

SAFETY RECALL 25LA01 (Remedy Notice)

Certain 2019 NX300 and RX350L Vehicle May Stall During Driving at Higher Speeds

Frequently Asked Questions Original Publication Date: January 22, 2025

Q1: What is the condition?

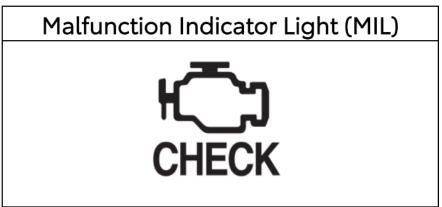
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

Q1a: Are there any symptoms/warnings of the condition?

A1a: Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power.

Q1b. Which warning lights and messages may be displayed if the condition is present?

A1b: If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed.



Note: The malfunction indictor lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall

Q2: What is Lexus going to do?

A2: Any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one *FREE OF CHARGE*.

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

A3: There are approximately 10 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
NX300	2019	Late April 2019 - Late April 2019
RX350L	2019	Early August 2019 - Early August 2019

Q3a: Is this the same issue with the fuel pump as Safety Recall 20LA01 which Lexus previously announced?

A3a: Yes. While reviewing internal information, it was discovered that some vehicles that should have been included in the previous recall were inadvertently excluded, so Lexus decided to announce a new recall to include those vehicles.

Q4: How long will the repair take?

A4: The repair takes approximately three hours. 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 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: 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.