

### Tech Tip L-TT-0323-23

May 01, 2023

## Lexus Interface (21MM) User Profile Diagnostics and **TAS Precall worksheet**

Marke USA

# Service Category Audio/Visual/Telematics

Audio/Video

Section

21MM All Models

Applicability

### APPLICABLE VEHICLES

20	)23-2024	RX350H	2023-2024	UX250H
20	)23-2024	ES300H	2022-2024	NX250
20	)22-2024	NX350H	2023-2024	RX500H
20	)22-2024	NX350	2022-2024	NX450H+
20	)23-2024	RX350	2023-2024	ES350
20	)23-2024	ES250	2022-2024	LX600

#### CONDITION

When setting up the Lexus Interface (21MM) user profile, if the QR code is not working please use the following recommendations.

#### RECOMMENDATIONS

1. Refer to the TAS 21MM Diagnostics Pre-Call Worksheet (PCW) on the TAS case creation page. The following steps will provide some answers for the PCW.

- 2. Start with the vehicle running outside for 5-10 minutes in an area with no overhead obstructions.
  - a. Enter the radio Service Menu (diagnostic mode) using Techstream or GTS+, or the manual swiping method as outlined in the Repair Manual.
  - b. Once the Service Menu is shown, the Function Check/Setting, and Product information buttons will be used.





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### RECOMMENDATIONS

3. Select the Product Information button to display radio and DCM registration details.

Thromation	Back
VIN	51 99
Product Number(AVN)	86140-0E460
Product Number(Ext Box)	*****
HUID	82000000000000000000000000000000000000
Chip serial No.(AVN)	Contraction
Chip serial No.(Ext Box)	anaranan anaran
DCM IMEI	300010100170000
DCM ICCID	8
DCM MSISDN	1040000004
DCM Contract status	Active
HELPNET ID	

HINTS:

- The Lexus Telematics CTP found in Service Lane>Knowledge Center>Quick Links section can be used to validate the DCM IMEI.
- If the DCM details boxed above are missing/empty check all connections at back of radio and DCM.
- Accurate GNSS Date and Time is needed for the QR code to work. From the Service Menu select Function Check/Setting > System Sensors Check to display GNSS details.

System Sense	ors Check		Time Setting	Back		
GNSS	Reception number Status Measurement ratio Date(GMT: DD/MM/	OK(3 3D: YYYY)	D) 93% / 2[ 11/04/2	D: 0% / N 2023	G: 7% 15:30:07	P T
SPD	Position Pulse Count Speed	Latitude O O	N 33°03'31" Pulses mph km/h	Longitude	W 97°01'56	•
Sensor Signal	Gyro Voltage O point Voltage Relative bearing	1.491 1.500 0.0	V V degrees		Reset	
Gyro/Di	stance correction study situation			•		

- a. Check GNSS Reception number for at least 3 boxes showing blue.
- b. Check GNSS Status shows OK(3D).
- c. Check GNSS Date shows current Day/Month/Year and time.
  - $\circ~$  GNSS shows in Greenwich Mean Time (GMT) and will not match the local time.



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### RECOMMENDATIONS

HINTS:

- If the GNSS date and time is not accurate use the Time Setting button for manual adjustment, then recheck if QR code is working.
  - GMT = EST + 4hrs, CST +5hrs, MST + 6hrs, PST +7hrs during Daylight Savings Time.
  - $\circ~$  Add an additional 1hr when Daylight Savings Time ends.
- If the GNSS Reception number boxes are empty and Date/Time is not accurate check the GNSS antenna connection at back of radio.

#### LINK REFERENCES

This Tech Tip does not contain any link references