



SAFETY RECALL 25LA01 (Remedy Notice)

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

On January 22, 2025, 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 2019 model year NX300 and RX350L vehicles

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2019 NX300	Late April 2019 - Late April 2019	9	0
2019 RX350L	Early August 2019 - Early August 2019	1	0

Condition

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.

Remedy

Lexus dealers will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

Owner Notification

Mail

Lexus will notify owners by late March 2025.

Head Unit Notification

Vehicle Head unit notifications will begin mid-February 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.

Tech Requirements LIC206A – Electrical Repair 1
Inspection/Repair Time Repair: 2.3-3.1
Parts Control at Launch CPOR
Parts Replacement Rate 100%
Owner Notification Date Mid – February 2025
Salvage Title Eligible Yes

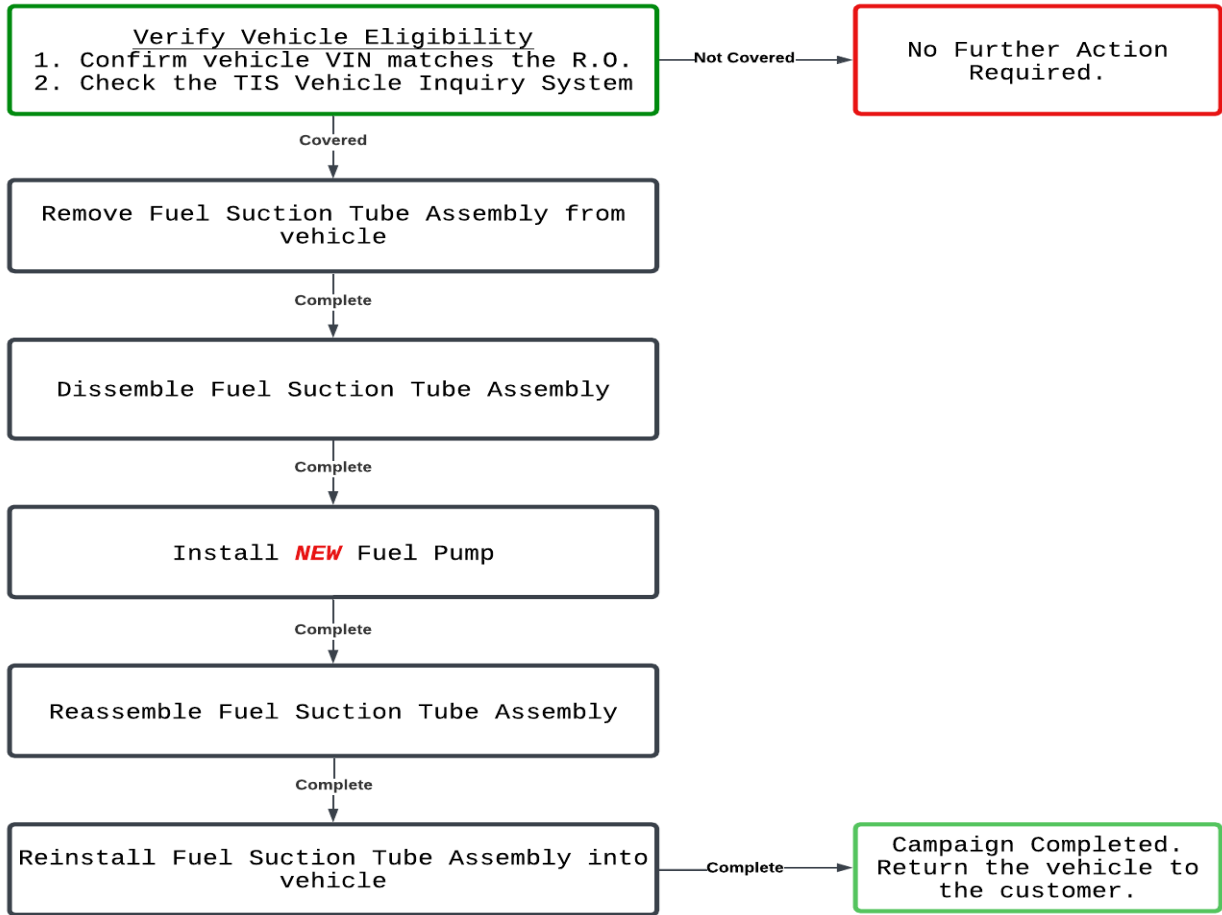
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Service Department

Warranty Reimbursement Procedure

The flowchart is for reference only. DO NOT use it in place of the full technical instructions. Follow ALL steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



Op Code	Description	Flat Rate Hours
25LA01R1	NX300 (FWD)	2.4
25LA01R2	NX300 (AWD)	3.1
25LA01R3	RX 350L (Power Rear Seat)	2.3

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under any of the Op Codes listed above for a maximum of \$250.00 as sublet type "TW" in the event the guest's vehicle has experienced the condition and cannot be driven to the dealership.
 - 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, a maximum of three days of rental vehicle expense (at a maximum rate of \$45.00 per day) while the vehicle is being remedied under any of the Op Codes listed above, 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

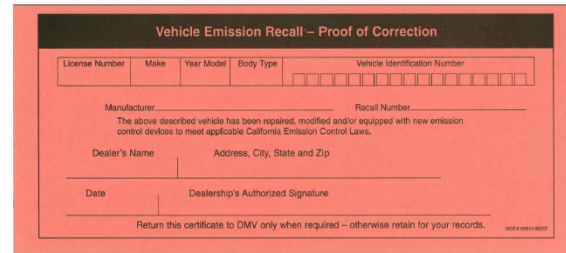
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

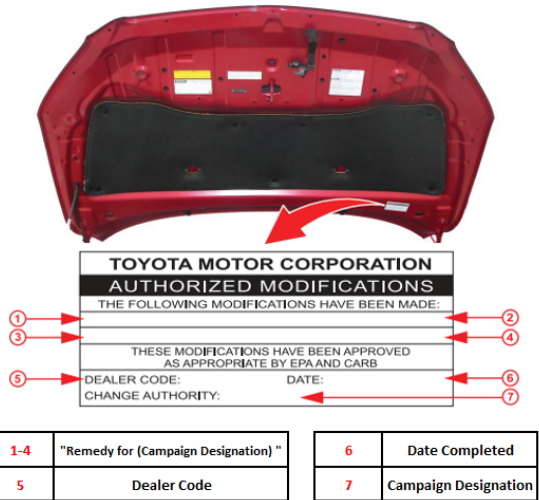
The vehicle owner may require the Proof of Correction form for vehicle registration renewal. *It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*

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 September 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).




Technician Training Requirements

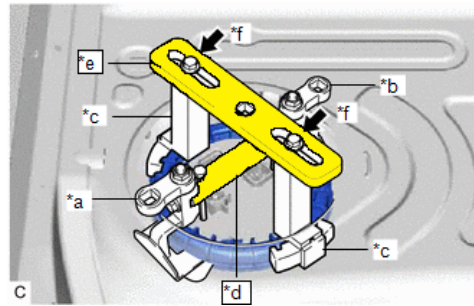
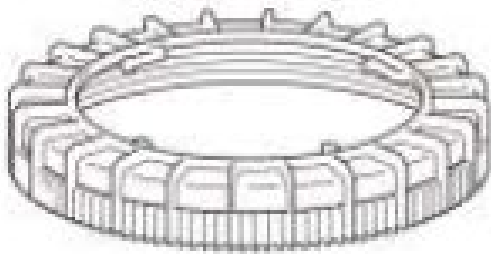
The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair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

- LIC206A - Electrical Repair 1

Campaign Special Service Tools

Campaign Tools		
	<p>Retainer Ring Pliers</p>	<p>These pliers were shipped to each dealership in early February 2021.</p>

The RX350L uses a plastic ring w/holding tool retainer type as shown below.



This retainer type requires two different Special Service Tools in addition to the ones listed above.

Special Service Tools		
<p>Plate - Fuel Pump Retainer Tool (*e)</p>	<p>Bridge - Fuel Pump Holding Tool (*d)</p>	<p>Additional SST's can be purchased from the Lexus Special Service Tools (SST) website</p>
<p>(09808-14040)</p>	<p>(09808-01070)</p>	<p>Lexus Special Service Tools</p>

The NX300 uses the bolt in style retainer and does not require any SSTs.

Parts Department

Parts Information

At the time of launch, parts for this campaign can be ordered in Campaign Part Order Request (CPOR) on Service Lane, due to potential limited part availability. Please check the MAC report on Dealer Daily for the most up-to-date parts ordering information as part controls can be adjusted throughout the life of the campaign.

Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR.

NX300 Parts		
Part Number	Description	Quantity
04009-86136	NX300 Fuel Pump Kit	1
04009-80253	NX300 Fuel Pump Gasket Kit	1

RX350L Parts		
Part Number	Description	Quantity
04009-86531	RX350L Fuel Pump Kit	1
04009-9520C	RX350L Fuel Pump Gasket Kit	1

Frequently Asked Questions

Q1: *What is the condition?*

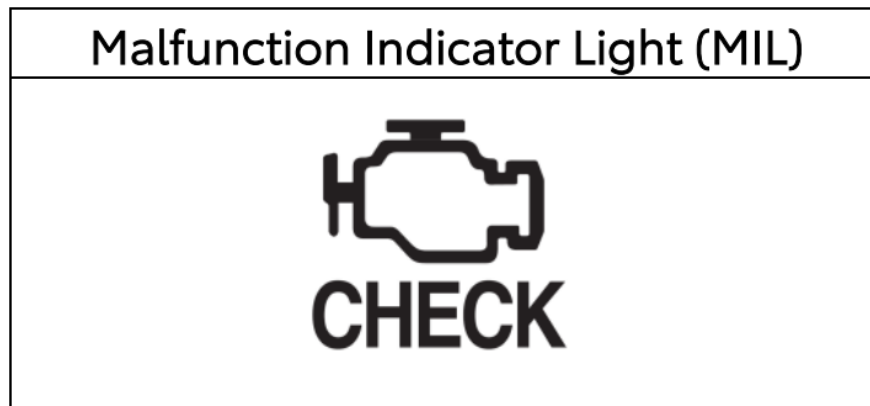
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If 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 indicator 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.

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 an 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.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts may be utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

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.

Guest Reimbursement

Reimbursement consideration instructions will be included in the owner letter.