



◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
March 13, 2025	• Phase 2 Launch
February 21, 2025	• Updated Engine Oil Quantity

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.



SAFETY RECALL 24LA04 (Remedy Notice)

Certain 2022 - 2023 Model LX 600
 Engine May Stall During Driving
 NHTSA Recall No. 24V-381

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

On May 30, 2024, 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 2022 - 2023 model year LX 600 vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2022-2023 LX 600	Early November 2021 - Mid-February 2023	3,500	3

Condition

There is a possibility that certain machining debris may not have been cleared from the engine when it was produced. In the involved vehicles, this can lead to potential engine knocking, engine rough running, engine no start and/or a loss of motive power. A loss of motive power while driving at higher speeds can increase the risk of a crash.

Remedy

Any authorized Lexus dealer will replace the engine assembly **FREE OF CHARGE** to the guest.

To make the best use of available parts while mitigating risk to Lexus guests, Lexus is employing a phased remedy implementation.

Tech Requirements <ul style="list-style-type: none"> LIC201A - Engine Repair LES001A - V35A-FTS E-Learning LER024A - Engine Replacement Process and Best Practices
Inspection/Repair Time Repair: 13.6
Parts Control at Launch Website
Parts Replacement Rate 100%
Owner Notification Date Late February
Salvage Title Eligible Yes

Campaign Phase Interpretation

Campaigns may be launched in phases due to many factors, such as: the nature of the repair, parts availability, etc. It is important that each VIN is confirmed using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. *If a remedy repair is performed on an interim phase vehicle, the claim will be subject to debit.*

REMEDY PHASE - ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall 24LA04 (Remedy Notice) Certain 2022 - 2023 Model LX 600
Campaign Status: Remedy Available
Completion Status: Not Completed

[\[Show Documents\]](#)

STATUS IDENTIFICATION

A: Campaign Description: 24LA04 Remedy
B: Campaign Status: Remedy Available

- *This vehicle is eligible to have the remedy performed.*

INTERIM PHASE - FUTURE REPAIR

Campaign Description: Safety Recall 24LA04 (Interim Notice 24LB04) Certain 2022 - 2023 Model LX
Campaign Status: Remedy Not Available
Completion Status: Not Completed
Memo: The remedy is not available for this vehicle at this time.

[\[Show Documents\]](#)

STATUS IDENTIFICATION

A: Campaign Description: 24LB04 Interim
B: Campaign Status: Remedy Not Available

- *This vehicle is in the interim phase; the remedy CANNOT be performed at this time.*

Campaign Phases

Phase	Model Years	Models	Production Dates	Approximate Total Vehicles	Estimated Remedy Launch Timing
1	2022-2023	LX 600	Early July 2021 - Early March 2022	900	Remedy Available
2	2022-2023	LX 600	Early March 2022 - Mid-May 2022	900	
3	2022-2023	LX 600	Mid-May 2022 - Mid - September 2022	900	June 2025
4	2022-2023	LX 600	Mid-September 2022 - Late November 2022	900	September 2025

Owner Notification

Mail

A sample of the owner notification letter has been included for your reference.

Phase 1 Guest Mailing	Late February 2025
Phase 2 Guest Mailing	Late March 2025

Lexus App

Vehicles involved in this Safety Recall will be visible in the Lexus App at time of announcement.

Guest Contacts

Guests may contact your dealership with questions regarding the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A FAQ is provided to assure a consistent message is communicated.

Guest with additional 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.

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 pressroom.lexus.com.



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Service Department

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

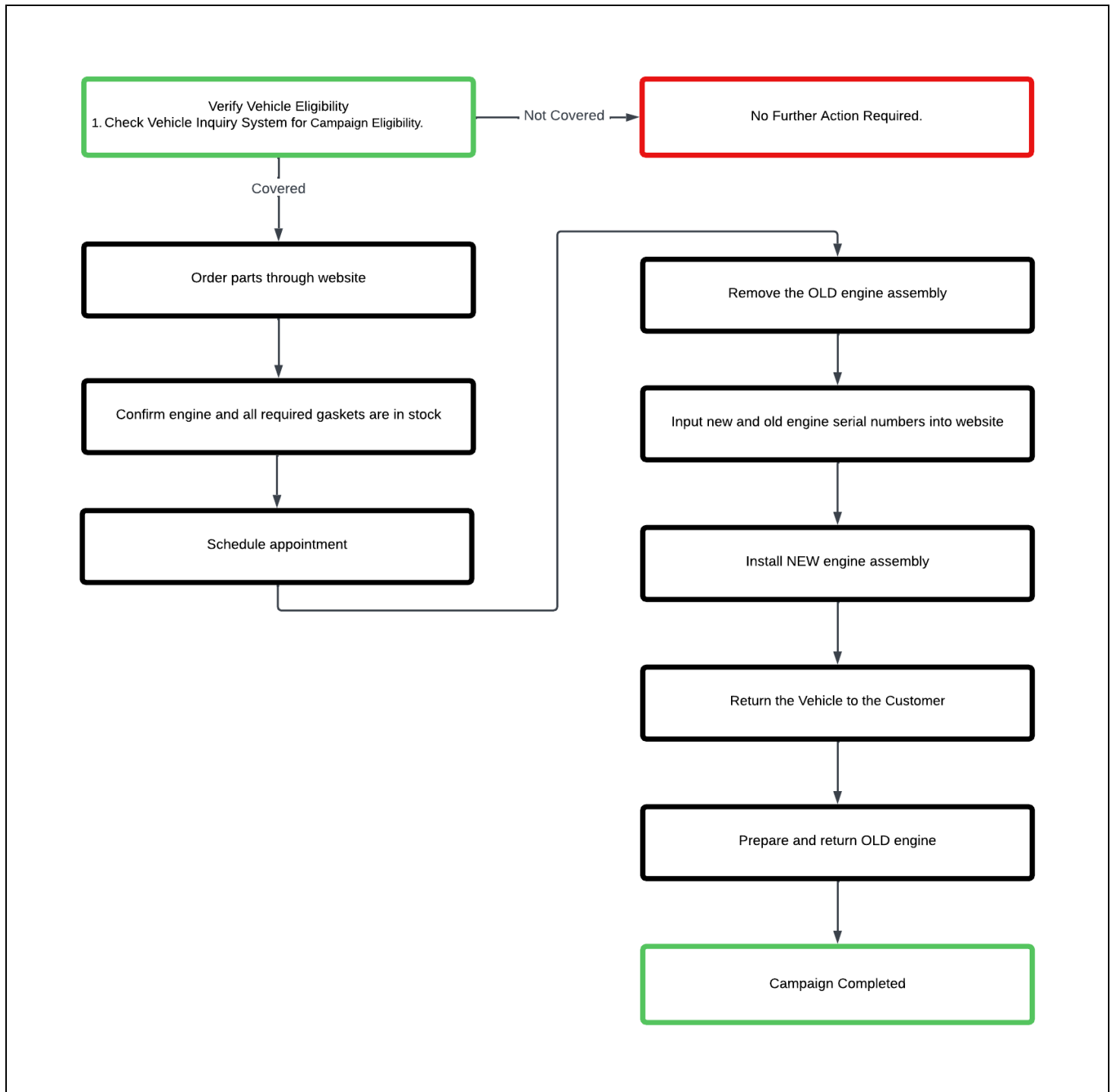
If a vehicle owner is uncomfortable driving their vehicle while we prepare the remedy, a loaner vehicle or alternative transportation can be claimed for \$55 per day.

Op Code	Description
24LB04V1	Vehicle Rental 1-30 Days
24LB04V2	Vehicle Rental 31-60 Days
24LB04V3	Vehicle Rental 61-90 Days
24LB04V4	Vehicle Rental 91-120 Days
24LB04V5	Vehicle Rental 121-150 Days
24LB04V6	Vehicle Rental 151-180 Days
24LB04V7	Vehicle Rental 181-220 Days
24LB04V8	Vehicle Rental 221-235 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.
- 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.

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
24LA04R1	Replace Engine Assembly and Register Engine Serial Number	13.6

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers can claim the cost for absorbent mat, trash bag and tape for parts return under sublet type ZZ at \$6 dollar.
- A loaner vehicle or alternative transportation through the Lexus Customer Convenience System (LCCS) Service Loaner Program can be claimed up to a maximum of 3 days at a maximum rate of \$55 per day as a sublet type "RT" under Op Code 24LA04R1. This loaner vehicle or alternative transportation is intended for use while the guest's vehicle is down for the repair.
 - **For rentals that exceed the maximum number of allowable days and/or dollars per day, a DSPM Authorization is required.**
 - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Towing can be claimed under Op Code 24LA04R1 for a maximum of \$250 as sublet type "TW" in the event the guest requests vehicle pickup.
 - **Towing invoice MUST be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**
- Lexus' usual guest care amenities of car wash and fuel fill-up apply to this Safety Recall. Additionally, 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.

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.

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.

Emissions Repair Procedures for California Dealers

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form and affix an Authorized Modification Label to the vehicle after repairs have been completed.

The vehicle owner may require the Proof of Correction form for vehicle registration renewal. **It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.**

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early August 2025. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

Install the Authorized Modifications Label after the repairs have been completed. Using a permanent marker, fill out the label and affix it to the location under the hood as indicted.



Form booklets and Authorization Labels can be ordered from the MDC (Booklet material number 00410-92007, Label material number 00451-00001-LBL).

1-4	"Remedy for (Campaign Designation)"	6	Date Completed
5	Dealer Code	7	Campaign Designation

Technician Training Requirements

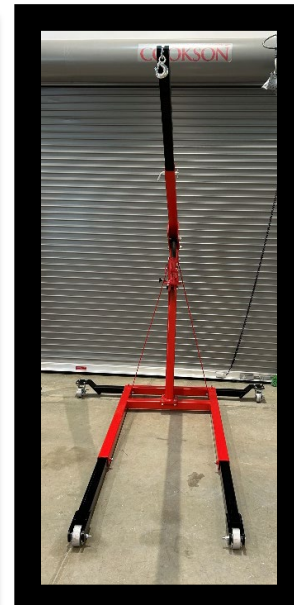
The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required have completed the following courses:

- LIC201A - Engine Repair
- LES001A - V35A-FTS E-Learning
- LER024A- 24LA04 Engine Replacement Process and Best Practices

Campaign Special Service Tools

The following special service tools have been provided for this Safety Recall:

- A special engine hoist has been provided to allow technicians to complete the repair without needing to remove the front bumper, intercoolers, radiator and condenser.



Parts Recovery Procedures

All engines will be recovered under this recall through the normal parts recovery process. You will receive a notification through the normal Warranty Parts Recovery process with shipping instructions.

Engines are a regulated package and must be returned as indicated below.

- Engine must be bagged
- Fuel line must be capped off (Use the cap that comes on the new engine)
- Absorbent pad placed in bag
- Must be returned in original box and on original crates
- Dealer must strap down the engine to the crate

To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Lexus.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Parts Department

Parts Information

Parts ordered for Safety Recall 24LA04 will be ordered through the website link below and require a VIN to order. All dealers should place orders based on guest appointment and appointments should account for the engine delivery lead time. Engines will be shipped from your local PDC or may ship from North American Parts Center California due to space constraints. Delivery timing variability can occur due to stocking space limitations. Delivery timing is estimated to vary between 1-10 days depending on engine demand.

Parts Order Website: <https://24la04.imagespm.info/>

Gasket orders will also be processed through the website when orders are placed for the engine. Gasket kits will ship out of your local facing PDC and should be expected to arrive based on your dealer's normal parts lead time for parts orders.

Engines are not able to be returned once ordered by the dealer. Engines need to be ordered on an appointment basis and **dealers should not order engines for stock.** Please DO NOT stack the engine crates while storing at the dealership in advance of guest appointment.

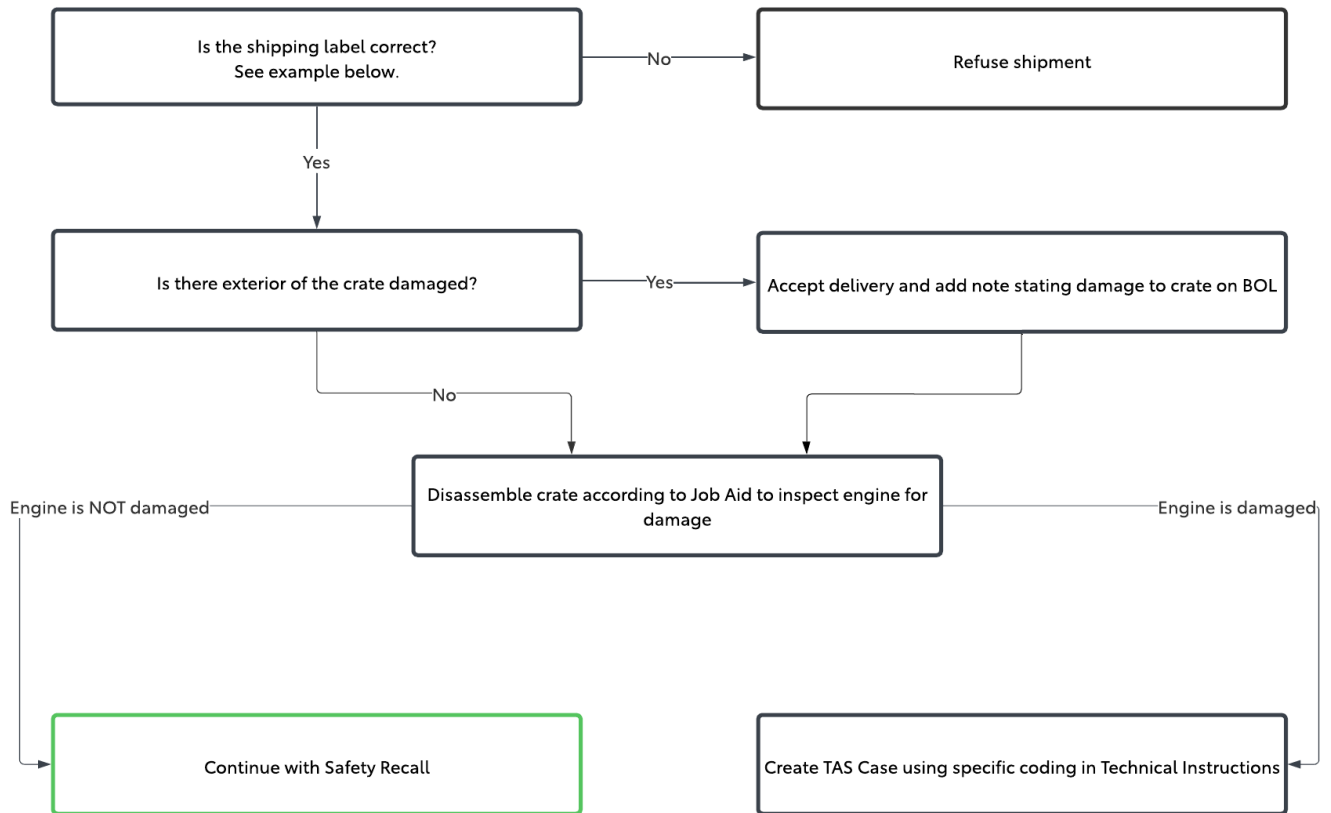
Part Number	Part Description	Quantity
04004-23170	Engine, Assy LX (Not returnable)	1
00272-SLLC2	Genuine Toyota Super Long-Life Coolant	5
00289-ATFWS	World Standard Automatic Transmission Fluid (If needed)	2
	0W20 Motor Oil - Genuine Toyota - One Quart	Up to 7 quarts
17279-0W040	Gasket, Turbine Outlet Elbow	2
04004-29160	Gasket Kit (SSP Kit)*	1

* The kit above includes the following parts

Part Number	Part Description	Quantity
16418-15520	PACKING, RADIATOR DRAIN	1
16418-70730	PACKING, RADIATOR DRAIN	1
17451-28041	GASKET, EXHAUST PIPE	2
17451-52050	GASKET, EXHAUST PIPE	1
17452-70010	CLAMP, EXHAUST PIPE	2
90099-14119	O-RING	2
90099-14120	O-RING	2

90099-14121	O-RING	1
90105-10590	BOLT, FLANGE	2
90430-12008	GASKET	1
90430-18008	GASKET	1
90467-08217	CLIP	4
90468-12023	CLIP	1
90917-06070	GASKET, EXHAUST PIPE	1

Engine Shipment Flowchart



Sales Department

New Vehicles in Dealership Inventory

There are approximately 3 vehicles in new dealer inventory as of May 29, 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. Lexus 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.

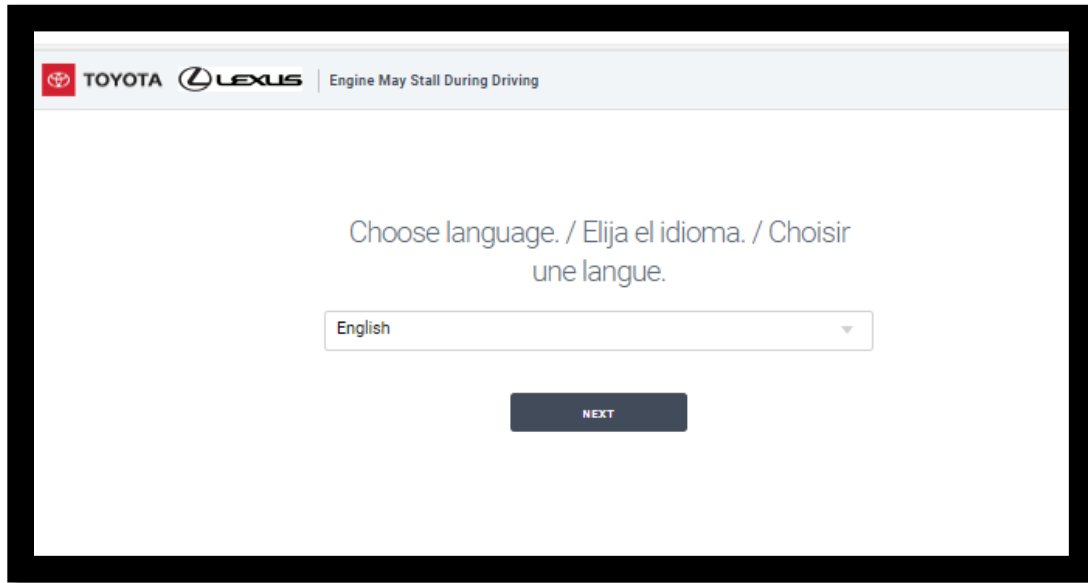
NOTE:

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

[Policy for New Vehicles, L-Certified, Pre-Owned Vehicles and LRAC](#)

How to Order Engine/Gaskets:

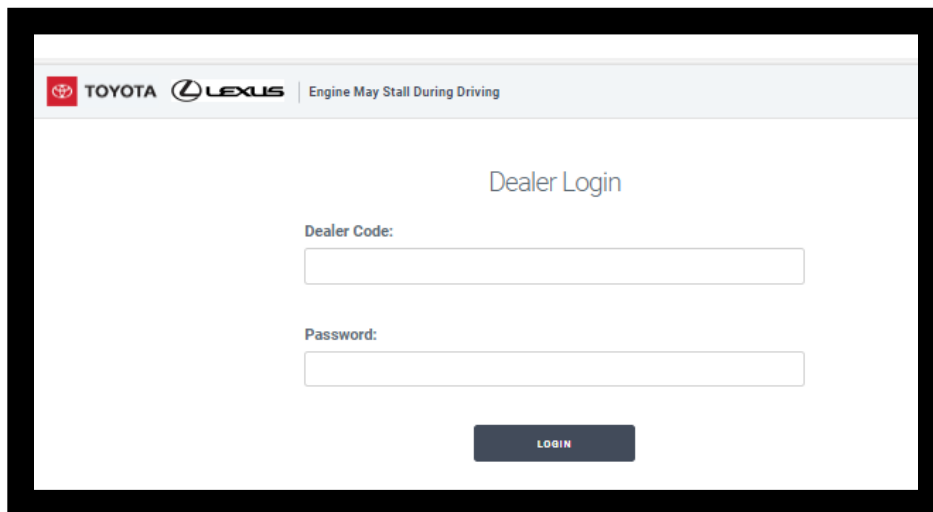
1. Open V35A-FTS Engine Serial Number Registration website
 - a. Open the 24TA04 serial number registration website by selecting the following link:
<https://24la04.imagespm.info/>
 - b. Confirm language of website



The screenshot shows the top of a web browser window with the Toyota and Lexus logos and the text "Engine May Stall During Driving". The main content area displays the instruction "Choose language. / Elija el idioma. / Choisir une langue." Below this is a dropdown menu with "English" selected. A dark blue "NEXT" button is centered below the dropdown.

- c. Enter your dealer login credentials and follow the instructions to complete the inspection.
Username: Dealer code
Password: XXXXX

Note: Default password is XXXXX. This password can be changed by the dealership after the first login. Please make sure all eligible technicians and parts ordering associates in your dealership know the password for your dealership. The same site for parts order is used for registering the engine serial during repair.



The screenshot shows the "Dealer Login" screen. It features the same header as the previous screen. The main content area has the title "Dealer Login" and two input fields: "Dealer Code:" and "Password:". A dark blue "LOGIN" button is centered below the input fields.

d. Enter VIN

TOYOTA | Engine May Stall During Driving | Home | Reset Password | Sign Out

Enter Vehicle Information

Enter the 17-digit Vehicle Identification Number to begin inspection process for this campaign.

VIN

SEARCH

e. Request engine to be ordered.

- i. Enter Name
- ii. Enter Email
- iii. Enter Phone Number
- iv. Select Department

TOYOTA | Engine May Stall During Driving | Home | Reset Password | Sign Out

24TA07/24LA04 Parts Ordering

Complete this form to order a replacement engine for the vehicle with VIN 5TFL [REDACTED]

You are unable to register an engine to a VIN, until an engine has been ordered for that VIN.

Name (required)

Email (required)

Phone (required)

Department (required)

(Select department) ▾

PLACE ORDER

Once order is placed it cannot be modified or cancelled
Engine cannot be returned once order is placed

CAUTION:

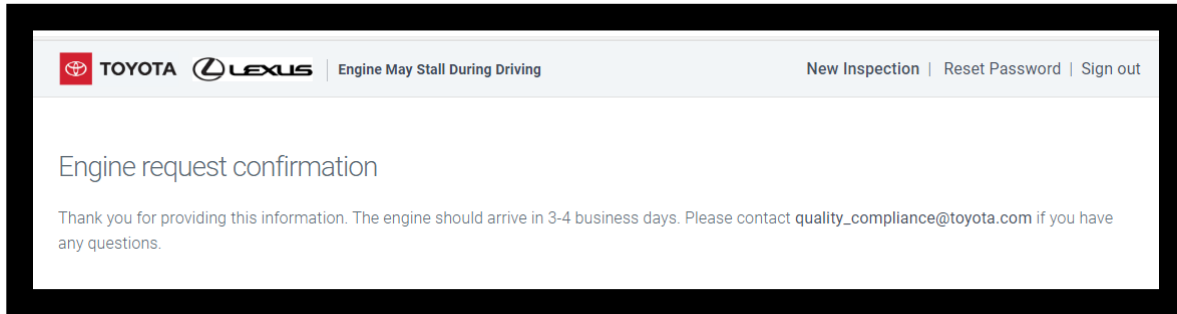
Once order is placed, it cannot be modified or cancelled.
Engine CANNOT be returned once order is placed.

CANCEL CONFIRM



If you have any issues, please email quality_compliance@toyota.com for further assistance. **DO NOT** attempt to reorder engine.

f. Confirm engine order request was received.



Parts Recovery Procedures

All engines will be recovered under this recall through the normal parts recovery process. You will receive a notification through the normal Warranty Parts Recovery process with shipping instructions for all engines replaced under this recall.

Engines are a regulated package and must be returned following the instructions on the job aid. Please refer to the [job aid](#) on TIS for detailed instructions.

To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Lexus.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Frequently Asked Questions

Q1: What is the condition?

A1: There is a possibility that certain machining debris may not have been cleared from the engine when it was produced. In the involved vehicles, this can lead to potential engine knocking, engine rough running, engine no start and/or a loss of motive power. A loss of motive power while driving at higher speeds can increase the risk of a crash.

Q1a: What should I do if my vehicle is experiencing the condition described and I'm unable to drive the vehicle to the dealership?

A1a: Please contact your local authorized Lexus dealer who will arrange for vehicle pickup.

Q2: What is Lexus going to do?

A2: Lexus dealers will replace the engine assembly **FREE OF CHARGE** to the guest.

Q2a: Do I need to make an appointment in advance for this repair?

A2a: Yes. Your dealer will need to order an engine in advance of the repair, which will take several days to be delivered. To minimize your inconvenience, we encourage you to call your dealer and make an appointment in advance before bringing your vehicle to a dealer.

NOTE (Guests who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Lexus to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Lexus dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q3: When will the remedy become available?

A3: In order to make the best use of available parts while mitigating risk to Lexus' guests, Lexus is employing a phased remedy implementation.

Phase	Model Years	Models	Production Dates	Approximate Total Vehicles	Estimated Remedy Launch Timing
1	2022-2023	LX 600	Early July 2021 – Early March 2022	900	Remedy Available
2	2022-2023	LX 600	Early March 2022 - Mid-May 2022	900	
3	2022-2023	LX 600	Mid-May 2022 – Mid - September 2022	900	June 2025
4	2022-2023	LX 600	Mid-September 2022 – Late November 2022	900	September 2025

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

A4: There are approximately 3,500 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
LX 600	2022 - 2023	Early November 2021 – Mid-February 2023

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4a: Yes, there are approximately 98,000 Tundra vehicles covered by this Safety Recall.

Q5: *How long will the repair take?*

A5: The dealer will need to order your engine in advance. Your dealer will need several days, varying by their location, to receive the engine. Once the engine is received, the repair takes approximately 2 working days. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. After the engine is received and you bring your vehicle to your dealer for your appointment, a loaner vehicle will be provided to you while the repair is being performed.

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.

Policies And Procedures

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. 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.

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.

Lexus Certified Used Vehicle

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 Reimbursement

Reimbursement consideration instructions will be included in the owner letter.



IMPORTANT SAFETY RECALL

Certain 2022 - 2023 Model Year LX 600
Engine May Stall During Driving
NHTSA Recall No. 24V-381
Lexus Recall No. 24LA04 (Remedy Notice)

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

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 2022 - 2023 model year LX 600 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?

Machining debris may not have been cleared from the engine when it was produced. In the involved vehicles, this can lead to potential engine knocking, engine rough running, engine no start and/or a loss of motive power. **A loss of motive power while driving at higher speeds can increase the risk of a crash.**

What should you do?

It is very important to make an appointment in advance with a Lexus dealer for this repair. Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible. **Your Lexus dealer will schedule your appointment to occur after the replacement engine has arrived at their location. 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 or 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. am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

What will Lexus do?

Any authorized Lexus dealer will replace the engine assembly **FREE OF CHARGE** to you.

This is an Important Safety Recall

For this repair, your Lexus dealer will need to order your engine in advance. Your dealer will need several days, varying by their location, to receive the engine. Once the engine is received, the repair takes approximately 2 working days. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

After the engine is received and you bring your vehicle to your dealer for your appointment, a loaner vehicle will be provided to you while the repair is being performed.

If the vehicle is experiencing the condition described and you are unable to drive the vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pickup.

What if you live in California and do not have this Safety Recall performed?

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Safety Recall Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Lexus to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

Your Lexus dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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 Owners account at <https://www.lexus.com/My-Lexus>, click on the "My Lexus" tab, navigate to the "Home" section, and select "Recalls." Then navigate to the "SAFETY RECALLS & SERVICE CAMPAIGNS" section and click on "Recall Lookup".

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

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

FAX: 310-381-7756

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