



Original Publication Date: September 23, 2025

To: All Lexus Area General Managers and Assistant General Managers

SAFETY RECALL AND SERVICE CAMPAIGN RENOTIFICATION OWNER RENOTIFICATION 25R001

Lexus will be conducting Safety Recall and Service Campaign follow-up notifications to remind guests whose vehicles have not yet had the following Safety Recall or Service Campaign repair completed. Please note the following information for Area associates.

Campaigns Covered in the Renotification

Campaign	Model, Model Year and Title	Approximate Renotification UIO	Renotification Schedule
24LA02	2022 - 2024MY LX600 - Vehicle May Move While In Neutral Position	4,400	Late Sept
23LD01	2021MY RX350 - Tow Converter Not Installed	135	

Follow-Up Guest Notification Mailing Date

The Campaign Follow-Up Guest Notification(s) will begin in late September 2025. The guest will be notified using the following method:

- Letter
- Email

Guest Handling and Dealership Follow-Up

Lexus encourages dealerships to follow-up with their guests by telephone to encourage them to complete this Safety Recall. A word track has been provided in the dealer letter for this purpose. To assure a consistent and accurate description of the campaign is communicated to the guest, dealership associates are requested to refer to the specific campaign Q&A (available in TIS) to answer any specific guest questions.

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 Guest Renotification of Non-Completed Safety Recall, Special Service or Limited Service Campaign.

Thank you for your cooperation.

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