

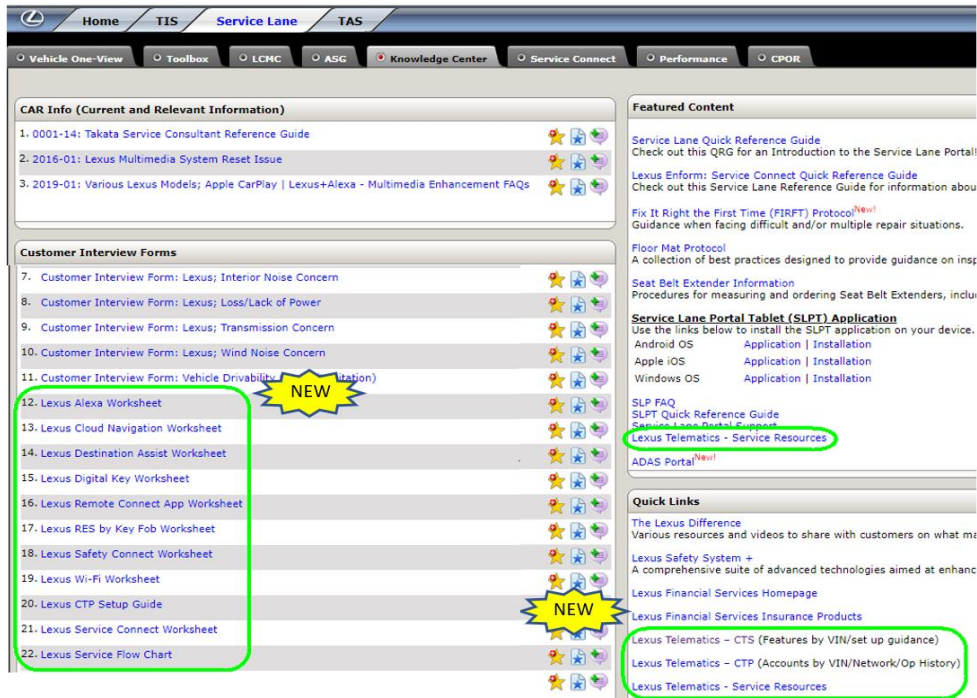
Subject		Market
<b>Telematics Service Consultant Worksheet Process</b>		<b>USA</b>
Service Category	Section	
Audio/Visual/Telematics	Outline-Audio/Visual/Telematics	
Applicability		
Applicable Models		

**APPLICABLE VEHICLES**

2019-2023	UX250H	2021-2023	IS350
2018-2022	LS500	2020-2023	RX450H
2018-2021	NX300	2019-2022	ES300H
2022-2023	NX350H	2022-2023	NX450H+
2019-2023	ES350	2021-2023	ES250
2021-2023	LC500C	2018-2023	RC350
2018-2023	LC500H	2018-2023	RC F
2023	RZ450E	2019-2022	UX200
2018-2023	LC500	2022-2023	NX250
2022-2023	NX350	2021-2023	IS300
2021-2023	GX460	2020-2023	RX350
2018-2023	LS500H	2018-2021	NX300H
2018-2023	RC300	2022-2023	LX600

**CONDITION**

To improve guest support of telematics connected services features, additional resources have been provided in the Service Lane - Knowledge Center. These consist of the following:



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**Customer Interview Forms:**

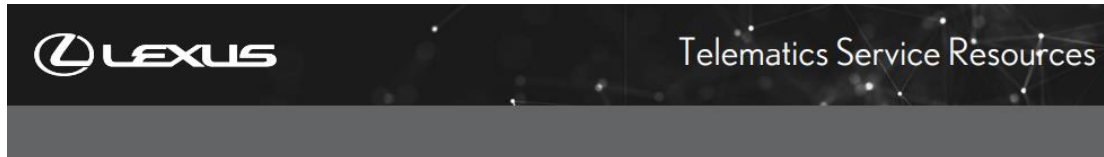
- Telematics Service Drive Flow Chart
- CTP Set Up Guide \*
- Features Worksheets:
  - Alexa Worksheet
  - Cloud Navigation Worksheet
  - Destination Assist Worksheet
  - Digital Key Worksheet
  - Remote Connect Worksheet
  - RES by Key Fob Worksheet
  - Safety Connect Worksheet
  - Service Connect Worksheet
  - Wi-Fi Worksheet

**Quick Links:**

- Lexus Telematics – CTS (Features by VIN/Set Up Guide)
- Lexus Telematics – CTP (Accounts by VIN/Network/Ops History) \*
- Lexus Telematics – Service Resources [**Start with this link**]

**NOTE: See illustration on next page.**

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**“Lexus Telematics – Service Resources”:**


Quick Links	Action	Notes
<a href="#">Service Flow</a>	<ul style="list-style-type: none"> <li>Review this general guide for handling 21MM and Telematics guest concerns.</li> </ul>	This provides guidance for identifying and addressing telematics feature related inquiries and concerns.
<a href="#">CTP Portal Set Up</a>	<ul style="list-style-type: none"> <li>Utilize this guide to configure Service Consultant and Technician access to the CTP Portal application.</li> </ul>	Some dealer personnel may already have access. If access is previously set up and not working, please turn setting off and back on to refresh the access per the setup guide.
<a href="#">Telematics CTS</a>	<ul style="list-style-type: none"> <li>Look up available features for a specific vehicle by VIN.</li> <li>Follow set up information as needed.</li> <li>User Profile and initial enrollment for 21MM</li> </ul>	This portal is available to guests through their app, and to dealers through Service Lane and TIS.
<a href="#">Telematics CTP</a>	<ul style="list-style-type: none"> <li>Look up subscription and consent statuses.</li> <li>Review subscription history.</li> <li>Review provisioning status of vehicle to an account.</li> <li>Review app history (successes/failures and notes).</li> </ul>	This portal is available to dealers, Regions/Areas, and TMMNA including TAS and BEC. The AT&T Wi-Fi portal is primarily for internal TMMNA access. NOTE: The word under “Wi-Fi” (example: Subscription, Trial, Post Trial) is the actual account status for Wi-Fi.

Worksheet	Guest Concern	Notes
<a href="#">Safety Connect</a>	<ul style="list-style-type: none"> <li>Audible error message on start-up: “Communication module is not active”.</li> <li>SOS button call does not connect to the operator.</li> <li>LED bulb check in roof panel stays Red or Off.</li> </ul>	As this feature is no longer required for other applications, it is imperative to review the CTP account status before determining bulb checks and test call expectations.
<a href="#">Service Connect</a>	<ul style="list-style-type: none"> <li>No alerts from radio/app/email/dealer when expected</li> <li>Unwanted alerts from radio/app/email/dealer</li> </ul>	When messages or alerts are received, vehicle triggers must be researched before determining the appropriate action(s).
<a href="#">Remote Connect App</a>	<ul style="list-style-type: none"> <li>Remote Engine Starter does not work</li> <li>Door lock activation does not work</li> <li>No vehicle information on phone app</li> <li>Above features inoperative through Alexa Skills</li> <li>RES inoperative by key fob while under subscription</li> </ul>	Many other features including Alexa Skills rely on this application as it provides for remote activations of the vehicle and the exchange of information on vehicle statuses. This also supports subscription-based RES by key FOB.
<a href="#">Destination Assist</a>	<ul style="list-style-type: none"> <li>Destination Assist is a radio-screen based “concierge service”.</li> </ul>	Destination Assist is used through an on-screen button on radio display.
<a href="#">RES by Key Fob</a>	<ul style="list-style-type: none"> <li>RES by key fob inoperative after the Remote Connect subscription has lapsed</li> </ul>	When a Remote Connect subscription has lapsed, there are provisions for RES by key FOB to continue for predetermined durations based on vehicle equipment and system generation.
<a href="#">Digital Key App</a>	<ul style="list-style-type: none"> <li>Smart entry inoperative through phone app</li> <li>Smart start inoperative through phone app</li> <li>Share ability inoperative</li> </ul>	With subscription, the Guest will be able to use their phone/App as a “smart key” to access and start the vehicle.
<a href="#">Wi-Fi Hotspot</a>	<ul style="list-style-type: none"> <li>In-vehicle Wi-Fi won’t turn on</li> <li>In-vehicle Wi-Fi icon is grayed out or missing</li> <li>Wi-Fi turns on but device won’t connect to internet</li> <li>NOTE: 21MM external Wi-Fi between radio and outside hotspot (target for OTA) is a separate feature.</li> </ul>	As the DCM provides a cellular hotspot and the radio a router, software versions, quickly ending trials and additional subscription signups are all important considerations.
<a href="#">Alexa</a>	<ul style="list-style-type: none"> <li>Alexa app is missing from the radio</li> <li>Alexa app won’t connect to phone inside vehicle</li> <li>Alexa Skills won’t operate Remote Connect features</li> </ul>	There are 2 types of Alexa apps: a radio to phone interface app for in-vehicle commands, and a Remote Connect interface app for outside commands to the vehicle.
<a href="#">Cloud Navigation</a>	<ul style="list-style-type: none"> <li>Vehicle navigation system does not provide map and cursor</li> <li>Intelligent Assistant Voice Commands are inoperative</li> </ul>	With a vehicle embedded GPS antenna and active subscription, this 21MM generation cloud-based live map is required for navigation operation. Cloud-based voice recognition is also included.



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**RECOMMENDATIONS**

Please complete the following before customers/guests arrive for service:

1. Review the Service Drive Flow Chart to become familiar with the support process.
2. Follow the CTP set up guide and make sure all applicable dealer personnel have access. \*

**\* CTP related references: *Set Up Guide, Quick Link, and recommendation #2 are to be used together.***

**LINK REFERENCES**

This Tech Tip does not contain any link references