

Subject:

DCM Activation is not Applicable when Safety Connect/Lexus Enform Service has Expired

Market:

USA

Service Category:

Audio/Visual/Telematics

Section:

Navigation/Multi Info Display

Applicability:

Vehicles with Safety Connect

APPLICABLE VEHICLES

2010-2012	HS250H	2013-2015	ES300H
2010-2015	IS250C	2010-2015	ES350
2010-2015	LS600H	2012	LFA
2010-2015	LS460	2010-2015	GX460
2010-2015	RX450H	2010-2015	IS250
2011-2015	CT200H	2010-2011, 2013-2015	GS350
2010-2015	IS350	2010-2015	RX350
2010-2015	IS350C	2010-2011	GS460
2010-2011, 2013-2015	GS450H	2010-2014	IS F
2010-2011, 2013-2015	LX570		

CONDITION

Safety Connect/Lexus Enform is a vehicle feature which requires a subscription fee for the system to be active. The first year of service is provided in the vehicle purchase price. Once the subscription has lapsed the DCM will be in an inactive state. In some instances, a DCM may need to be replaced even though the customer is not using the service.

RECOMMENDATIONS

The vehicle repair manual instructs the technician to perform a DCM activation after replacing the DCM. If the subscription has expired, the DCM cannot be activated because it does not have active cellular service. If a DCM is replaced and the Safety Connect/Lexus Enform subscription has expired, do NOT perform DCM activation. In this situation DCM should be installed without performing the DCM activation.

You can confirm Safety Connect/Lexus Enform status by running a vehicle inquiry on TIS which will provide account status.

LINK REFERENCES

This Tech Tip does not contain any link references



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