

# LEXUS ENFORM™ AND SAFETY CONNECT™ FAQs



## INSTALLATION

### **Which Lexus vehicle models are available with Lexus Enform and/or Safety Connect?**

Lexus Enform is available on select 2010 equipped vehicles manufactured after August 1, 2009.

### **If I am currently a Lexus Link® customer, will I be able to upgrade my Lexus Link vehicle to Lexus Enform?**

No, though you will continue to be able to enjoy Lexus Link services. Visit [www.mylexuslink.com](http://www.mylexuslink.com) for more information.

### **I purchased my vehicle before Lexus Enform with Safety Connect was available. Can my vehicle be retrofit with Lexus Enform with SafetyConnect hardware?**

No, Lexus Enform and Safety Connect are available only as factory-installed options on select 2010 Lexus Models.

### **Can my Safety Connect-equipped vehicle be upgraded to Lexus Enform?**

A factory-installed Lexus Navigation System is REQUIRED to get Lexus Enform service. A Lexus vehicle that has a Safety Connect subscription and the navigation hardware could be upgraded to Lexus Enform services by calling Safety Connect Customer Care at 1-800-25-Lexus.

## SUBSCRIPTION

### **I purchased an Enform and/or Safety Connect equipped-Lexus vehicle and would now like to purchase a subscription plan. What can I do?**

Lexus-equipped vehicles will arrive with factory-installed systems. During a pre-delivery inspection, your Lexus dealer will verify that your vehicle is properly equipped and then simply enroll you via an online system. Call 1-800-25-Lexus.

### **Can my current Lexus Enform and/or Safety Connect subscription be transferred to my new Lexus vehicle?**

No, your current subscription must be cancelled so that any remaining balance can be refunded to you and a new subscription initiated.

**When I purchase a Lexus Enform subscription do I also pay an additional fee for the Safety Connect service?**

The subscription plan for Lexus Enform with Safety Connect is \$264.90 per year, and this price includes all Safety Connect and Lexus Enform services. With the exception of possible state or local sales taxes, there are no additional charges.

**Can I purchase the Lexus Enform services without Safety Connect?**

No, Safety Connect is required to obtain Lexus Enform services, so when you subscribe to Lexus Enform for \$264.90 per year, this includes all services.

**May I purchase a subscription to Safety Connect without Lexus Enform services?**

Yes, the subscription plan for Safety Connect is \$139.95 per year plus applicable state and local taxes.

**Are Lexus Enform and/or Safety Connect subscription services cancellable?**

Yes, you can cancel your service at any time by calling 1-800-25-Lexus, and a prorated refund will be issued via check or credit.

**Does a Lexus Enform subscription include XM NavTraffic®/XM NavWeather™?**

Advanced XM® services require a valid XM® Radio subscription and are sold separately by XM. Customers who want to extend their three-month XM complimentary trial subscription must contact XM directly at 1-877-515-3987.

**LEXUS ENFORM SERVICES**

**What language does Lexus Enform support?**

Lexus Enform Destination Assist operators support many languages, including English and Spanish. eDestination features on LexusDrivers.com are in English only.

**Are there geographic limitations to the Lexus Enform services?**

Safety Connect services will function in the United States, including Hawaii and Alaska, and in Canada. The services will not function outside of the United States in countries other than Canada.

Lexus Enform premium services Destination Assist and eDestination will function in the contiguous United States and D.C. These services may also function in Hawaii and limited areas of Alaska for vehicles that contain map data for those states. Destination Assist and eDestination will not function in Canada or in other countries outside the United States.

Lexus Insider and XM® services will function in the contiguous United States and Canada.

The XM NavTraffic®, XM NavWeather™, and XM® Sports and Stocks services are available in the 48 contiguous United States and D.C. For details about the XM service coverage areas, visit [www.xmradio.com](http://www.xmradio.com) or call the XM Listener Care Center at 1-877-515-3987.

## Where can I find more information on how to use Lexus Enform with Safety Connect?

To view the Lexus Enform with Safety Connect users guide, visit: [https://secure.drivers.lexus.com/pub-share/pdf/enform/users\\_guide.pdf](https://secure.drivers.lexus.com/pub-share/pdf/enform/users_guide.pdf)

To view Lexus Enform and Safety Connect tutorials, visit: [www.lexusdrivers/tutorials](http://www.lexusdrivers/tutorials).

## How does Lexus Link® differ from the new Lexus Enform/Safety Connect services?

Lexus Link has been available on select Lexus vehicles since the 2001 model year. Both Lexus Link and Lexus Enform with Safety Connect offer safety and security services such as Stolen Vehicle Location and an Emergency Assistance Button (SOS). Lexus Enform also has the added convenience of eDestination, a feature which allows you to send locations and destinations wirelessly from home to your vehicle, and Destination Assist, which connects you with a live operator to help you find locations and send destinations to your vehicle while you are on the road.

## Will Lexus offer concierge-like services?

Lexus Enform Destination Assist offers assistance with general route guidance through the Destination Assist service. It also offers restaurant suggestions based on current Zagat® ratings and can connect you to the restaurant of your choice to make a reservation.

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### Disclaimers:

Available beginning Fall 2009 on select Lexus models. Contact with the Lexus Enform response center is dependent upon the telematics device being in operative condition, cellular connection availability and GPS satellite signal reception, which can limit the ability to reach the response center or receive support. Enrollment and Telematics Subscription Service Agreement required. One-year trial subscription available only with new vehicle purchase of Lexus Enform-equipped vehicles. Additional subscription terms available; charges vary by subscription term selected.

Lexus Enform premium services Destination Assist and eDestination will function in the contiguous United States and Washington, DC. These services may also function in Hawaii and limited areas of Alaska for vehicles that contain map data for those states. They will not function in Canada or in other countries outside the United States.

Safety Connect services will function in the United States, including Hawaii and Alaska, and in Canada. The services will not function outside of the United States in countries other than Canada.

The Navigation System is designed to assist in locating an address or point of interest. XM® Radio, XM NavTraffic®, XM NavWeather™ and XM® Sports and Stocks require a monthly service fee and hardware. XM NavTraffic is designed to provide real-time traffic or alternative routes of travel; XM NavWeather is designed to provide real-time weather and forecasting information in your general vicinity and along your route of travel. Discrepancies may be encountered between the system and your actual location. Road system and weather changes may affect the accuracy of the information provided. Rely on your common sense to decide whether to follow a specified route. Detailed coverage not available in every city or roadway. Periodic Navigation updates available at an additional cost. Please see your *Navigation System Owner's Manual* for further details.

XM NavTraffic® and XM NavWeather™ each require a separate XM subscription. XM® Sports and Stocks is available with an XM® Radio subscription. After a 90-day complimentary trial, you must set up the appropriate XM subscription(s) to continue receiving these services. The XM NavTraffic, XM NavWeather and XM Sports and Stocks services are available in the 48 contiguous United States and D.C. For details about the XM service coverage areas, visit [www.xmradio.com](http://www.xmradio.com) or call the XM Listener Care Center at 1-877-515-3987. To receive XM NavTraffic, XM NavWeather and XM Sports and Stocks services, XM service must be activated. To activate the service, call the XM Listener Care Center. Subscriptions are governed by the XM Customer Agreement available at [xmradio.com/service/terms](http://xmradio.com/service/terms). XM Radio fees, services and programming are subject to change.

Functioning XM Radio requires a monthly service fee. Please see your Lexus dealer for further details. Reception of the satellite signal may vary depending on location. All fees and programming subject to change. Subscriptions governed by the XM Customer Agreement available at [www.xmradio.com](http://www.xmradio.com) service terms. Available only in the 48 contiguous United States and D.C..

XM NavTraffic® and XM NavWeather™ each require a separate XM subscription. XM® Sports and Stocks is available with an XM® Radio subscription. After a 90-day complimentary trial, you must set up the appropriate XM subscription(s) to continue receiving these services. The XM NavTraffic, XM NavWeather and XM Sports and Stocks services are available in the 48 contiguous United States and D.C. For details about the XM service coverage areas, visit [www.xmradio.com](http://www.xmradio.com) or call the XM Listener Care Center at 1-877-515-3987. To receive XM NavTraffic, XM NavWeather and XM Sports and Stocks services, XM service must be activated. To activate the service, call the XM Listener Care Center. Subscriptions are governed by the XM Customer Agreement available at [xmradio.com](http://xmradio.com) service terms. XM Radio fees, services and programming are subject to change.

All the airbag (AB) systems are Supplemental Restraint Systems. All ABs (if installed) are designed to inflate only under certain conditions and in certain types of severe collisions: frontal and knee ABs typically inflate in frontal collisions; side and side curtain ABs in side collisions; Roll-Sensing Curtain ABs at a severe tilt degree, roll or lateral G-force. In all other accidents, the ABs will not inflate. To decrease the risk of injury from an inflating AB, always wear seatbelts, sit upright in the middle of the seat as far back as possible and do not lean against the door. Do not put objects in front of an AB or around the seatback. Do not use a rearward-facing child seat in any front passenger seat. The force of an inflating AB may cause serious injury or death. Please see your *Owner's Manual* for further information/warnings.