

# eOwner's Manual (eOM) Installation

**Service Category** General

**Section** Pre-Delivery Service

**Market** USA

Toyota Supports  
ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021	ES300H, ES350, IS300, IS350, LC500, LC500C, LC500H, LS500, LS500H, NX300, NX300H, RC F, RC300, RC350, RX350, RX450H, UX200, UX250H	

## Introduction

Some 2021 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	OFP	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.



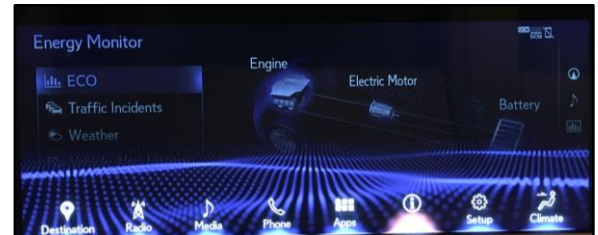
**NOTE**

- 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 has booted up, press the Menu button and use the touchpad to navigate to Info.

**Figure 1.**

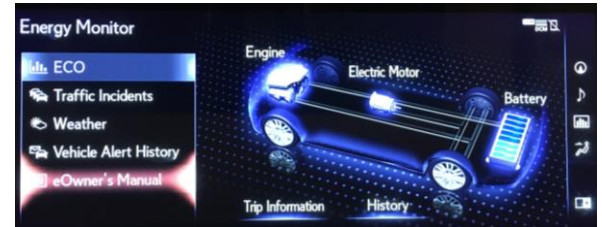


## eOwner's Manual (eOM) Installation

### Software Confirmation (continued)

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

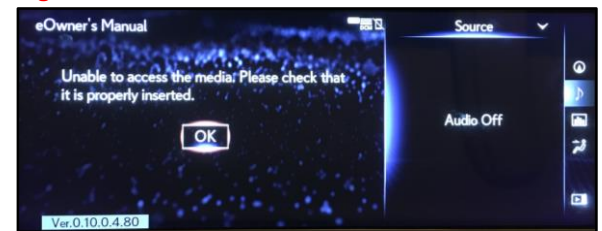
**Figure 2.**



**NOTE**

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

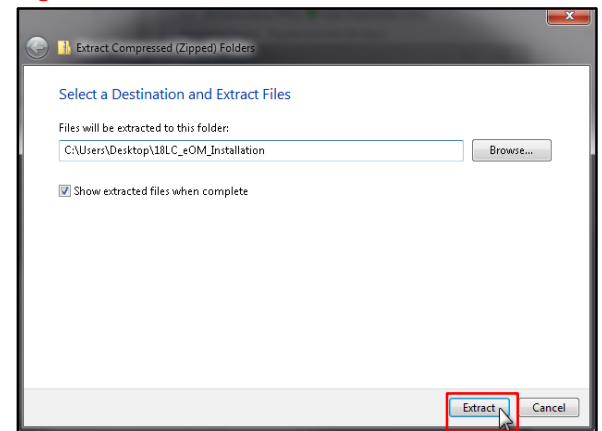
**Figure 3.**



### 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.**



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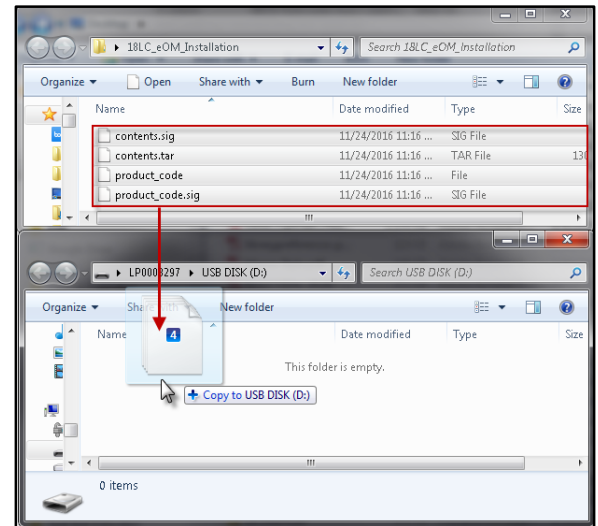
### USB Flash Drive Preparation (continued)

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 them will damage the files.**

**Figure 5.**



6. Delete the files from your computer's 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 has been inserted, an install prompt will appear. Click Yes.

**Figure 6.**



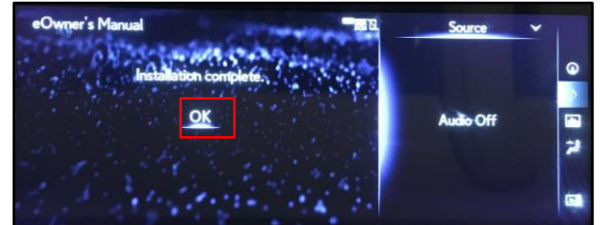
## eOwner's Manual (eOM) Installation

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### Software Installation (continued)

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 applicable Repair Manual.

### Software Removal

1. 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 has been inserted.

**Figure 8.**

