

May 13, 2022

### Telematics Service Consultant Worksheet Process

Market

Audio/Visual/Telematics

Outline-Audio/Visual/Telematics

#### 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:

CAR Info (Current and Relevant Information)		Featured Content			
1. 0001-14: Takata Service Consultant Reference Guide	* 🗟 🗐	Service Lane Quick Reference Guide			
2- 2016-01: Lexus Multimedia System Reset Issue	😤 😭 😒	Check out this QRG for an Introduction to the Service Lane Portal			
3. 2019-01: Various Lexus Models; Apple CarPlay   Lexus+Alexa - Multimedia Enhancement FAQs	چ 🖌 🛠	Lexus Enform: Service Connect Quick Reference Guide Check out this Service Lane Reference Guide for information about			
		Fix It Right the First Time (FIRFT) Protocol <sup>New!</sup> Guidance when facing difficult and/or multiple repair situations.			
Customer Interview Forms	Floor Mat Protocol A collection of best practices designed to provide guidance on in				
7. Customer Interview Form: Lexus; Interior Noise Concern	😤 😭 🐑	Seat Belt Extender Information			
8. Customer Interview Form: Lexus; Loss/Lack of Power	* 😭 🐑	Procedures for measuring and ordering Seat Belt Extenders, inc			
9. Customer Interview Form: Lexus; Transmission Concern	* *	Service Lane Portal Tablet (SLPT) Application Use the links below to install the SLPT application on your device			
10. Customer Interview Form: Lexus; Wind Noise Concern	* 🔒 🐀	Android OS Application   Installation Apple iOS Application   Installation			
11. Customer Interview Form: Vehicle Drivability		Windows OS Application   Installation			
12. Lexus Alexa Worksheet	*	SLP FAQ SLPT Quick Reference Guide			
13. Lexus Cloud Navigation Worksheet	😤 😭 📚	Service Lane Detail Support			
14. Lexus Destination Assist Worksheet	* 😭 🐑	ADAS Portal New!			
15. Lexus Digital Key Worksheet	*				
16. Lexus Remote Connect App Worksheet	* 🔒 🐑	Quick Links			
17. Lexus RES by Key Fob Worksheet	* 🗎 🧐	The Lexus Difference Various resources and videos to share with customers on what n			
18. Lexus Safety Connect Worksheet	*	Lexus Safety System +			
19. Lexus Wi-Fi Worksheet	* 🔊	A comprehensive suite of advanced technologies aimed at enhan			
20. Lexus CTP Setup Guide	NEW	Lexus Financial Services Homepage			
21. Lexus Service Connect Worksheet	m	Lexus Financial Services Insurance Products			
22. Lexus Service Flow Chart	*	Lexus Telematics - CTS (Features by VIN/set up guidance)			

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Market

USA

### Telematics Service Consultant Worksheet Process

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#### Applicable Models

#### **Customer Interview Forms:**

- Telematics Service Drive Flow Chart
- CTP Set Up Guide \*
- Features Worksheets:
  - o Alexa Worksheet
  - o Cloud Navigation Worksheet
  - o Destination Assist Worksheet
  - Digital Key Worksheet
  - Remote Connect Worksheet
  - RES by Key Fob Worksheet
  - o Safety Connect Worksheet
  - Service Connect Worksheet
  - o 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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ty		e Consultant Worksh	eet Process	USA	
cable Model	S				
us Telematic	s – Serv	ice Resources":			
a	LEX	L	Telematics Service Res	sources	
Qu	uick Links	Action	Notes		
Ser	rvice Flow	<ul> <li>Review this general guide for handling 21MM and Telematics guest concerns.</li> </ul>	This provides guidance for identifying and addressing tel feature related inquiries and concerns.	ematics	
	<u>P Portal Set</u>	Utilize this guide to configure Service Consultant and Technician access to the CTP Portal application.	Some dealer personnel may already have access. If acce previously set up and not working, please turn setting off to refresh the access per the setup guide.		
Tel	ematics CTS	<ul> <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 through Service Lane and TIS.	dealers	
<u>Tel</u>	lematics CTP	<ul> <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 TMNNA access. NOTE: The word under "Wi-Fi" (example: Subscription, Trial, Post Trial) is the actual account status for Wi-Fi.		
W	/orksheet	Guest Concern	Notes		
	afety Connect	<ul> <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 applicatic imperative to review the CTP account status before de bulb checks and test call expectations.		
1000	ervice Connect	<ul> <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 researched before determining the appropriate action(		
	<u>emote</u> Connect App	<ul> <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 a it provides for remote activations of the vehicle and the information on vehicle statuses. This also supports subs based RES by key FOB.	exchange of	
	estination ssist	<ul> <li>Destination Assist is a radio-screen based "concierge service".</li> </ul>	Destination Assist is used through an on-screen button display.	on radio	
<u>Ri</u> Fc	ES by Key ob	RES by key fob inoperative after the Remote Connect subscription has lapsed	When a Remote Connect subscription has lapsed, ther provisions for RES by key FOB to continue for predete durations based on vehicle equipment and system gene	rmined	
	ligital Key .pp	<ul> <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 ph a "smart key" to access and start the vehicle.	one/App as	
w	<u>Vi-Fi Hotspot</u>	<ul> <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 software versions, quickly ending trials and additional so signups are all important considerations.		
A	<u>lexa</u>	<ul> <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 interf in-vehicle commands, and a Remote Connect interface outside commands to the vehicle.		
	loud lavigation	<ul> <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 sub this 21MM generation cloud-based live map is required navigation operation. Cloud-based voice recognition i	lfor	

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#### Applicable Models

#### 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

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