



◀ IMPORTANT UPDATE ▶

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

| DATE | TOPIC |
|---------------|---|
| July 26, 2024 | <ul style="list-style-type: none">• Updated Remedy verbiage• Added Owner Letter sample |

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.



Original Publication Date: May 30, 2024

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

SAFETY RECALL 24LA04 (Interim Notice 24LB04)

Certain 2022 - 2023 Model Year LX 600
Engine May Stall During Driving

| Model / Years | Production Period | Approximate Total Vehicles | Approximate Stop Sale Dealer Inventory |
|--------------------|-------------------------------------|----------------------------|--|
| 2022 - 2023 LX 600 | Late July 2021 - Late November 2022 | 3,500 | 3 |



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to 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 vehicles.

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

Lexus is currently preparing the remedy for this issue. When available, the remedy will involve the replacement of the engine assembly with a new one **FREE OF CHARGE** to the guest.

Covered Vehicles

There are approximately 3,500 vehicles covered by this Safety Recall. Approximately 50 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will notify guests by late July 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 guests of the covered vehicles will be notified. If you are contacted by a guest 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

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. Toyota provides these flooring reimbursements at 60-day intervals. 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.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

| Part Number | Description | Quantity |
|-------------|----------------------------|-------------|
| 00241-INSPT | Inspection Mirror Hang Tag | 25 Per Pack |

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.

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/>

Warranty Reimbursement Procedures

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 |

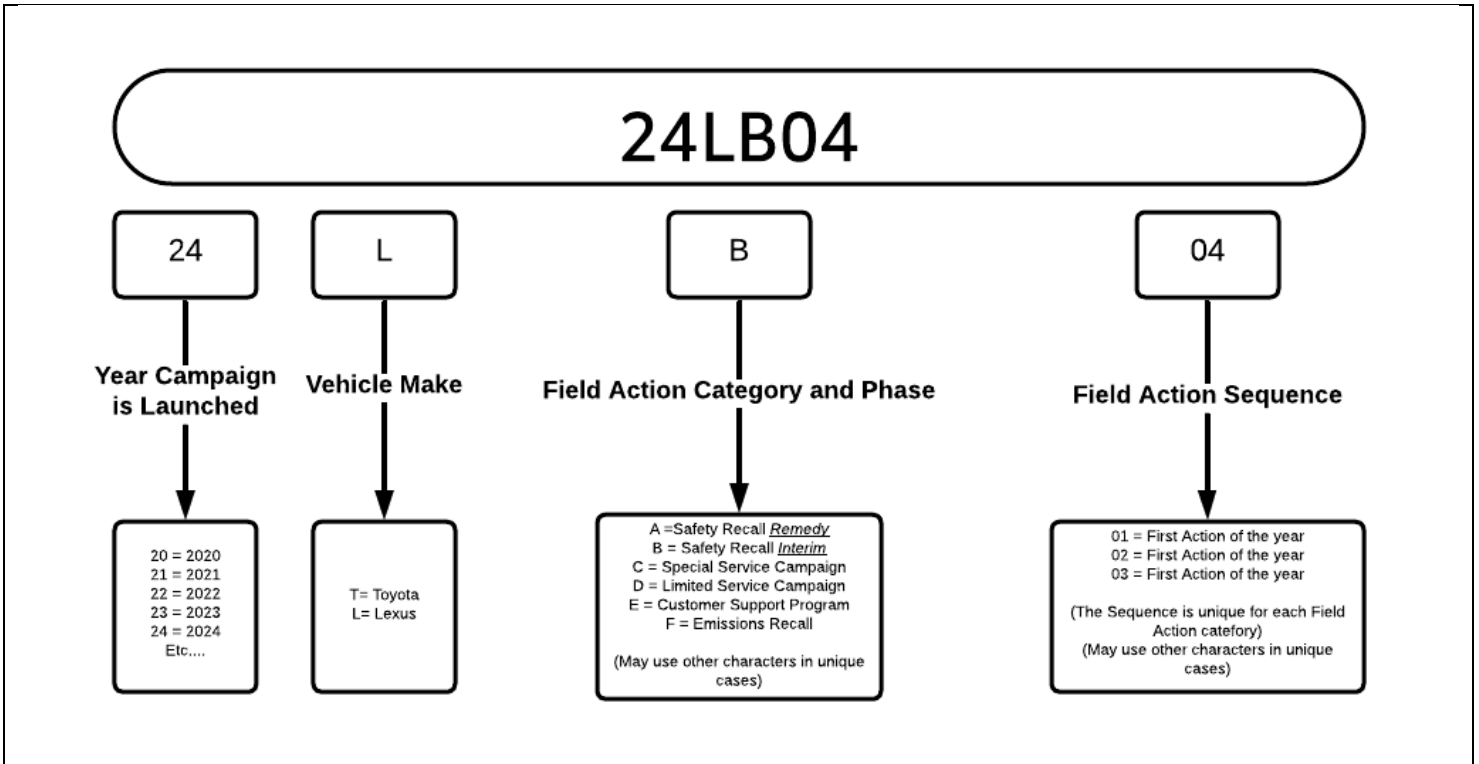
NOTE:

- 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).

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
 20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
 21TE05 = 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 RECALL 24LA04 *(Interim Notice 24LB04)*

Certain 2022 – 2023 Model Year LX 600
Engine May Stall During Driving

Frequently Asked Questions

Original Publication Date: May 30, 2024

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.

Q2: *What is Lexus going to do?*

A2: Lexus is currently preparing the remedy for this issue. When available, the remedy will involve the replacement of the engine assembly with a new one **FREE OF CHARGE** to the guest.

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

A3: There are approximately 3,500 vehicles covered by this Safety Recall.

| Model Name | Model Year | Production Period |
|------------|-------------|-------------------------------------|
| LX 600 | 2022 - 2023 | Late July 2021 – Late November 2022 |

Q3a: *Are there any other Lexus/Toyota/vehicles covered by this Safety Recall in the U.S.?*

A3a: Yes, there are certain 2022 - 2023 Toyota Tundra vehicles covered by this Safety Recall.

Q4: *Are there any warnings that this condition exists?*

A4: There may be a knocking noise from the engine, the engine may run rough, or it may not start.

Q5: *What if I previously paid for repairs related to this Safety 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.

IMPORTANT SAFETY RECALL

Certain 2022 – 2023 Model Year LX600 Vehicles
Engine May Stall During Driving
NHTSA Recall No. 24V-381
Lexus Recall No. 24LA04 (Interim Notice 24LB04)

INTERIM NOTICE

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

Dear (customer'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 LX600 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?

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 or contact the Lexus Brand Engagement Center at 1-888-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

What will Lexus do?

Lexus is currently preparing the remedy for this issue. When available, the remedy will involve the replacement of the engine assembly with a new one **FREE OF CHARGE** to the guest.

This is an important Safety Recall

- Lexus recommends that you follow all scheduled maintenance and services as outlined in your owner's manual while we prepare the remedy.
- If you experience any of the symptoms described above, please contact an authorized Lexus dealer who will arrange for vehicle pickup.

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