

# *2021 Lexus IS*

## *Towing and Road Service Guide*



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### **Important Notice:**

**This publication should not be used while driving. The procedures in this publication should only be used by qualified and trained personnel.**

This Road Service Quick Reference Guide was developed to highlight some model-specific information and common procedures for servicing or towing this vehicle. It is not all-inclusive. For complete information: The applicable vehicle owner's manual, the AAA/CAA Towing and Service Manual or the AAA Roadside Service Information website should be used in conjunction with this guide.

The procedures recommended and described in this guide are effective methods of performing light service and towing operations. Some of these procedures require the use of auxiliary equipment specially designed for a specific purpose. The auxiliary equipment should be used as recommended and whenever the trained operator deems it appropriate. It is important to read the various WARNINGS, CAUTIONS and NOTES in this manual in order to minimize the risk of personal injury to service personnel and/or customers and to avoid procedures which may damage the vehicle or render it unsafe. It is also important to understand that these warnings, cautions and notes are not exhaustive. Neither AAA nor the auto and towing equipment manufacturers could possibly know, evaluate and advise the reader of all conceivable methods of towing or evaluate individual situations. Accordingly, anyone who uses a towing procedure must be completely confident that neither personal safety nor vehicle safety will be jeopardized by the selected procedure.

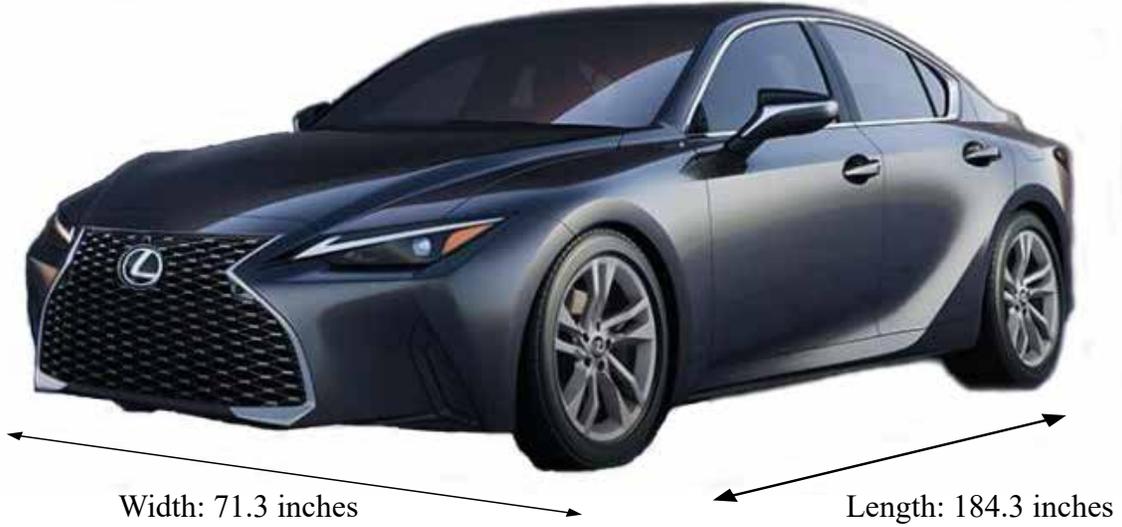
AAA is not responsible for changes made by the manufacturers to the vehicles or their recommendations. Important changes in procedures and updates will be furnished to all manual users at [AAACampus.aaa.biz](http://AAACampus.aaa.biz).

**Special thanks to Lexus for their support and contribution to this Towing and Road Service Guide. Without their collaboration, the content of this guide would not have been possible.**

## AAA Towing and Road Service Guide for 2021 Lexus IS

### SPECIFICATIONS:

#### Dimensions:

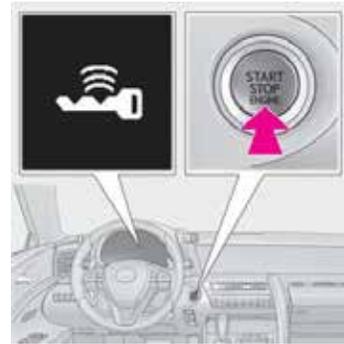


Specifications	IS300 - RWD	IS300 - AWD	IS350 - RWD	IS350 - AWD
Curb Weight (pounds)	3,715	3,847	3,748	3,880
Drive Line Type	Rear Wheel Drive (RWD)	All-Wheel Drive (AWD)	Rear Wheel Drive (RWD)	All-Wheel Drive (AWD)
Length	184.3 inches	184.3 inches	184.3 inches	184.3 inches
Width	71.3 inches	71.3 inches	71.3 inches	71.3 inches
Wheelbase	110.2 inches	110.2 inches	110.2 inches	110.2 inches
Height	56.5 inches	56.7 inches	56.5 inches	56.7 inches
Fuel * See fueling section for details	Premium unleaded fuel with an Octane rating of 91 or higher.	Premium unleaded fuel with an Octane rating of 91 or higher.	Premium unleaded fuel with an Octane rating of 91 or higher.	Premium unleaded fuel with an Octane rating of 91 or higher.

## START/STOP (IGNITION) SWITCH OPERATION:

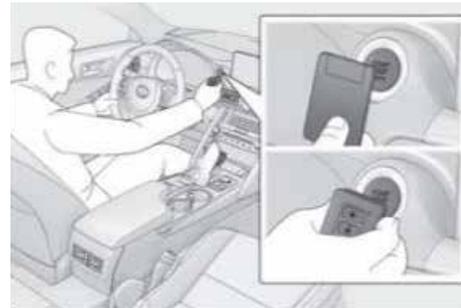
**Note:** The electronic key must be in the vehicle. When detected, a message will display on the driver's display panel.

- Ignition On / Engine Off: Press the Start/Stop switch 2 times without depressing the brake pedal.
- To start the engine: Press the Start/Stop switch while depressing the brake pedal.



### When the electronic key is not detected:

1. Depress the brake pedal.
2. Touch the Lexus emblem side of the electronic key to the engine Start/Stop switch. When the electronic key is detected, a buzzer sounds and the engine switch will turn to IGNITION ON mode.



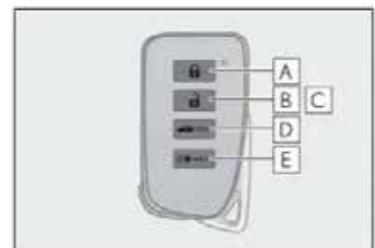
### ELECTRONIC KEY/MECHANICAL KEY:

To access the mechanical key, push the release button and take the key out. The mechanical key can only be inserted in one direction, as the key only has grooves on one side. If the key cannot be inserted in a lock cylinder, turn it over and re-attempt to insert it. After using the mechanical key, store it in the electronic key.



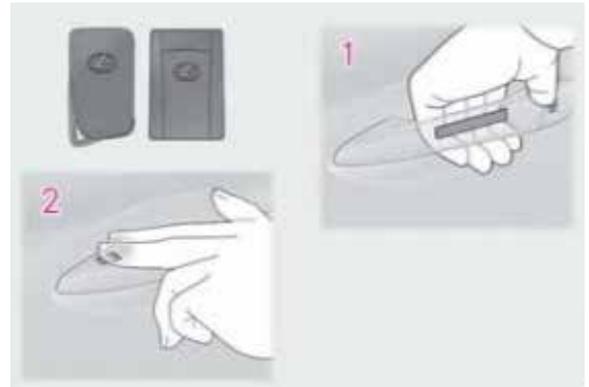
### Remote Functions

- A Locks the doors
- B Unlocks the doors
- C Opens the windows (press and hold)
- D Opens the trunk
- E Sounds the alarm



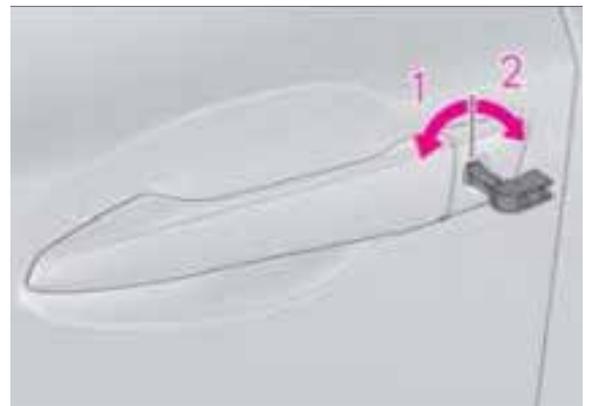
## DOOR LOCKS:

1. Grip the driver's door handle to unlock the door. Grip any passenger door handle to unlock all the doors. Make sure to touch the sensor on the back of the handle. The doors cannot be unlocked for 3 seconds after the doors are locked. The door unlock settings can be changed.
2. Touch the lock sensor (indentation on the upper part of the door handle) to lock all the doors. Check that the door is securely locked.



## Using the Mechanical Key:

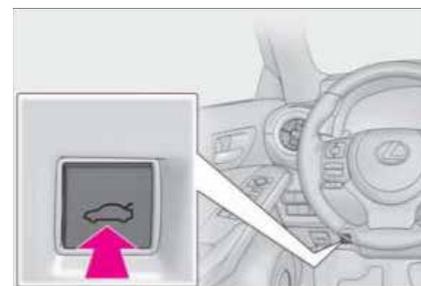
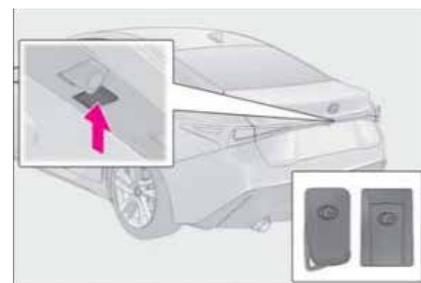
1. Using the mechanical key, Unlock the door by turning the key.



## TRUNK LID RELEASE:

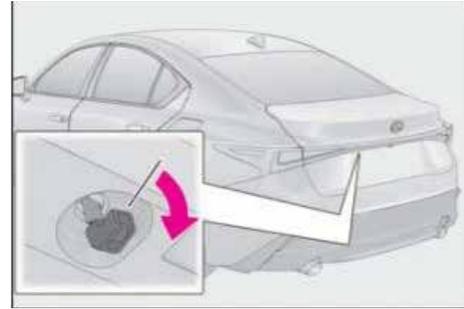
### These 4 Methods Will Release the Trunk Lid:

1. Press the trunk release button on the electronic key.
2. With the doors unlocked, press and hold the trunk release button located above the license plate on the bottom side of the trunk lid.
3. With the doors unlocked, press the trunk release button located left of the steering wheel.



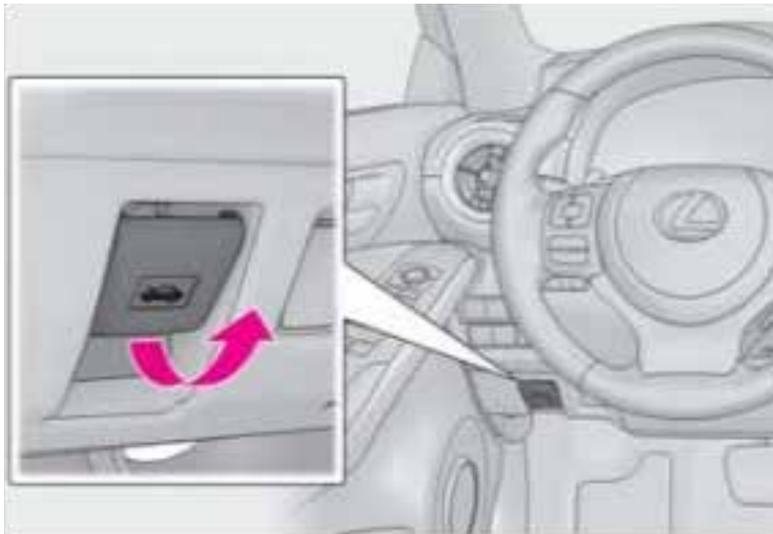
4. Turn the mechanical key clockwise to open.

**Note:** If the trunk does not open using these 4 steps, ensure the trunk has not been turned off. The main switch is located in the glove compartment on the left side. To turn on the trunk system, the button should be pressed in.



## HOOD RELEASE:

### Opening the Hood:



- Pull the hood release handle located on the lower portion of the driver's side dashboard.



- The secondary hood release lever is located underneath the center of the hood. Release by pulling up on the release arm.

## **CAR CARRIER LOADING AND TRANSPORTING:**

### **Special Precautions:**

- Car carrier equipment is the preferred method\* of towing this vehicle. Due to the low profile of the vehicle and the unique construction components utilized to build this vehicle, additional ramping, care and time must be used when transporting.

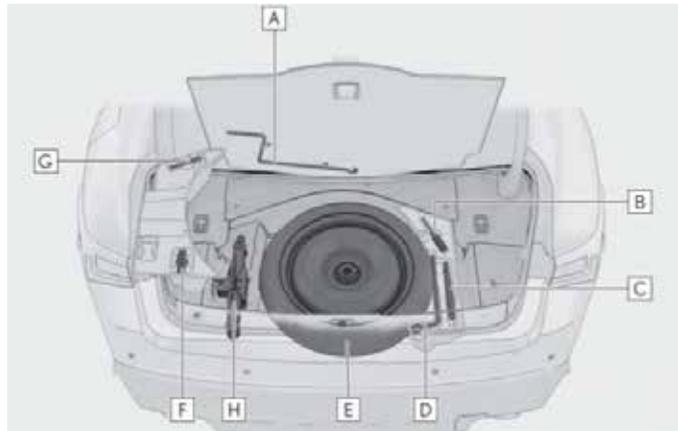
\*A wheel lift with dollies on the trailing end can be used to tow this vehicle short distances.

- The Lexus IS has a low ground clearance and a tight approach angle. To avoid damage, additional ramping is required. Clearance at the trailing end of the vehicle should always be monitored when loading.
- When loading or winching **DO NOT USE HOOKS OF ANY TYPE ON THE LOWER CONTROL ARMS OR ANY OTHER STEERING OR SUSPENSION COMPONENT.** Carefully follow the loading procedures specified in the following pages.
- **USE ONLY WHEEL STRAP TIE-DOWNS** to secure this vehicle when transporting. The use of chains or hooks will damage under-vehicle components.
- In an emergency situation where the vehicle will not roll or must be moved for towing access, wheel-jacking equipment, such as GoJaks or tire skates, are recommended. Due to the limited ground clearance of this vehicle, some models of GoJaks may not work.
- Make sure to disable all functions of the vehicle height control of the electronically modulated air suspension.

## CAR CARRIER LOADING PROCEDURE:

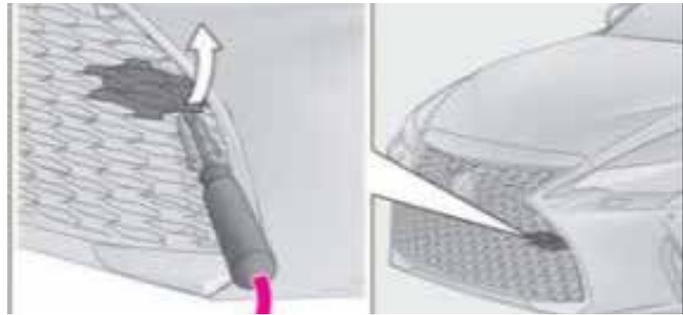
### Install the Eyebolt for Loading:

The towing eyebolt must be used for loading this vehicle. The eyebolt is located under a removable cover on the passenger side of the rear cargo area (Labeled C).



### Front Eyebolt Location

Remove the eyebolt receiver cover from the bumper using a plastic trim tool or a small screwdriver wrapped with a clean, soft cloth to protect the surface as you gently pry the cover off. Use caution not to scratch the surface.



The eyebolt has right-hand threads and screws into the receiver clockwise. It fits the receiver in both the front (driver side) grill. Ensure that the eyebolt is tightened securely before loading the vehicle.



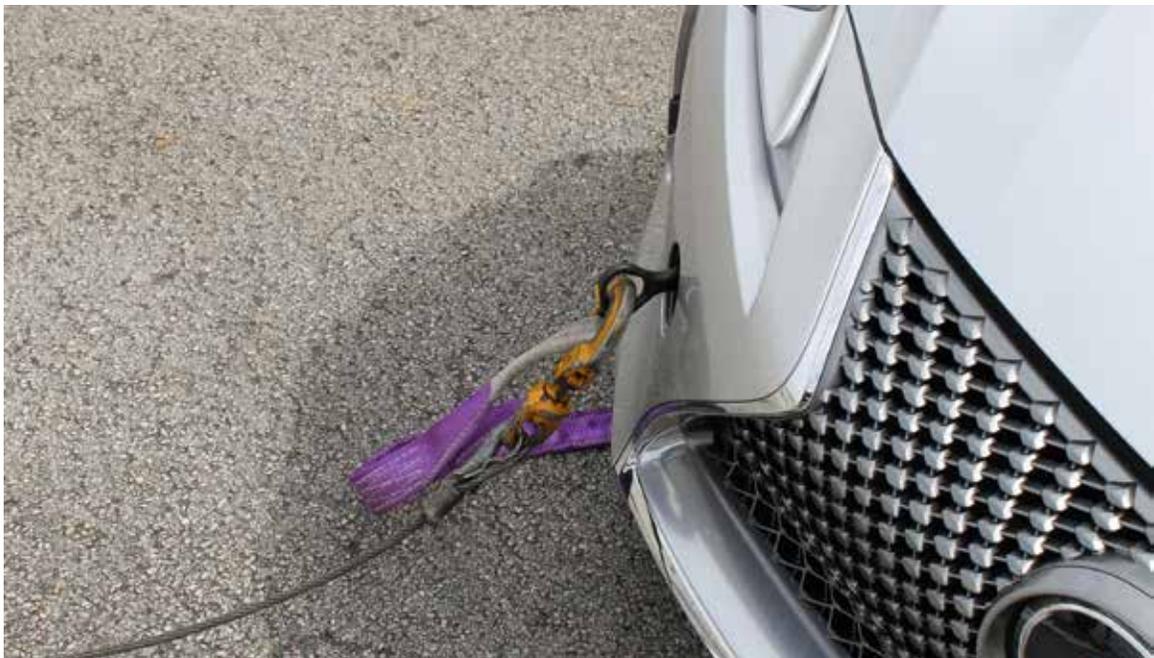
The eyebolt receiver cover has a plastic tether that holds it to the vehicle when removed from the bumper cover. Remove the assembly completely from the bumper and stow the cover in the vehicle so that it is not lost or damaged during transport.

## Secondary Safety Strap:



It is highly recommended to attach a secondary backup nylon strap to the vehicle. This is a precaution in the event the eyebolt attachment should fail. Using a short nylon strap, wrap the lower control arm and attach the other end to the winch line hook. This strap will remain slack and will only be utilized as a securing device if the eyebolt attachment fails.

Attach your winch line hook to the eyelet ensuring there is no contact between the hook and the painted surface. Leave the winch line attached to the installed towing eyelet throughout the loading, transporting and unloading processes.





Utilize as much ramping as required to reduce the approach angle and retain adequate ground clearance at both the front and rear of the vehicle.



Before loading, ensure that the transmission is in Neutral and the parking brake is released. When loading, note that the eyebolt is designed for a straight pull within a 20 degree window. Only load the vehicle onto the bed far enough to safely transport the vehicle. Stop loading when the winch line begins to pull downward. To prevent downward pull you will need to keep the leading edge of the vehicle at least 2 feet from the winch drum (this will vary based on the towing equipment you are using).



When the vehicle is in its loaded position on the car carrier with the bed still in the deployed position, secure the vehicle to prevent it from rolling by chocking the wheels and attaching one wheel strap to the wheel closest to you. Continue to secure the vehicle.

Once the bed is in its transport position and the vehicle is secured to the bed with four wheel strap tie-downs, place the transmission into Park and ensure the parking brake is set to help secure the vehicle during transport.



Clearance around the wheel is limited and careful routing of straps is needed to avoid contacting brake lines and wheel speed sensor wires, especially behind the front wheels. Careful routing of the straps is also important to avoid contact with the painted surfaces of the vehicle.

After securing, slacken the winch line slightly to prevent any downward pull on the towing eyebolt. This will help to prevent damage if bumps are encountered during transport. Ensure that the ignition switch is in the OFF position and the electronic key is removed from the vehicle.

## Wheel Dollies/Tire Skates:

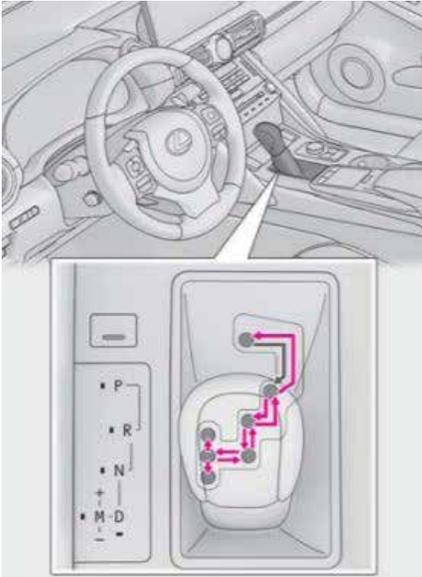


In the event Nutral cannot be selected or a failure with the parking brake mechanism causes the wheels not to roll, wheel dollies such as “GoJaks” or tire skates can be used on the non-rolling wheels to assist with loading the vehicle. Care must be taken when installing tire skates or GoJaks because of the limited clearance around the wheels and between the vehicle and the ground.

### *DISCLAIMER:*

*Due to the events surrounding COVID-19, the vehicles used in the Car Carrier Loading Procedures are not of a 2021 Lexus IS. These photos have been used to illustrate the procedures in the written text. Even though the location of the towing eyebolt receiver and some of the under-vehicle components may not be accurate, the use of the towing equipment in the photos still illustrates safe techniques that are recommended during the loading and unloading of a disabled Lexus vehicle.*

## SELECTING NEUTRAL:



### If the vehicle can be started normally:

To shift to the Neutral position, slide the shift lever to the neutral position.

### If the vehicle has power, but will not start:

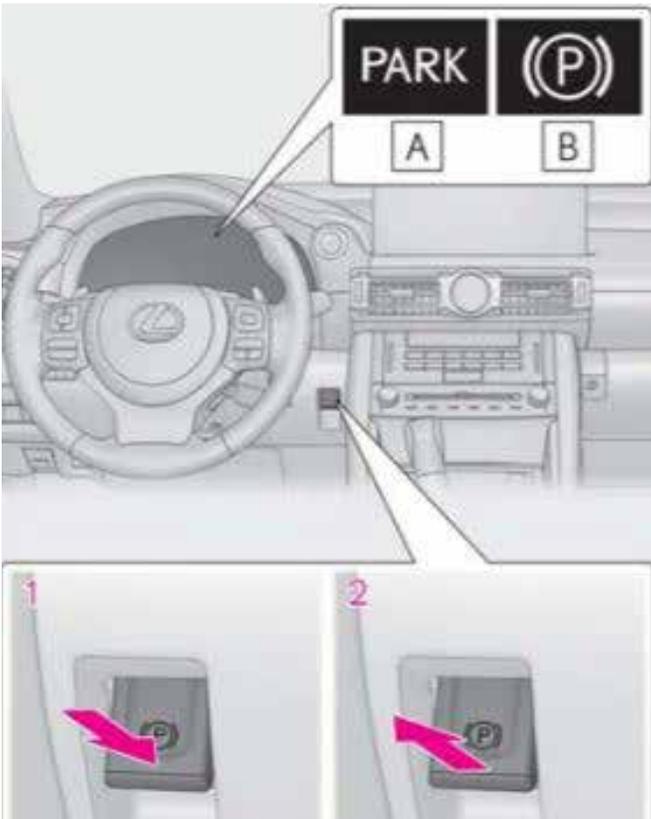
With your foot off the brake pedal, push the Start/Stop switch two times to select Ignition On mode (the engine will be off, the shift position can be changed to Neutral).



### If the vehicle fails to shift normally:

If the vehicle fails to shift using a conventional method, ensure the vehicle will not roll. Remove the plastic cover forward of the Park indicator and use a small screwdriver to press the release and shift the vehicle into neutral.

## ELECTRONIC PARKING BRAKE:



This vehicle is equipped with an electrically applied parking brake. The system uses a switch located on the instrument panel below the Start/Stop switch to send a signal to an electric motor. This applies or releases the parking brake.

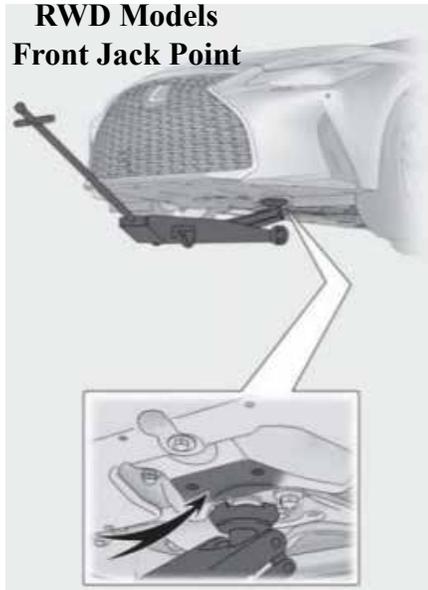
A: U.S.A. Models  
B: Canada Models

1. Push the switch to set the parking brake. The parking brake indicator light will turn on.
2. Pull the switch to release the parking brake.

## TIRES AND JACKING:

This vehicle is equipped with a spare tire secured using lug bolts from the factory. Jacking the vehicle in the field should be avoided unless absolutely necessary. Due to the materials used to construct the vehicle and its overall low clearance, extreme care must be taken if jacking needs to occur. The only permissible jacking locations on this vehicle are shown below.

### Jack Positions



The jack needs to be of the low profile design in order to fit under the vehicle. Use of a rubber pad on the jack saddle is recommended to prevent damage at the contact point of the vehicle.

Place the jack in its proper location. Observe all standard jacking precautions and ensure that the vehicle is on firm, level ground and that the wheels are chocked. As the jack comes in contact with the vehicle body, ensure that it is contacting the correct location on the vehicle. Continue lifting to raise the vehicle high enough to execute the service that needs to be performed.

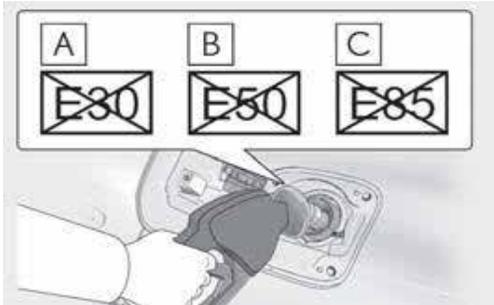
### Tire Pressure:

Proper tire pressure can be found on the tire placard located on the driver's side door pillar and the owner's manual.

## FUEL SERVICE:

Recommended fuel:

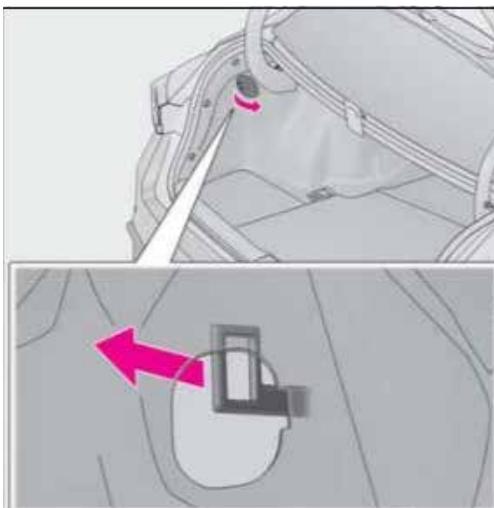
Premium unleaded fuel with an Octane rating of 91 or higher.



Use only gasoline containing up to 15% ethanol. DO NOT use any flex-fuel or gasoline that could contain more than 15% ethanol, including from any pump labeled E30 (30% ethanol [A]), E50 (50% ethanol [B]), E85 (85% ethanol [C]) (which are only some examples of fuel containing more than 15% ethanol).



Take care not to damage the vehicle's finish during refueling. The fuel-filler door release is a push-lock design that requires the vehicle's doors to be unlocked for it to open. Press the rear edge of the fuel door about half way down to open the fuel filler door. After fueling and replacing the fuel cap, close the fuel door and press it again to lock the door closed.



If the fuel filler door is inoperative, because of a discharged battery or other issue, remove the access cover located on driver's side of the trunk area and pull the override lever.

## JUMP-START PROCEDURES:

**Note:** The 12-volt battery is located under the hood on the passenger side. Use the positive battery terminal and an unpainted metallic point away from the battery for boosting or vehicle damage may occur.

The following jump-starting procedures should be followed:

- Follow all normal jump-starting precautions as outlined in other AAA/CAA publications.
- Ensure that all electrical accessories and the ignition switch are turned OFF and the ignition key is removed from the ignition before connecting jumper cables or a jumper box to the discharged vehicle.
- Boost using the remote battery jump pins.

