



Original Publication Date: February 21, 2024

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

SAFETY (NONCOMPLIANCE) RECALL 24LA01 (Remedy Notice)

Multiple Models and Model Years
 PVM System May Not Display Required Images

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023 ES250	Mid-October 2022 to Early December 2023	100	20
2023-2024 ES300H	Mid-April 2022 to Late January 2024	6380	1020
2023-2024 ES350	Mid-September 2022 to Late January 2024	7560	570
2024 LC500	Mid-May 2023 to Early November 2023	290	20
2024 LC500h	Late May 2023 to Late October 2023	30	2
2024 LC Convertible	Mid-May 2023 to Early November 2023	730	190
2024 LS500	Mid-October 2022 to Late October 2023	1450	155
2024 LS500h	Late May 2023 to Late May 2023	1	0

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

On February 21, 2024, Lexus will file a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on Certain 2023 - 2024 Model Year ES250, Certain, 2023 - 2024 Model Year ES300h, Certain 2023 - 2024 Model Year ES350, Certain 2024 Model Year LC500, Certain 2024 Model Year LC Convertible, Certain 2024 Model Year LC500h, Certain 2023 Model Year LS500, and Certain 2023 Model Year LS500h vehicles.

Condition

Due to a software programming issue, the rearview image may not display within the period of time required by certain U.S. safety regulations after the driver shifts the vehicle into reverse, increasing the risk of a crash while backing the vehicle.

Remedy

Lexus dealers will update the software in the Parking Assist ECU **FREE OF CHARGE**.

Covered Vehicles

There are approximately 16,500 vehicles covered by this Safety Recall. Approximately 10 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will notify owners by late April 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 Procedure

New Vehicles in Dealership Inventory

There are approximately 1,980 vehicles in new dealer inventory as of February 19, 2024.



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.

Lexus reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60-day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being 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:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- 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.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00241-INSPT	Inspection Mirror Hang Tag	25 Per Pack

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.

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 1-800-255-3987 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 Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall 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.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. 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 repair are required to have completed the following course:

- LIC206A

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians who have completed the above course 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

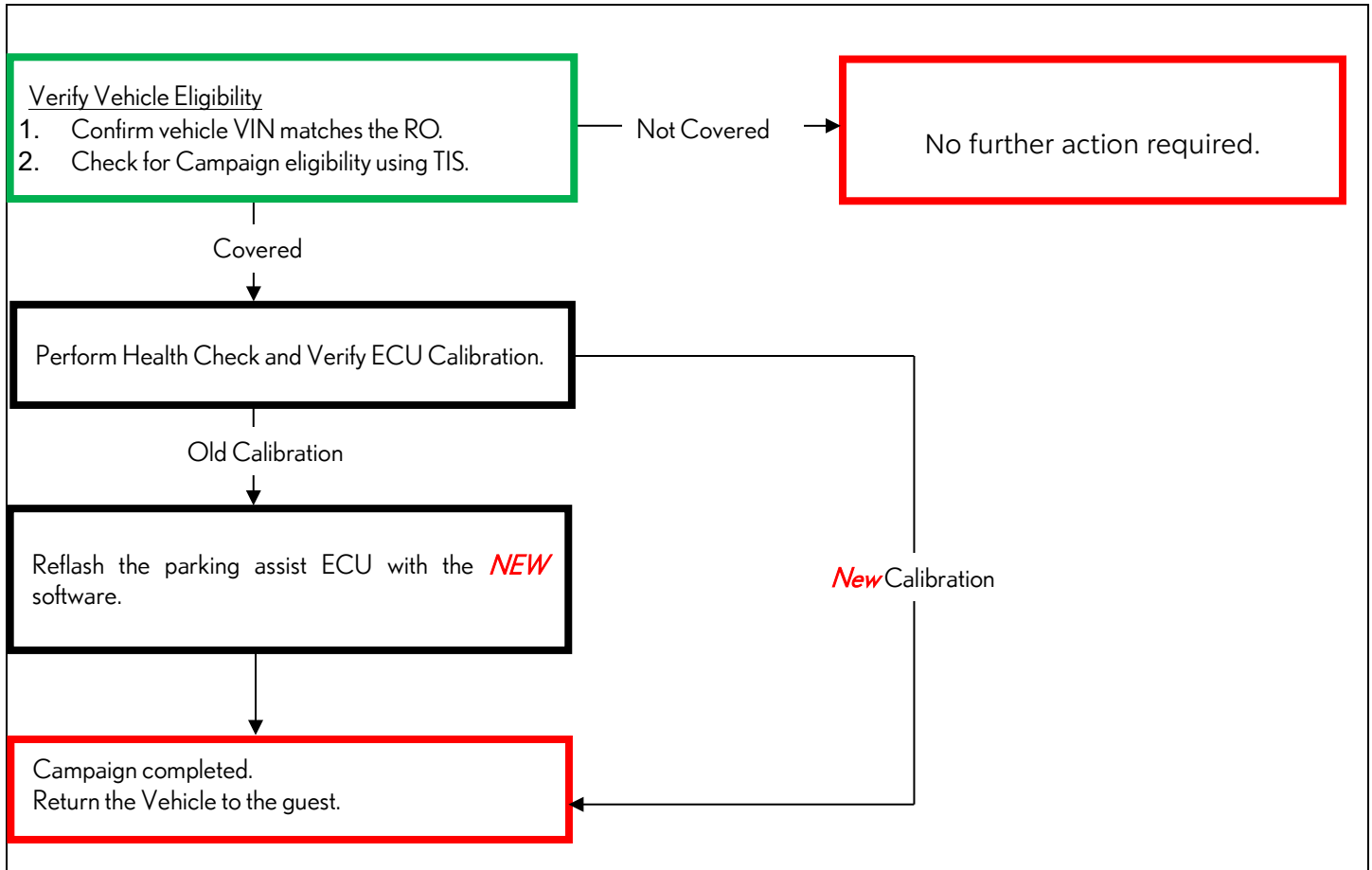
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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 customer delivery.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
24LA01R1	Parking Assist ECU Update (ES)	0.8
24LA01R2	Parking Assist ECU Update (LC, LS)	0.7

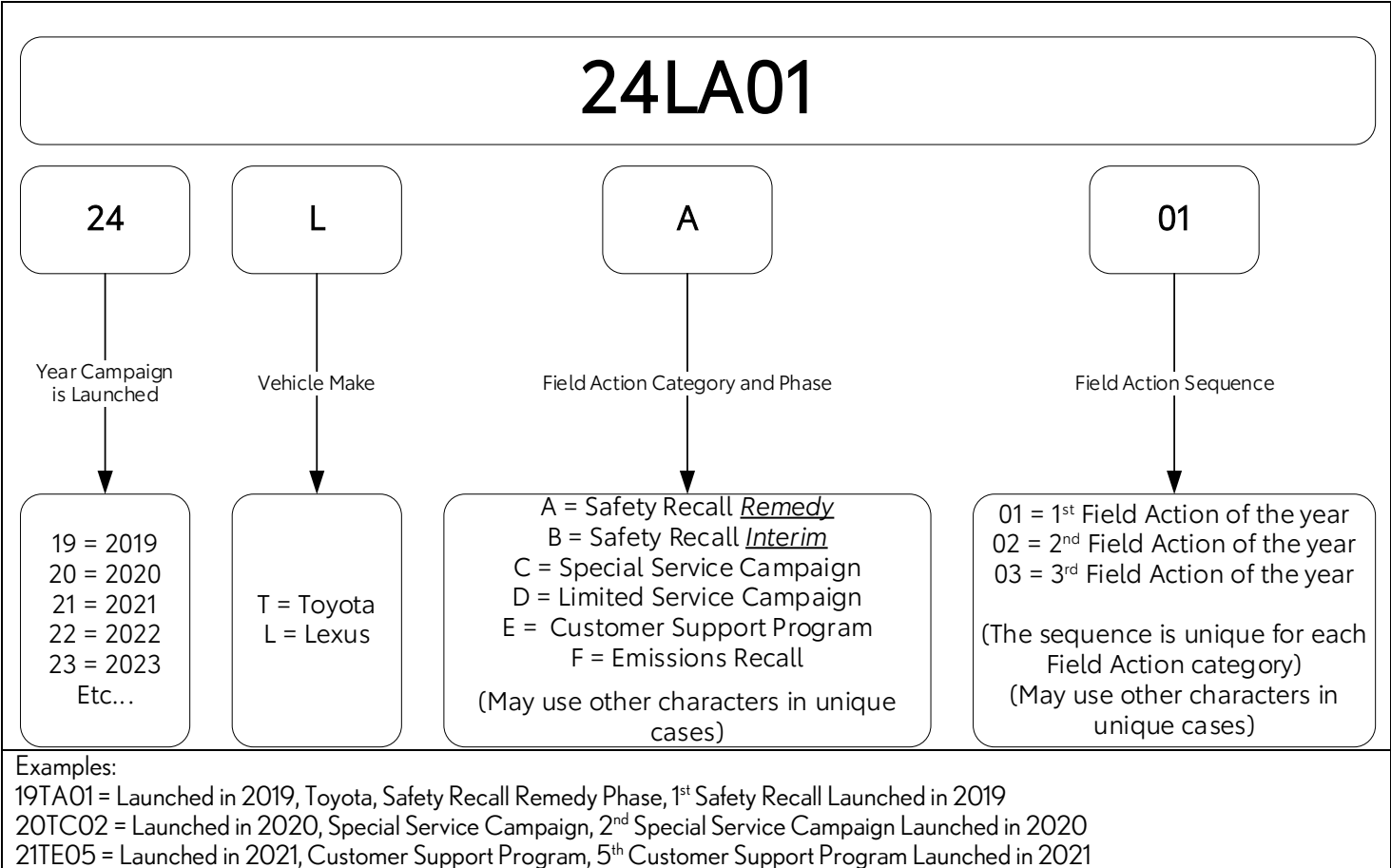
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the Parking Assist ECU contains the latest calibration ID (no software update needed), use any of the opcodes above.

Lexus' usual guest care amenities of car wash and fuel fill-up apply to this Safety (Noncompliance) Recall. Additionally, a maximum of three days of rental vehicle expense (at a maximum rate of \$55.00 per day) while the vehicle is being remedied or the cost of pick-up and redelivery of the guest's car may be claimed if required and subject to the guidelines published in the Safety Recall and Special Service Campaign General Procedures document on TIS.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety (Noncompliance) Recall. This claim filing information is used by Toyota 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.

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 (NON-COMPLIANCE) RECALL 24LA01 *(Remedy Notice)*

Multiple Models and Model Years

PVM System May Not Display Required Images

Frequently Asked Questions

Original Publication Date: February 21, 2024

Q1: What is the condition?

A1: Due to a software programming issue, the rearview image may not display within the period of time required by certain U.S. safety regulations after the driver shifts the vehicle into reverse, increasing the risk of a crash while backing the vehicle.

Q2: Are there any warnings that this condition exists?

A2: No.

Q3: What is Lexus going to do?

A2: Lexus dealers will update the software in the Parking Assist ECU **FREE OF CHARGE**.

Q4: Which and how many vehicles are covered by this Safety Recall?

A3: There are approximately 16,500 vehicles covered by this Safety Recall.

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2023 - 2024	ES250	Mid-October 2022 to Early December 2023	100
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2023 - 2024	ES350	Mid-September 2022 to Late January 2024	7560
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2024	LC Convertible	Mid-May 2023 to Early November 2023	730
2023	LS500	Mid-October 2022 to Late October 2023	1450
2023	LS500h	Late May 2023 to Late May 2023	1

Q5: Are there any other Toyota/Lexus vehicles covered by this Safety Recall in the U.S.?

A5: Yes, there are certain Toyota 2023 model year Mirai vehicles covered by this Safety Recall.

Q6: How does Lexus obtain my mailing information?

A6: 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.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Lexus Brand Engagement Center at 1-800-255-3987 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
Plano, TX 75024
(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 _____