

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 2011 through 2012 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 for more information.

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

No, Lexus Enform and Safety Connect are available only as factory-installed options on select 2011 through 2012 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 a Lexus Enform and/or Safety Connect-equipped Lexus vehicle and would now like to purchase a subscription plan. What can I do?

Lexus Enform- and/or Safety Connect-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 canceled 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 cancelable?

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 NavTraffic™/NavWeather™?

Advanced SiriusXM services require a valid SiriusXM Satellite Radio subscription and are sold separately by SiriusXM. Customers who want to extend their three-month SiriusXM complimentary trial subscription must contact SiriusXM 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. 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 SiriusXM services will function in the contiguous United States and Canada.

The NavTraffic, NavWeather and Sports and Stocks services are available in the 48 contiguous United States and D.C. For details about the SiriusXM service coverage areas, visit www.siriusxm.com or call the SiriusXM 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 user's guide, visit: https://secure.drivers.lexus.com/pub-share/pdf/enform/users_guide.pdf.

To view Lexus Enform and Safety Connect tutorials, visit: www.lexusdrivers.com/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.

Disclaimers:

Lexus Enform[®] and Safety Connect[®] are available. Contact with the Lexus Enform and/or Safety Connect response center is dependent upon the telematics device being in operative condition, cellular connection availability, navigation map data and GPS satellite signal reception, which can limit the ability to reach the response center or receive emergency support. Enrollment and Telematics Subscription Service Agreement required

Lexus Enform premium services Destination Assist and eDestination will function in the contiguous United States. 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.

The Safety Connect services Automatic Collision Notification, Emergency Assistance and Stolen Vehicle Location will function in the United States, including Hawaii and Alaska, and in Canada. Enhanced Roadside Assistance will function in the United States (except for Hawaii) and in Canada. No Safety Connect services will function outside of the United States in countries other than Canada.

Availability and accuracy of the information provided by the Navigation System or any SiriusXM services mentioned (if installed) are dependent upon many factors. Use common sense when relying on information provided. Services not available in every city or roadway. Periodic Navigation updates available at additional cost. Please see your *Navigation System Owner's Manual* or contact SiriusXM for details.

SiriusXM services require a subscription after trial period. Subscriptions governed by SiriusXM Customer Agreement available at siriusxm.com. **If you decide to continue your SiriusXM service at the end of your complimentary trial, the plan you choose will automatically renew and bill at then-current rates unless you call 1-800-967-2346 to cancel.** Fees and programming subject to change. Available only to those at least 18 years of age in the 48 contiguous United States and D.C.