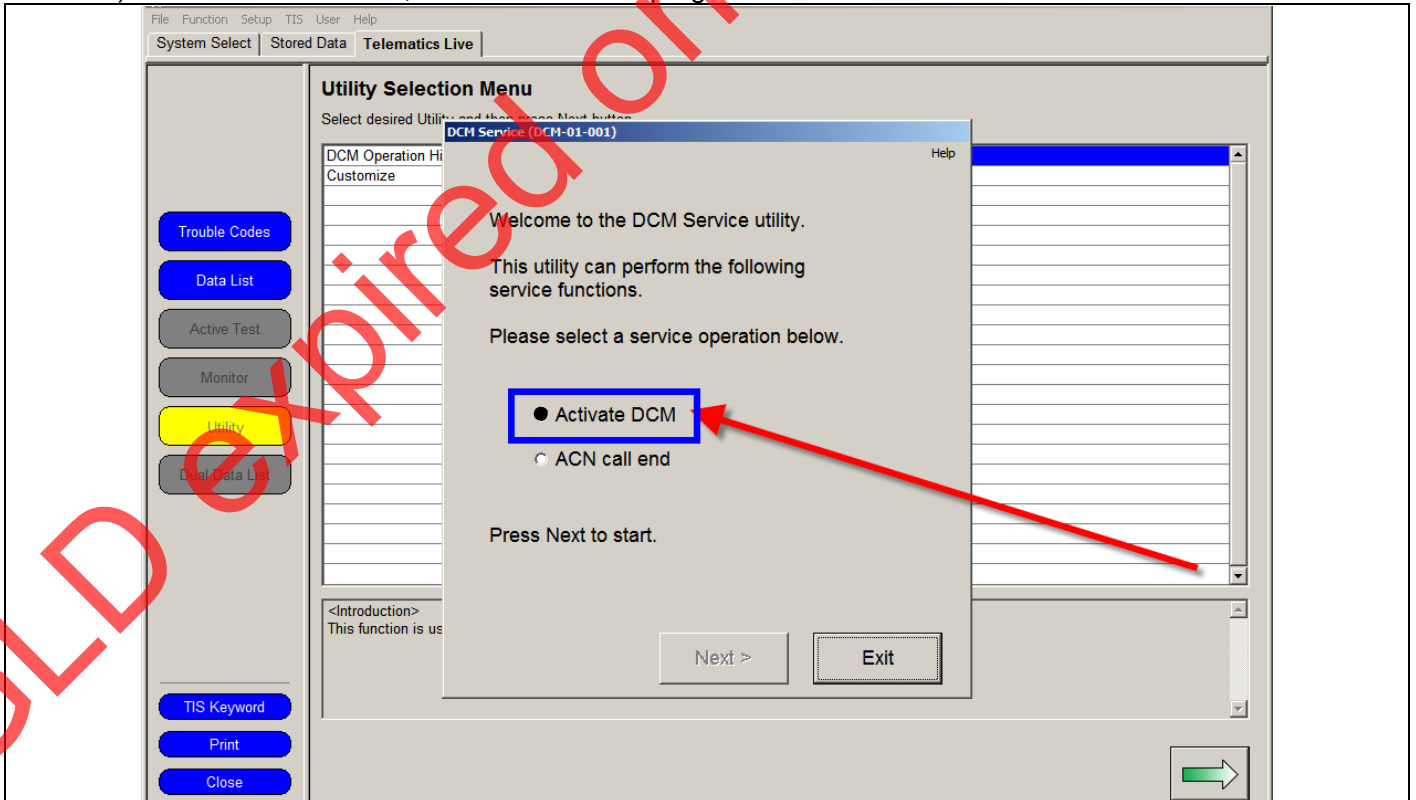
8. CLICK DCM SERVICE ON THE UTILITY MENU
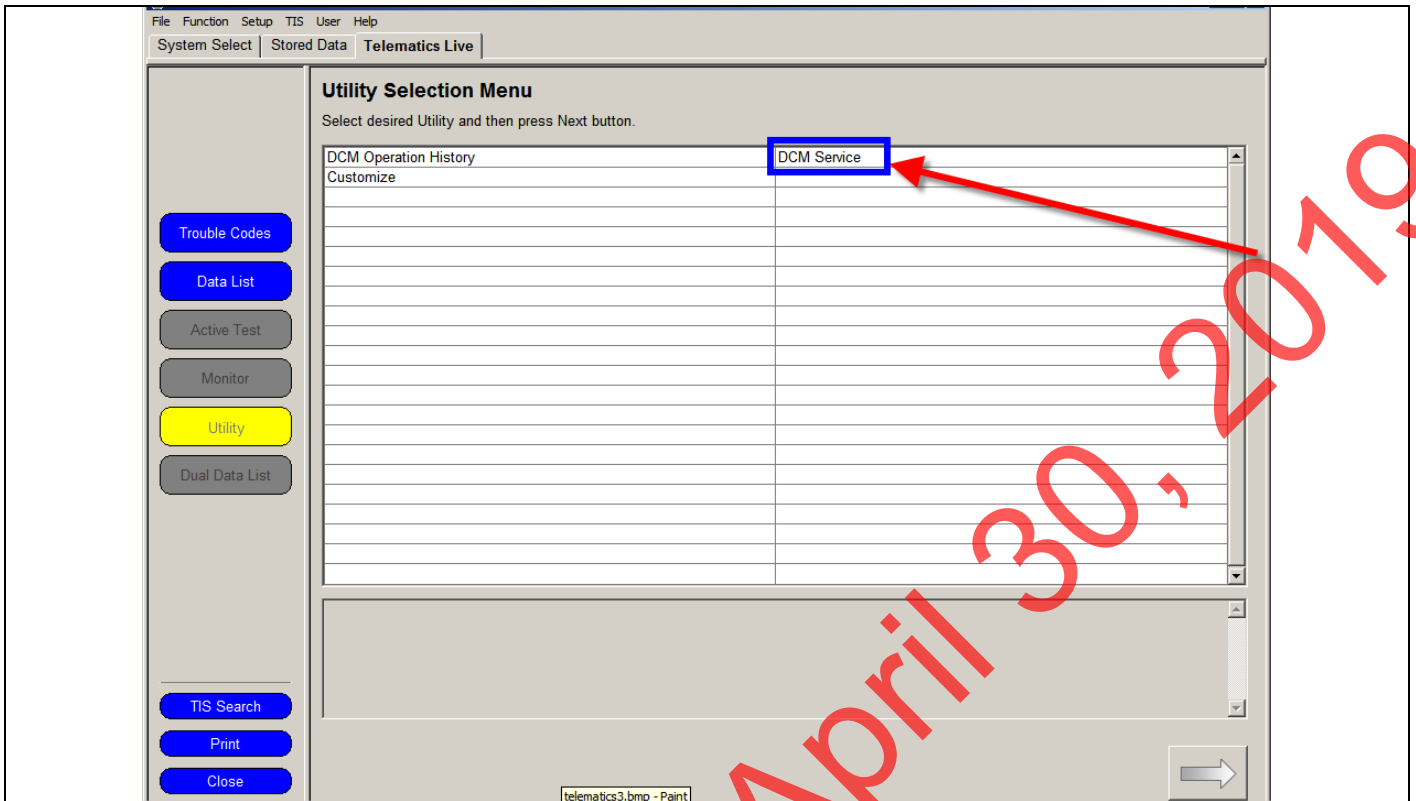
9. CHOOSE ACTIVATE DCM

a) Select Activate DCM, and click next to reprogram the DCM.

10. VERIFY THE DCM IS ACTIVATED

    a) Press the SOS (Safety Connect) button and confirm the vehicle connects to the Lexus call center

11. PRINT CUSTOMER HEALTH CHECK REPORT

    a) From the Health Check Results screen select the Customer Health Check Report button (TIS will launch when button is pressed)

Customer Health Check Button

    b) Log in to TIS

    c) Input Vehicle Mileage and Repair Order number

    d) Check the "Performed" campaign radio button for the applicable campaigns completed during this service event

    e) Select the Report button

    f) Confirm Customer Health Check Report information is correct

    g) Print Customer Health Check Report from TIS

    h) Sign and provide to the customer

◄ VERIFY REPAIR QUALITY ►

− **Confirm the GR8 is set up properly prior to beginning the reprogramming**
− **Confirm the reflash completes successfully**
− **Confirm the Safety Connect System is operational**
− **Confirm there are no DTCs in the ECU**

If you have any questions regarding this update, please contact your regional representative

VI. APPENDIX

A. CAMPAIGN DESIGNATION DECODER

E	L	A

Year Campaign is Launched

Repair Phase

Current Campaign Letter for this year

8 = 2008 9 = 2009 A = 2010 B = 2011 C = 2012 D = 2013 E = 2014 F = 2015 Etc...	0 = Remedy 1 = Prelim/Interim 2 = Prelim/Interim for Phase 2 Vehicles (Remedy not yet available) "1 or 2" will change to "0" when the Remedy is available	1st Campaign = A 2nd Campaign = B Etc...