

Subject		Market
<b>Enform App Suite Won't Load</b>		USA

Service Category	Section
Audio/Visual/Telematics	Audio/Video

Applicability
Phase 3 Pioneer(Non-Navigation) Models

**APPLICABLE VEHICLES**

2018	RC F	2018	RC300
2018	RC350	2018	NX300H
2018	NX300	2019	ES300H
2019	ES350		

**CONDITION**

For applicable 2018-2019 model year Lexus vehicles, after performing the Multimedia Enhancements Phase 3 TSIB with additional features such as Apple CarPlay® and Amazon Alexa™, the Enform™ App Suite may not load properly. Follow the steps below to correct this condition.

**RECOMMENDATIONS**

- Perform "Delete Personal Data" from the navigation menu
- Reload the Enform™ App Suite

**LINK REFERENCES**

This Tech Tip does not contain any link references