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To: All Lexus Area General Managers and Assistant General Managers

## SAFETY RECALL AND SERVICE CAMPAIGN RENOTIFICATION OWNER RENOTIFICATION 25R001

Safety Recall and Service Campaign completion is an important part of our commitment to meet guest expectations of Lexus products. Lexus will be conducting follow-up notifications to remind owners whose vehicles have not yet had the Safety Recall or Service Campaign repair completed in the campaigns listed below.

We request your assistance in completing the applicable campaign repair as guests receive follow-up notifications and contact your dealership. Please note the follow-up activity may cause an increase in guest appointments. Lexus plans to mail these follow-up activities in the weeks to come. Please take this into consideration when analyzing your workforce requirements.

### 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

## Dealer Inventory Procedures

### Pre-Owned Vehicles in Dealer Inventory

To ensure guest satisfaction, Lexus requests that dealers complete Safety Recalls, Special Service Campaigns, or Limited Service Campaigns on any used vehicles currently in dealer inventory prior to guest delivery.

**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

The LCertified 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 LCertified 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

### Technical Instructions

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

### Parts Ordering

The applicable parts ordering information can be found in the Dealer Letter and Technical Instructions of the *specific* campaign. As a general practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Subsequent orders should be based on guest appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

### Guest Handling and Dealership Follow-Up

Please consider this follow-up notice a great opportunity to focus on assuring guests that their safety remains a top priority at Lexus. Guests who receive a Safety Recall and/or Service Campaign Follow-Up Notice may contact your dealership with questions regarding the letter and/or remedy. Please ensure that all guest contact personnel are aware of this Safety Recall or Service Campaign and know how to accurately answer a guest's questions or how to direct the guest to someone that can. Please welcome them to your dealership and answer any questions that they may have.

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

Hello [Mr./Ms.] \_\_\_\_\_ [Guest Name],

Our dealership [Dealership Name] is following up with you regarding Safety Recall/Service Campaign [Safety Recall/Service Campaign No.] which involves [Safety Recall/Service Campaign Title]. Our records indicate that your vehicle has not been remedied under this Safety Recall/Service Campaign. As a guest convenience, I would like to answer any questions that you may have. [Answer any questions using the applicable campaign Q&A]

May I schedule an appointment for your vehicle to complete this [Important Safety Recall/Service Campaign]?

What date and time will be convenient for you to bring your vehicle into our service department which is located at [dealership address]. If you have any further questions or concerns, please contact me at \_\_\_\_\_ [contact name and telephone no.]

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**NOTE:** Additional guidelines regarding dealership follow-up for non-completed recalls and other campaigns can be found in Warranty Policy 5.22.

*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