



## SAFETY RECALL 24LA08 (Remedy Notice)

Certain 2025 Model Year NX 250, NX350 and NX350h  
Potential Loss of Braking Performance or Wheel Separation

On December 5, 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 2025 model year NX250, NX350 and NX350h vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2025 NX250	Early September 2024	3	0
2025 NX350	Early September 2024	8	0
2025 NX350h	Early September 2024	5	0

### Condition

Certain bolts may not have been properly tightened during manufacturing and can loosen over time, potentially causing the front brake calipers or front wheels to detach. If this occurs, there can be an increase in stopping distance or a loss of vehicle control, increasing the risk of crash.

### Remedy

For all involved vehicles, Lexus dealers will ensure the front brake caliper mounting bracket and hub bearing bolts are tightened to the correct specification. If any components in the wheel area are damaged, they will be replaced. The remedy will be performed **FREE OF CHARGE**.

### Owner Notification

#### Mail

Lexus will notify owners by mid-January 2025.

#### Head Unit Notification

Vehicle Head unit notifications will begin in mid-December 2024.

#### 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](http://pressroom.lexus.com).

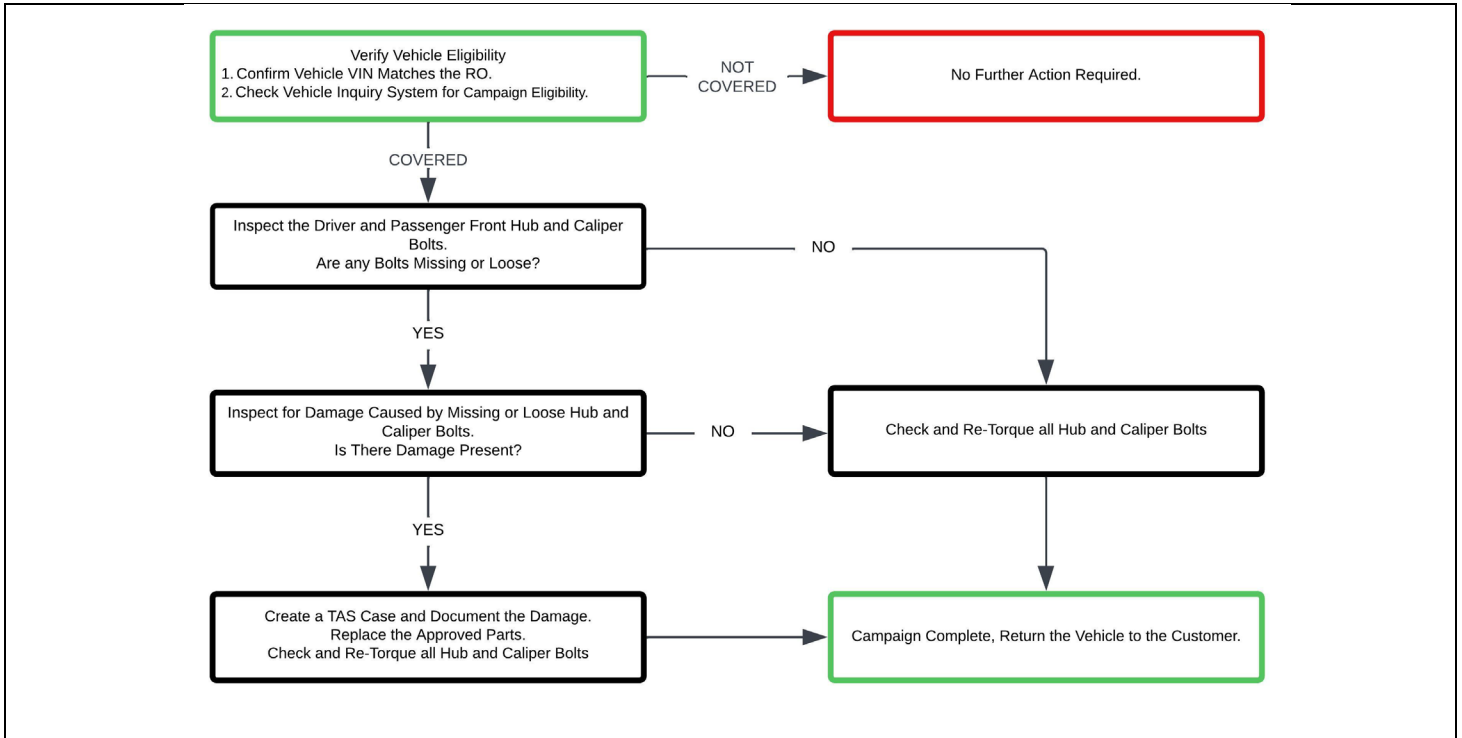
<b>Tech Requirements</b> L453 - Steering, Suspension, & Handling
<b>Inspection/Repair Time</b> 1.1
<b>Parts Control at Launch</b> N/A
<b>Parts Replacement Rate</b> <1%
<b>Owner Notification Date</b> Mid-December 2024
<b>Salvage Title Eligible</b> Yes

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# Service Department

## Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
24LA08R1	Inspection + Retightening	1.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that parts need to be replaced, please contact your area representative for claim filing instructions.
- Lexus' usual guest care amenities of car wash and fuel fill-up apply to this Safety Recall. Additionally, a maximum of one day of rental vehicle expense (at a maximum rate of \$55.00 per day) while the vehicle is being remedied or 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.

### 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:

- L453 -Steering, Suspension & Handling

# Sales Department

## Policy for New Vehicles, L-Certified, Pre-Owned Vehicles and LRAC

### Frequently Asked Questions

**Q1: *What is the condition?***

A1: Certain bolts may not have been properly tightened during manufacturing and can loosen over time, potentially causing the front brake calipers or front wheels to detach. If this occurs, there can be an increase in stopping distance or a loss of vehicle control, increasing the risk of crash.

**Q2: *What is Lexus going to do?***

A2: For all involved vehicles, Lexus dealers will ensure the front brake caliper mounting bracket and hub bearing bolts are tightened to the correct specification. If any components in the wheel area are damaged, they will be replaced. The remedy will be performed **FREE OF CHARGE**.

**Q2a: *Are there any warnings that this condition exists?***

A2a: If the brake caliper mounting bracket bolts or a hub bearing bolt for the front wheels are loose, an abnormal rattling noise or a vibration from the front axle area could occur while driving.

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

A3: There are approximately 16 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
N250	2025	Early September 2024
NX350	2025	Early September 2024
NX350h	2025	Early September 2024

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

A3a: Yes, certain 2024 Model Year Toyota Rav4 vehicles are involved in this Safety Recall.

**Q4: *How long will the repair take?***

A4: The repair takes approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5: *How does Lexus obtain my mailing information?***

A5: 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.

**Q6: *What if I have additional questions or concerns?***

A6: 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

## **New Vehicles in Dealership Inventory - Reminder**

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**

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.

## **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.