



Subject		Market
Lexus Enform Remote App Inoperative Diagnostic Precautions		USA
Service Category	Section	
Audio/Visual/Telematics	Cellular Communication	
Applicability		
All Applicable Models		

APPLICABLE VEHICLES

2020	UX250H	2020	RX450H
2020	NX300	2020	UX200
2020	NX300H	2020	ES300H
2020	RX350	2020	ES350

CONDITION

Some guests may experience the inability to activate the Lexus Enform Remote app or the Lexus Enform Remote becoming inoperative when attempting to send commands to the vehicle. To simplify the diagnosis of this system and prevent the unnecessary replacement of parts, please refer to the procedure below.

RECOMMENDATIONS

- Make sure the vehicle is in an area with DCM signal, if the signal is non-existent, move the vehicle to a better area
- Disconnect the battery for 15 minutes to reset/initialize the DCM
 - Test the guest's Lexus Enform Remote app for functionality
 - If the app is now functioning normally, no more action is needed. Please note, this condition may occur multiple times as this could be caused by the customer's phone and compatibility issues with the app
 - If the app is still not functioning, verify the DCM operation and continue diagnosis via the applicable repair manual

LINK REFERENCES

This Tech Tip does not contain any link references