


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, RC F, RC300, RC350, RX350, RX450H, UX200, UX250H	

REVISION NOTICE

July 12, 2019 Rev2:

- **Applicability has been updated to include 2020 model year RX350 and RX450h vehicles.**

March 29, 2019 Rev1:

- **Applicability has been updated to include 2020 model year RC F vehicles.**
- **The Software Information section has been updated.**

Any previous printed versions of this bulletin should be discarded.

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 256 MB 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

Click the button below to access software download links. Links will be added as software becomes available.



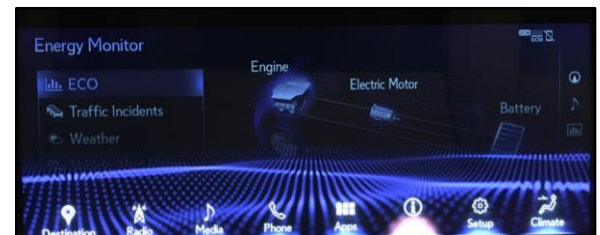
NOTE

- 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.

Software Confirmation

1. Turn the vehicle ON.
2. Once the head unit is booted up, press the Menu button and use the touchpad to navigate to Info.

Figure 1.

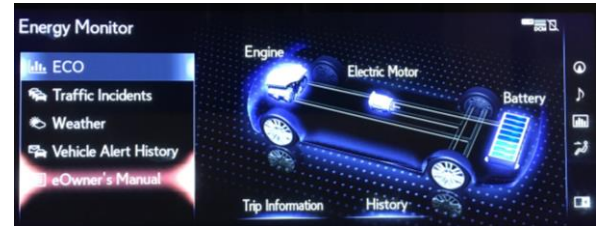


eOwner's Manual (eOM) Installation

Software Confirmation (continued)

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

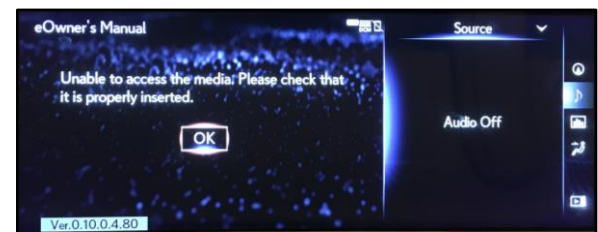
Figure 2.



NOTE

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

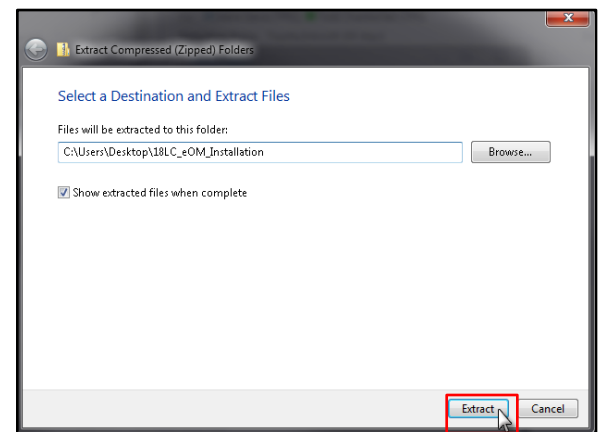
Figure 3.



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 256 MB or greater into your computer.
3. Right-click the zip file that you downloaded to your desktop, click Extract All, then click Extract.

Figure 4.



eOwner's Manual (eOM) Installation

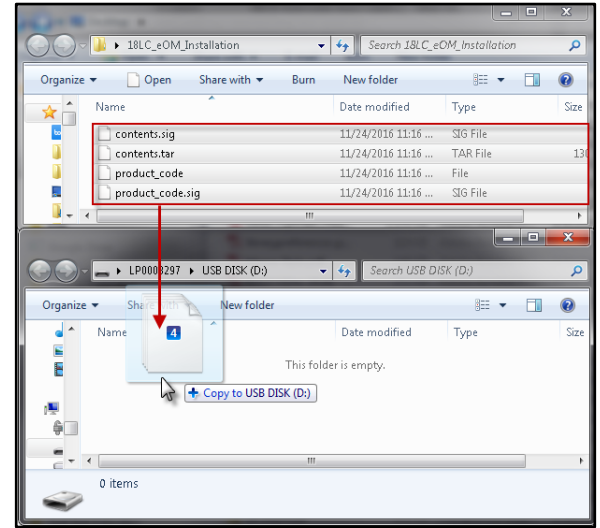
USB Flash Drive Preparation (continued)

4. Navigate to and open the extracted folder, which will have the same title and be in the same location as the zip file.
5. 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.



6. Delete the files from the desktop.

Software Installation

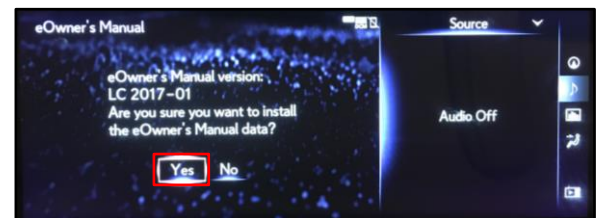
1. Insert the USB flash drive into either USB port under the armrest.

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.



eOwner's Manual (eOM) Installation

Software Installation (continued)

- 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.

