



◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
September 12, 2024	Updated Disclosure Form Instructions
May 23, 2024	Updated Condition Statement
May 23, 2024	Added Estimated Remedy Phase Launch Timing
April 10, 2024	Added Rental Op Codes
February 09,2024	Updated Phone Number for Lexus Brand Engagement Center on Both Dealer Letter and FAQ.

The most recent update in the attached Dealer Letter will be highlighted with a red box.



Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Lexus, A Division of Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

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
2021ES250	Early August 2020 - Mid April 2021	5,400	0
2020-2022 ES300H	Early July 2020 - Late September 2021	7,600	0
2020-2021ES350	Early July 2020 - Mid April 2021	20,300	0
2020-2021RX450H	Mid June 2020 - Early March 2021	11,000	0
2020-2021RX350	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 certain front passenger airbags 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 intends to begin a phased implementation of the remedy in late September 2024, but this is subject to change based on parts availability. In order to make the best use of available parts, while mitigating risk to Lexus's guests, Lexus intends to begin implementing the remedy in the most humid states first, based on the vehicle's state of registration **at time of phase one launch**. This is because, while OCS sensor failure is rare, it is more likely to occur in more humid areas first.

Phase	Model Years	Model	Involved States	Estimated Remedy Availability timing
1	All Involved Model Years	All Involved Models	U.S. Terr., AK, FL, LA, MS, HI, IA, MI, IN, ME, VT, AL, WI, OH, RI, WA, Rental Agencies, LCCS Vehicles	September 2024
2	All Involved Model Years	All Involved Models	GA, MA, AR, DE	December 2024
3	All Involved Model Years	All Involved Models	IL, ND	February 2025
4	All Involved Model Years	All Involved Models	NY, NC, MN, NH, KY	March 2025
5	All Involved Model Years	All Involved Models	WV, PA	April 2025
6	All Involved Model	All Involved Models	TN, CT, MO	May 2025

	Years			
7	All Involved Model Years	All Involved Models	SC, MD, D.C., VA, OR, NJ, SD, NE, KS	July 2025
8	All Involved Model Years	All Involved Models	TX, OK, ID	September 2025
9	All Involved Model Years	All Involved Models	CA, MT, WY, CO, UT, NM, AZ, NV	March 2026

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 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. 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.

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. These vehicles will be included in Phase 1.

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 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
23LB03V1	Vehicle Rental 1-30 Days
23LB03V2	Vehicle Rental 31-60 Days
23LB03V3	Vehicle Rental 61-90 Days
23LB03V4	Vehicle Rental 91-120 Days
23LB03V5	Vehicle Rental 121-150 Days
23LB03V6	Vehicle Rental 151-180 Days
23LB03V7	Vehicle Rental 181-210 Days
23LB03V8	Vehicle Rental 211-240 Days

NOTE:

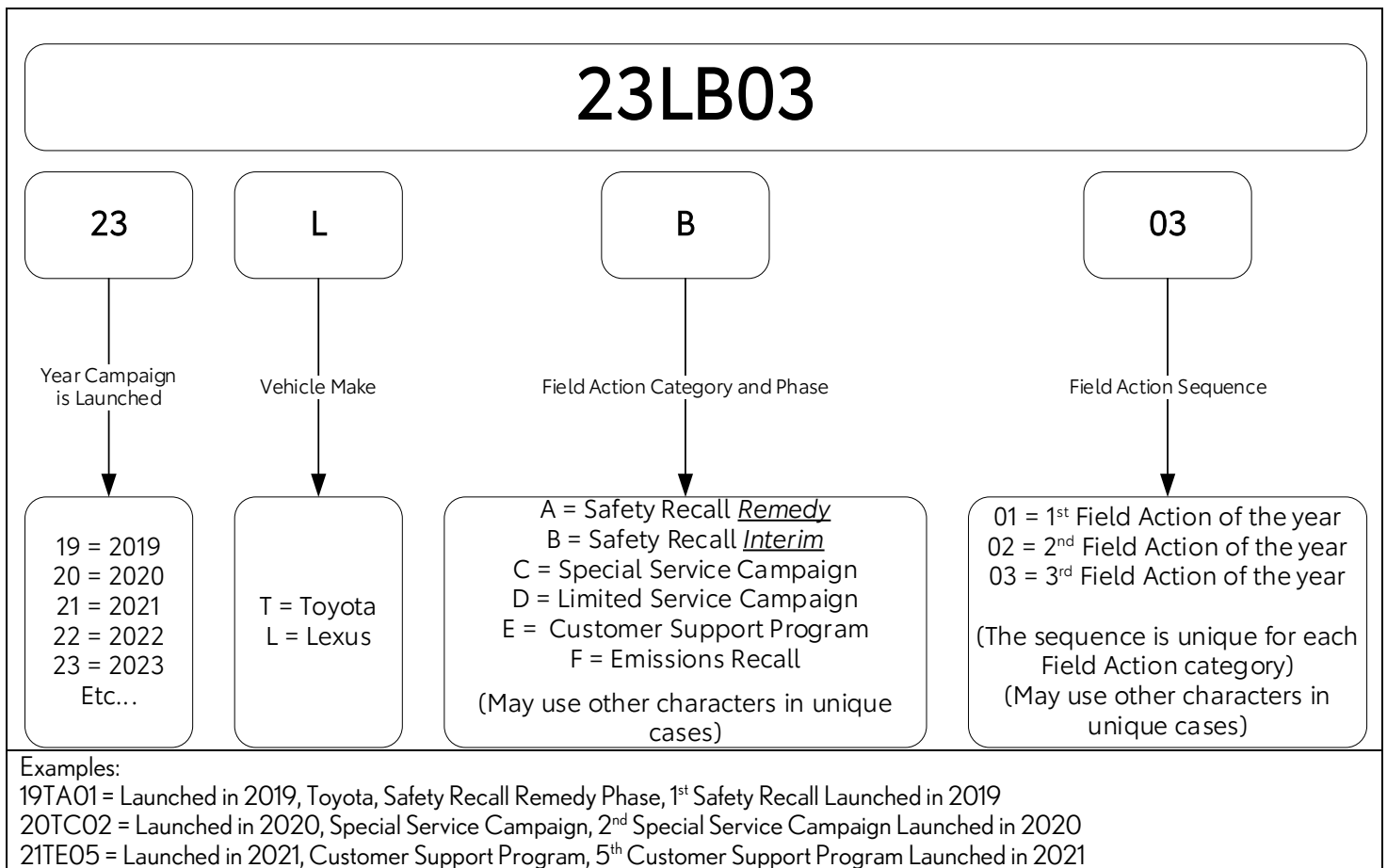
- Rental invoice ***MUST*** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).

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

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DATE	TOPIC
May 23, 2024	Updated Condition Statement
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February 09, 2024	Updated Phone Number for Lexus Brand Engagement Center on Both Dealer Letter and FAQ.

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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 **certain front passenger airbags** 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 intends to begin a phased implementation of the remedy in late September 2024, but this is subject to change based on parts availability. In order to make the best use of available parts, while mitigating risk to Lexus' guests, Lexus intends to begin implementing the remedy in the most humid states first, based on the vehicle's state of registration **at time of phase one launch**.

Phase	Model Years	Model	Involved States	Estimated Remedy Availability timing
1	All Involved Model Years	All Involved Models	U.S. Terr., AK, FL, LA, MS, HI, IA, MI, IN, ME, VT, AL, WI, OH, RI, WA, Rental Agencies, LCCS Vehicles	September 2024
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Q4a: How did Lexus decide which states should go first in the phase launch schedule?

A4a: Based on available data, Lexus has determined there is a correlation between higher OCS sensor failure rates and higher humidity areas. The best way to minimize the number of guests who may experience an actual OCS sensor failure is to prioritize vehicles with the highest likelihood of failing by making the remedy available to vehicles in states with the highest average annual humidity first.

Q4b: What if I move to a different state before the remedy becomes available for my vehicle?

A4b: Your vehicle's phase will be determined prior to Phase 1 launch, based on the state of the vehicle's registration. Once a vehicle is assigned a phase, that phase will not be changed due to vehicle movement between states.

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 1-800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



IMPORTANT SAFETY RECALL

Multiple Models and Model Years
Passenger Airbag May Not Deploy
NHTSA Recall No. 23V-865
Lexus Recall No. 23LA03 (Interim Notice 23LB03)

We are currently preparing the remedy. We will notify you again when the remedy is available.

Dear (Guest's First/Last name)

This notice applies to your vehicle:
[VIN]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain Lexus 2020-2021 ES350, RX350, RX450H, 2021 ES250, and 2020-2022 ES300H vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the 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 intended, increasing the risk of injury.**

What should you do?

We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available. Your local Lexus dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.lexus.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, please visit <http://Lexus.com/contact> for options to contact the Lexus Brand Engagement Center.

What will Lexus do?

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 the third quarter of 2024, but this is subject to change based on parts availability.

This is an important Safety Recall

Toyota is currently preparing the remedy and will notify you again when the remedy is available.

- If your vehicle's supplemental restraint system (SRS) warning light is illuminated, your vehicle may be experiencing symptoms related to this safety recall. Please bring your vehicle to any authorized Toyota dealer for further diagnosis and refrain from allowing passengers in the front passenger seat until diagnosis is complete. Please note that the SRS warning light may illuminate reasons other than the condition described above.



(Example – SRS Warning Light)

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Drivers account at <https://drivers.lexus.com/lexusdrivers/>, click on the "Service" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address below:

Lexus
A Division of Toyota Motor North America, Inc.
PO Box 259001 – SSC/CSP
Mail Drop E1-5A
Plano, TX 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://drivers.lexus.com/lexusdrivers/>.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus, a division of Toyota Motor Sales