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

APPLICABLE VEHICLES

| | | | |
|-----------|--------|-----------|---------|
| 2020-2022 | UX250H | 2021-2022 | IS350 |
| 2021-2022 | LS500 | 2020-2022 | RX450H |
| 2020-2021 | NX300 | 2020-2022 | UX200 |
| 2020-2022 | ES300H | 2022 | IS500 |
| 2021-2022 | LC500 | 2022 | NX250 |
| 2022 | NX350H | 2022 | NX350 |
| 2021-2022 | IS300 | 2022 | NX450H+ |
| 2020-2022 | RX350 | 2021-2022 | LS500H |
| 2020-2022 | ES350 | 2021-2022 | ES250 |
| 2020-2021 | NX300H | 2021-2022 | RC300 |
| 2021-2022 | LC500C | 2021-2022 | RC350 |
| 2021-2022 | LC500H | 2021-2022 | RC F |

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 30 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