



Original Publication Date: April 17, 2024

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

SAFETY NONCOMPLIANCE RECALL 24LA03 *(Remedy Notice)*

Certain 2018-2021 Model Year LS500 Vehicles
Certain 2018-2020 Model Year LS500h Vehicles
Airbag May Not Deploy Properly

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2018-2021 LS500	Early August 2017 - Early April 2021	450	0
2018-2020 LS500h	Late February 2017 - Early June 2020	50	0

On April 17, 2024 Lexus filed 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 2018-2021 model year LS500 vehicles and certain 2018-2020 model year LS500h vehicles.

Condition

The Occupant Classification System (OCS) sensor in the front passenger seat may not operate as designed and can affect airbag deployment. This can result in a noncompliance with safety requirements in some regions or countries and can increase the risk of an injury to a front seat passenger in a crash.

Remedy

For all involved vehicles, Lexus dealers will inspect the front passenger seat, and, if necessary, adjust a stopper and seat frame assembly near the sensor and recalibrate the system **FREE OF CHARGE**.

Covered Vehicles

There are approximately 500 vehicles covered by this Safety Noncompliance Recall. No vehicles were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will notify owners by early June 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:

- *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. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Pre-Owned Vehicles in Dealer Inventory

To ensure guest satisfaction, Lexus requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety 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 a Safety Recall.

Lexus expects dealers to visit <https://lexus-recall-disclosure.imagespm.info/> and complete a Guest Contact and Vehicle Disclosure Form. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer.

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.

Lexus Certified Used 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

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 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 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.

Head Unit Notifications

Head unit notifications are electronic messages that are displayed in the vehicle's audio system screen. Guests who receive head unit notification regarding this Safety Recall are requested to schedule an appointment with their authorized dealer to have this Safety Recall completed.

When these messages are received by the vehicle's Data Communication Module, the head unit will display a pop-up prompt stating that the vehicle has a new Safety Recall. The prompt will contain options to 'Snooze' or to 'View' the message. If a guest chooses 'Snooze', the message will continue to reappear every 20 minutes until the guest chooses 'View'. If a guest views and then closes the message, the message will be available in the Notification App if the guest chooses to review it again. If the vehicle's completion status remains incomplete for a period of 90 days from the message being viewed, the head unit may display a renotification pop-up prompt as an additional reminder to the guest to have this Safety Recall completed.

The message will completely clear from the vehicle once the following conditions are met: The Safety Recall is completed, the dealer has filed a claim, and the claim is approved by Lexus. Then the message will be cleared at the next clearing cycle, which currently happens daily.

Guests who receive a head unit notification after having this Safety Recall completed can be advised to ignore the message. Guests with additional concerns can be directed to 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 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 the Lexus Newsroom <https://pressroom.lexus.com/>

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 repair are required to have completed the following course.

- LIC206A - Electrical Repair 1

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 perform this repair at all times.

Remedy Procedures

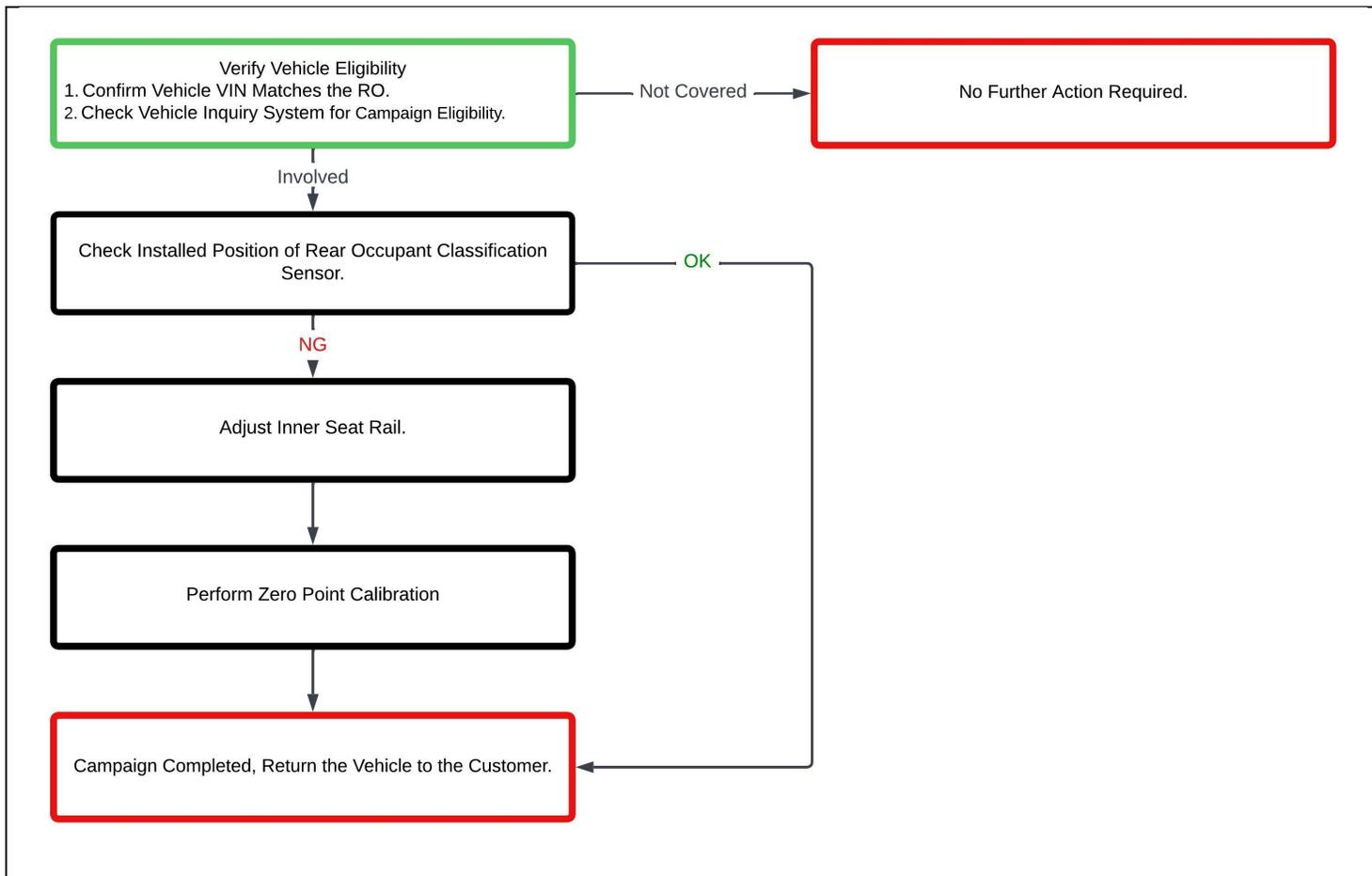
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



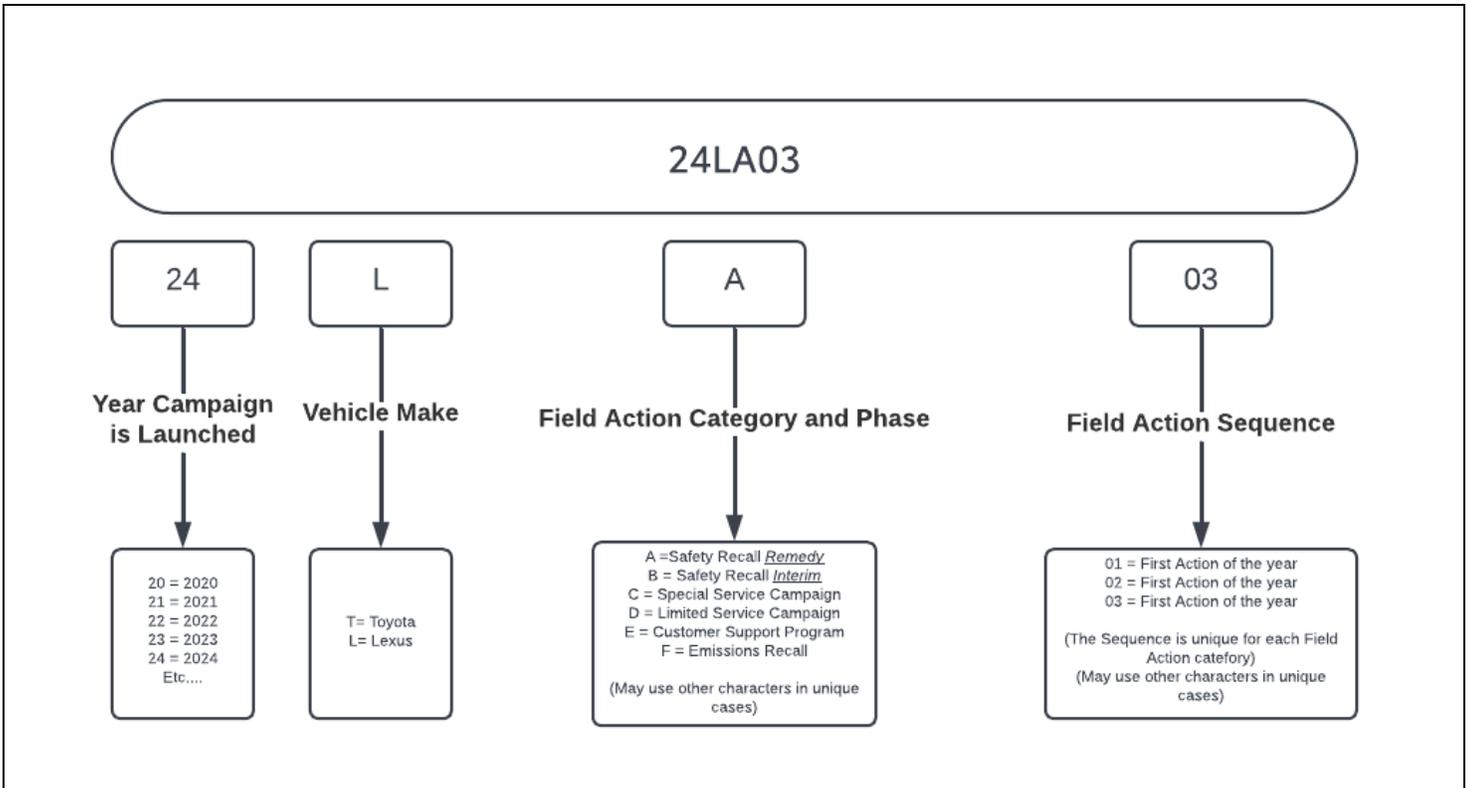
Op Code	Description	Flat Rate Hours
24LA03R1	Inspect for Interference - No Interference Found	0.3
24LA03R2	Inspect for interference + adjust seat rail and perform zero point calibration	0.5

- 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 Safety 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.

Campaign Designation / Phase Decoder



Examples:

- 19LA01 = Launched in 2019, Lexus, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
- 20LC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
- 21LE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

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 NONCOMPLIANCE RECALL 24LA03 *(Remedy Notice)*

Certain 2018-2021 Model Year LS500 Vehicles
Certain 2018-2020 Model Year LS500h Vehicles
Airbag May Not Deploy Properly

Frequently Asked Questions

Original Publication Date: April 17, 2024

Q1: *What is the condition?*

A1: The Occupant Classification System (OCS) sensor in the front passenger seat may not operate as designed and can affect airbag deployment. This can result in a noncompliance with safety requirements in some regions or countries and can increase the risk of an injury to a front seat passenger in a crash.

Q1a: *What is the Occupant Classification System (OCS)?*

A1a: It is a system that calculates the occupant load on the front passenger seat with a sensor in order to determine the airbag deployment strategy.

Q2a: *What should you do?*

A2a: Until the vehicle is inspected, Lexus recommends that no one sit in the front passenger seat. Please contact your dealer to schedule the inspection.

Q2: *What is Lexus going to do?*

A2: For all involved vehicles, Lexus dealers will inspect the front passenger seat, and, if necessary, adjust a stopper and seat frame assembly near the sensor and recalibrate the system **FREE OF CHARGE**.

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

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

Model Name	Model Year	Production Period
LS500	2018-2021	Early August 2017 - Early April 2021
LS500h	2018-2020	Late February 2017 - Early June 2020

Q4: *How long will the repair take?*

A4: The repair takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: *What if I previously paid for repairs related to this Safety Noncompliance Recall?*

A5: Reimbursement consideration instructions will be provided in the owner letter.

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: Owners with 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.