



Original Publication Date: December 20, 2023

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

SAFETY RECALL 23LA03 (Interim Notice 23LB03)

Multiple Models and Model Years
 Passenger Airbag May Not Deploy

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2021 ES250	Early August 2020 - Mid April 2021	5,400	0
2020-2022 ES300H	Early July 2020 - Late September 2021	7,600	0
2020-2021 ES350	Early July 2020 - Mid April 2021	20,300	0
2020-2021 RX450H	Mid June 2020 - Early March 2021	11,000	0
2020-2021 RX350	Mid June 2020 - Early March 2021	63,800	0

STOP DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.
Refer to Dealer Inventory Procedures section for more details.

On December 20, 2023 Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2021 model year ES250, 2020-2022 model year ES300H, 2020-2021 model year ES 350, 2020-2021 model year RX450H, and 2020-2021 model year RX350 vehicles.

Condition

The subject vehicles have Occupant Classification System (OCS) sensors in the front passenger seat, that could have been improperly manufactured, causing a short circuit. This would not allow the airbag system to properly classify the occupant’s weight, and the airbag may not deploy as designed in certain crashes, increasing the risk of injury.

Remedy

Lexus is currently preparing the remedy for this issue. When the remedy is available, Lexus dealers will inspect the OCS sensors and, if necessary, replace them **FREE OF CHARGE**.

At this time, Lexus estimates the remedy can be available in Quarter 3, 2024, but this is subject to change based on parts availability.

Covered Vehicles

There are approximately 108,000 vehicles covered by this Safety Recall. Approximately 100 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will notify owners by mid-February 2024.

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 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

New Vehicles in Dealership Inventory - Reminder

Lexus has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

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.

Pre-Owned Vehicles in Dealer Inventory

Lexus typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety (Noncompliance) Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the guest that the vehicle is involved in this Safety (Noncompliance) Recall and that the remedy is currently being prepared by Lexus.

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@toyota.com. In the subject line of the email, state "Disclosure Form 23LA03/23LB03" 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 <https://dealerdaily.lexus.com/>. 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 a L/Certified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

LCCS Service Loaners

Lexus requests that dealers remove all LCCS Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

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 Safety (Noncompliance) 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 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.

Salvage Title Vehicles

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

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota 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 Toyota Corporate Communications. Please do not provide this number to guests. Please provide this contact only to media.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

If a guest is uncomfortable driving their vehicle while the remedy is prepared, a loaner vehicle or alternative transportation through LCCS can be claimed for \$55 per day.

Op Code	Description
TBD	Vehicle Rental 1-30 Days
TBD	Vehicle Rental 31-60 Days
TBD	Vehicle Rental 61-90 Days
TBD	Vehicle Rental 91-120 Days
TBD	Vehicle Rental 121-150 Days
TBD	Vehicle Rental 151-180 Days
TBD	Vehicle Rental 181-210 Days
TBD	Vehicle Rental 211-240 Days

NOTE:

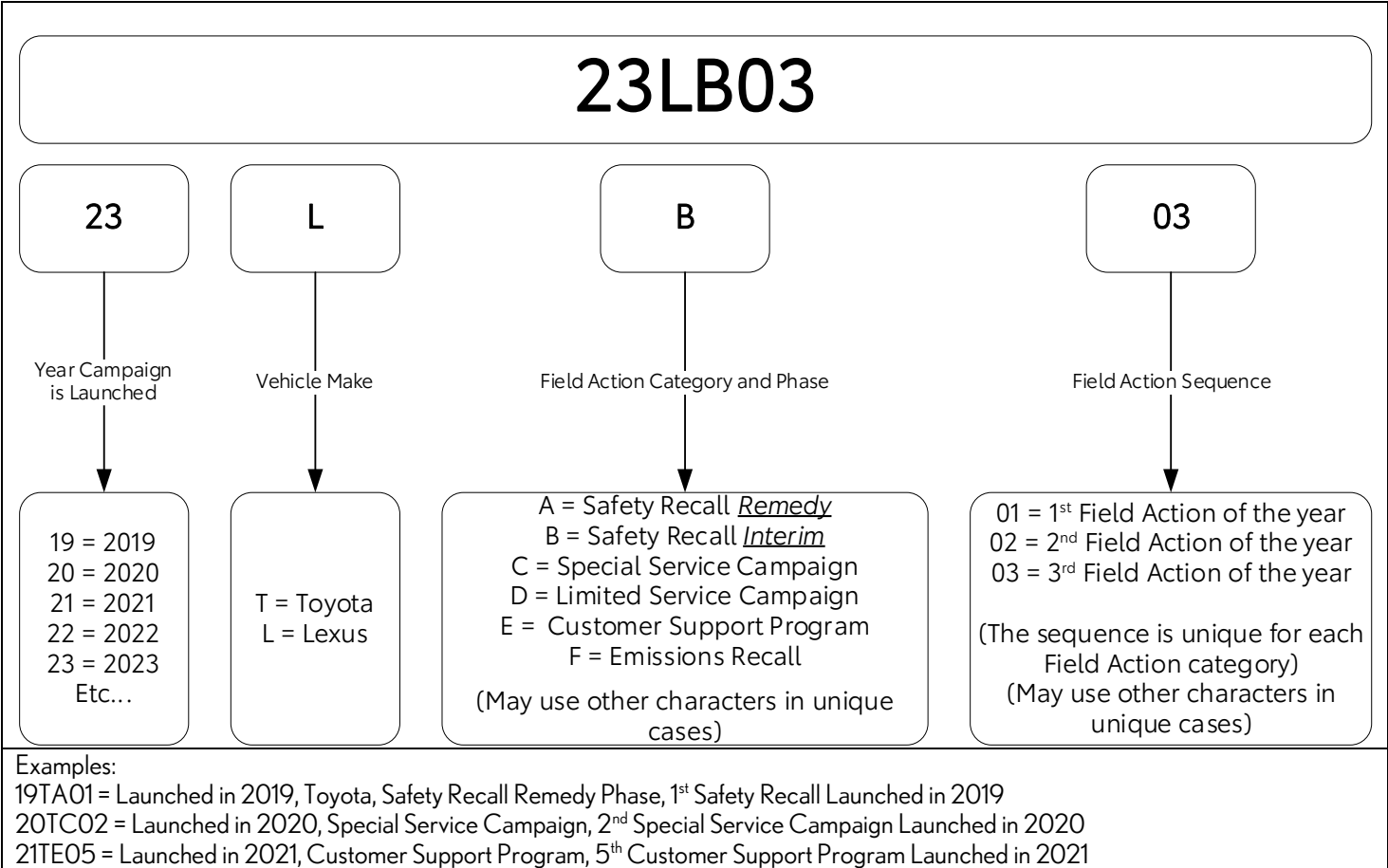
- Rental invoice ***MUST*** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).

Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted.

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 Safety Recall.

Thank you for your cooperation.
 LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.



SAFETY RECALL 23LA03 (Interim Notice 23LB03)

Multiple Models and Model Years

Passenger Airbag May Not Deploy

Frequently Asked Questions

Original Publication Date: December 20, 2023

Q1: What is the condition?

A1: The subject vehicles have Occupant Classification System (OCS) sensors in the front passenger seat, that could have been improperly manufactured, causing a short circuit. This would not allow the airbag system to properly classify the occupant's weight, and the airbag may not deploy as designed in certain crashes, increasing the risk of injury.

Q2: Are there any warnings that this condition exists?

A2: Yes, the SRS warning light and the "Passenger Airbag OFF" light will be illuminated, and a multi-information display message will be displayed.

Q2a: What should I do if my vehicle exhibits this condition before a remedy is made available?

A2a: If your vehicle's SRS light is illuminated, have your vehicle inspected and repaired by an authorized Lexus dealer. The SRS warning light may illuminate reasons other than the condition described above.

Q3: What is Lexus going to do?

A3: Lexus is currently preparing the remedy for this issue. When the remedy is available, Lexus dealers will inspect the OCS sensors and, if necessary, replace them **FREE OF CHARGE**.

Q4: When will the remedy become available?

A4: At this time, Lexus estimates the remedy can be available in Quarter 3, 2024, but this is subject to change based on parts availability.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 108,000 vehicles covered by this Safety Recall.

Model Years	Model	Production Period	Approximate Total Vehicles
2020-2021	ES250	Early August 2020 - Mid April 2021	5,400
2020-2022	ES300H	Early July 2020 - Late September 2021	7,600
2020-2021	ES350	Early July 2020 - Mid April 2021	20,300
2020-2021	RX450H	Mid June 2020 - Early March 2021	11,000
2020-2021	RX350	Mid June 2020 - Early March 2021	63,800

Q5a: Are there any other Toyota/Lexus vehicles covered by this Safety Recall in the U.S.?

A5a: Yes, there are certain Toyota 2020-2021 model year Avalon, 2020-2021 model year Avalon HV, 2020-2022 model year Camry, 2020-2022 model year Camry HV, 2020-2021 model year Corolla, 2020-2021 model year Highlander, 2020-2021 model year Highlander HV, 2020-2021 model year RAV4, 2020-2021 model year RAV4 HV, and 2021 model year Sienna HV vehicles covered by this Safety Recall.

Q6: *What if I previously paid for repairs related to this Safety Recall?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: *How does Lexus obtain my mailing information?*

A7: 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.

Q8: *What if I have additional questions or concerns?*

A8: 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.



Lexus Motor Sales, USA, Inc.
6565 Headquarters Drive
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(469) 292-4000

GUEST CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available, and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Lexus dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Guest Signature _____

Lexus recommends that you register with the Lexus Owners Community at <http://www.lexus.com/owners/> and regularly check recall applicability using www.lexus.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____

Model Year _____

Guest Information

Guest Name _____	Guest Email _____
Guest Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

Please provide this information so that Lexus or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.lexus.com/ownersupdate or contact us at 1-800-255-3987.

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____