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To: All Lexus Dealer Principals, General Managers, Service Managers, Parts Managers and Warranty Administrators

EQUIPMENT SAFETY RECALL 22LH01

Defective Seatbelt Retractor Force Limiter
NHTSA Recall No. 22E-095

Equipment Production Period	Identified Vehicles
May 2022 – Mid September 2022	6

On November 10, 2022, Lexus filed an Equipment Safety Recall regarding certain front seat belt service parts distributed to Lexus dealers. Certain SC430, RX330, and RX350 vehicles have been identified that could potentially have defective seatbelts installed. These vehicles are now included in Equipment Safety Recall 22LH01.

Condition

A component in the subject front seat belt assemblies may not have been manufactured properly and may cause the seat belt to not operate as designed. This can increase the risk of an injury in the event of certain types of crashes.

Remedy

Any authorized Lexus dealer will inspect the seat belt assembly and, if necessary, replace it **FREE OF CHARGE**.

Covered Vehicles

This equipment recall involves 21 parts that were distributed to Lexus dealers. Lexus dealers previously identified these parts in their inventory and inspected vehicles that may have had these parts installed. The 6 Lexus vehicles now included in this recall have been identified as potentially receiving these suspect parts but have not been inspected as of the publication of this document.

Equipment Recall Status on TIS

Vehicles which could have received a potentially defective front seat belt covered under this Equipment Recall will be visible on TIS and Service Lane under the "Campaign" tab and designation 22LH01.

Owner Notification Date

Lexus will begin to notify owners in early January 2024. A sample of the owner notification letter has been included for your reference.

Lexus makes significant effort to obtain current guest name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Equipment Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the guest who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

Pre-Owned Vehicles in Dealer Inventory

To ensure guest satisfaction, Lexus requests that dealers complete this Equipment Recall on any used vehicles currently in dealer inventory that are covered by Equipment Recall prior to guest delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the guest that the vehicle is involved in an Equipment Recall.

Lexus expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the guest when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@lexus.com. In the subject line of the email state, "Disclosure Form 22LH01" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

L/Certified Vehicles

L/Certified policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as L/Certified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Guest Handling, Parts Ordering, and Remedy Procedures

Guest Contacts

Guests who receive the owner letter may contact your dealership with questions regarding the letter and/or the Equipment Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

- ✓ Guests with additional questions or concerns are asked to please contact the Lexus Brand Engagement Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Salvage Title Vehicles

Every attempt should be made to complete an open Equipment Recall when circumstances permit, unless noted otherwise in the dealer letter.

For complete details on this policy, refer to Lexus Warranty Policy [4.15](#), "What Is Not Covered by The Lexus New Vehicle Limited Warranty".

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Joshua Burns (469) 292-6449 in Lexus Corporate Communications. Please do not provide this number to Guests. Please provide this contact only to media.

Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can also identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

Part Number	Description	Quantity
73210-24171-A0	Driver Side Front Seat Outer Belt Assy	1*
73220-24131-A0	Driver Side Front Seat Outer Belt Assy	1*
73220-48052-A0	Driver Side Front Seat Outer Belt Assy	1*

*Vehicles require Front Seat Outer Belt Assembly. VIN determines part number.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently have completed the following course:

- LIC206A - Electrical Repair 1

Always check which technicians can perform the repair by logging on to <https://www.lctpreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to always perform this repair.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to guest delivery.

Parts Recovery Procedures

All parts replaced as part of this Equipment Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

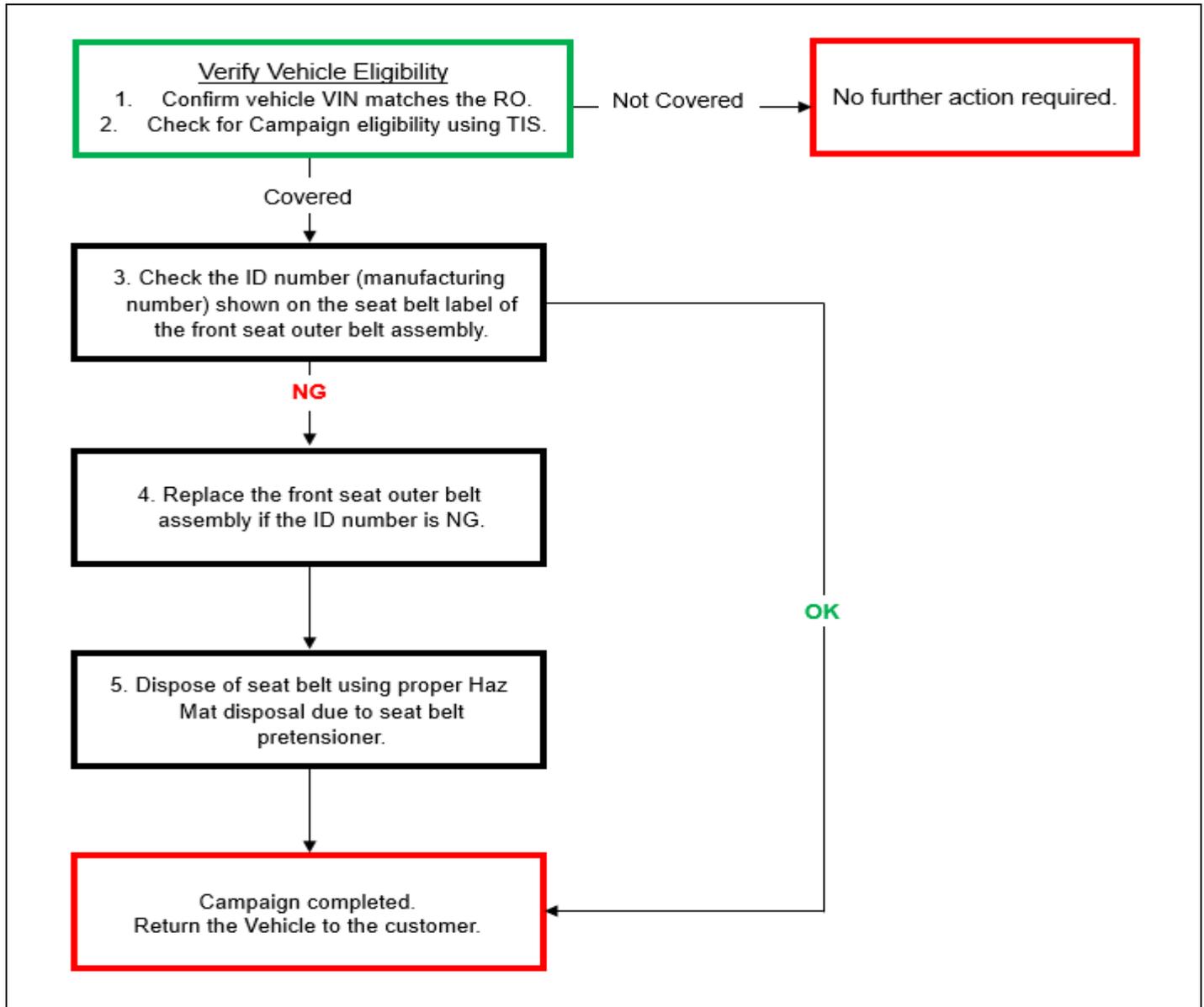
To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Lexus.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
22LH01C1	Inspection of the front seatbelt assembly one side	0.2
22LH01R1	Inspect & replace the front seatbelt assembly left side	0.8
22LH01R2	Inspect & replace the front seatbelt assembly right side	0.9

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

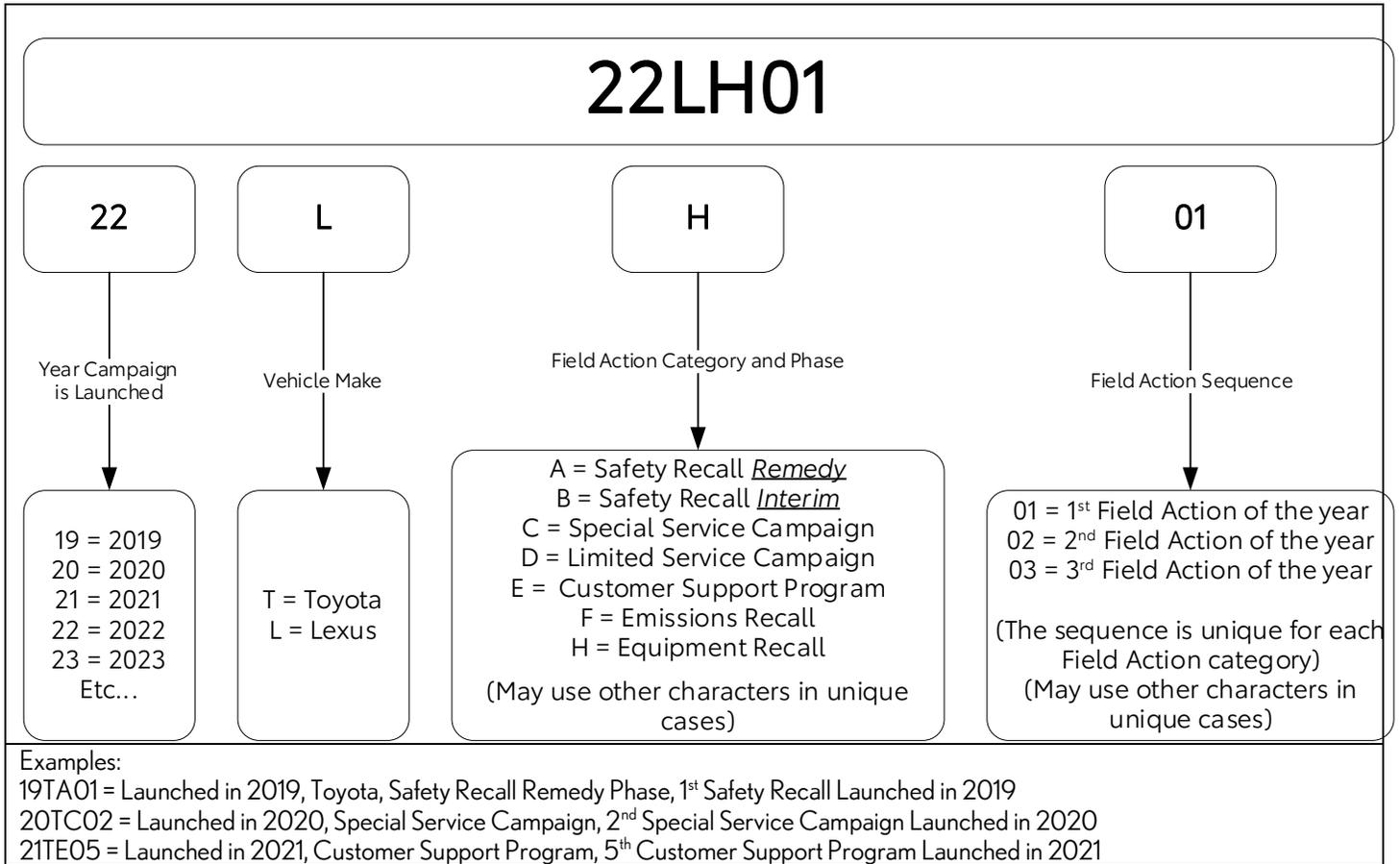
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Equipment Recall. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Guest Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.



EQUIPMENT SAFETY RECALL 22LH01

Defective Seatbelt Retractor Force Limiter

Frequently Asked Questions

Original Publication Date: Dec 21, 2023

Q1: *What is the condition?*

A1: A component in the subject front seat belt assemblies may not have been manufactured properly and may cause the seat belt to not operate as designed. This can increase the risk of an injury in the event of certain types of crashes.

Q1a: *If the condition exists, are there any symptoms/warnings that drivers might experience?*

A1a: No, there are no warnings prior to the occurrence of this condition.

Q2: *What is Lexus going to do?*

A2: Owners of the vehicles identified as potentially receiving parts covered by this Equipment Safety Recall will receive an owner notification letter via first class mail starting in early January 2024. Any authorized Lexus dealer will inspect and replace the seat belt assembly, if necessary, **FREE OF CHARGE**.

Q3: *Which and how many Lexus vehicles are covered by this Equipment Safety Recall?*

A1: This equipment recall involves 14 parts that were distributed to Lexus dealers. Lexus dealers previously identified these parts in their inventory and inspected vehicles that may have had these parts installed. The 6 Lexus vehicles now included in this recall have been identified as potentially receiving these suspect parts but have not been inspected as of the publication of this document.

Affected parts No.	Model name	Number of the Affected Parts
73210-24171-A0	SC430	1
73220-24131-A0	SC430	3
73220-48052-A0	RX330 & RX350	2

Q3a: *Why are other vehicles equipped with Seat belt service parts not covered by this Equipment Safety Recall?*

A3a: These affected service parts are only installed in specific vehicles.

Q3b: *Are there any other Toyota / Lexus models covered by this Equipment Safety Recall?*

A3b: Yes, Certain Toyota Highlander vehicles are covered by this Equipment Safety Recall in the U.S.

Q4: *How long will the inspection take?*

A4: To inspect and replace the seat belt assembly, if necessary, will take 45 minutes. However, depending on the dealer's schedule, it may be necessary to make the vehicle available for a longer period.

Q5: *How does Lexus obtain my mailing information?*

A5: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q6: *What if I have additional questions or concerns?*

A5: If you have additional questions or concerns, please contact the Lexus Brand Engagement Center at 1-888-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.