

AUTOMOTIVE

## Lexus navigation system malfunction fuels driver complaints

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*Lexus' Enform system is affected*

By STAFF REPORTS

Toyota Corp.'s Lexus' temporary infotainment outage is causing some owners to voice their outrage publicly on social media.

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Following an update, many consumers' head units stopped working, leaving them without navigation systems or entertainment, including radio. Even with an apology from the automaker, a number of Lexus owners made their displeasure at the outage known, with some even threatening legal action towards the company and others saying they would not be doing business with Lexus again.

### Divided opinion

Lexus issued a statement on its social media, assuring consumers by saying, "We are fully engaged and investigating this issue as a top priority. We are working around the clock to find a solution for this issue and we will alert you as soon as we have more information."

Responses were mixed, with some saying that they believed the automaker had lost its image of reliability. Others complained that since they had paid a significant amount of money for their cars, they thought that the outage was unacceptable, with some asking for refunds.

On the other side of the debate, some came to Lexus' rescue, saying that the car company has proven its reliability and the glitch was a small blip on its otherwise positive image. Others said that commenters were blowing the issue out of proportion.

### *Lexus RX350 2016 navigation error*

In a statement given to [Bloomberg](#), Lexus said it believes the fluke is related to the software delivered to the systems via satellite.

Malfunctions within the automotive space offer an opportunity for car brands to turn a negative into a positive with customer service and transparency.

German automaker Porsche issued a voluntary safety recall for its Cayenne models from 2011 to 2016 earlier this year, getting ahead of potential problems.

The recall is to inspect the pedal bracket, since there is a possibility the clip has become dislodged from the part.

The recall affects 409,477 models worldwide ([see story](#)).

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