



## SAFETY RECALL 25LA02 (Remedy Notice)

### Certain 2023-2024 NX 250, NX 350 and 2023 RX 350 Models Driver Airbag May Not Deploy

On January 29, 2025, Lexus filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2023-2024 NX 250, NX350 and 2023 RX 350 vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023-2024 NX 250	Late February 2023 – Mid May 2023	30	0
2023-2024 NX 350	Late February 2023 – Mid May 2023	10	0
2023 RX 350	Early March 2023 – Mid May 2023	25	0

#### Condition

The affected vehicles may not have been correctly inspected in a prior recall to determine if a replacement of the spiral cable assembly in the steering column that controls the driver's side airbag was needed. A loose connection in the spiral cable can cause the airbag warning light to illuminate, and the driver's airbag may not deploy in a crash. As a result, the vehicle will not comply with a certain federal standard and may increase the risk of injury to the driver in the event of a crash.

#### Condition

For all involved vehicles, Lexus dealers will inspect the spiral cable with an improved process and, if necessary, replace the spiral cable with a new cable **FREE OF CHARGE**.

#### Owner Notification

##### Mail

Lexus will notify owners by late March 2025.

##### Head Unit Notification

Vehicle Head unit notifications will begin in 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](http://pressroom.lexus.com).

#### Tech Requirements

LIC206A – Electrical Repair 1

#### Inspection/Repair Time

Repair: 0.4 - 1.2

#### Parts Control at Launch

MAC Request

#### Parts Replacement Rate

Inspect first

#### Owner Notification Date

March 2025

#### Salvage Title Eligible

Yes



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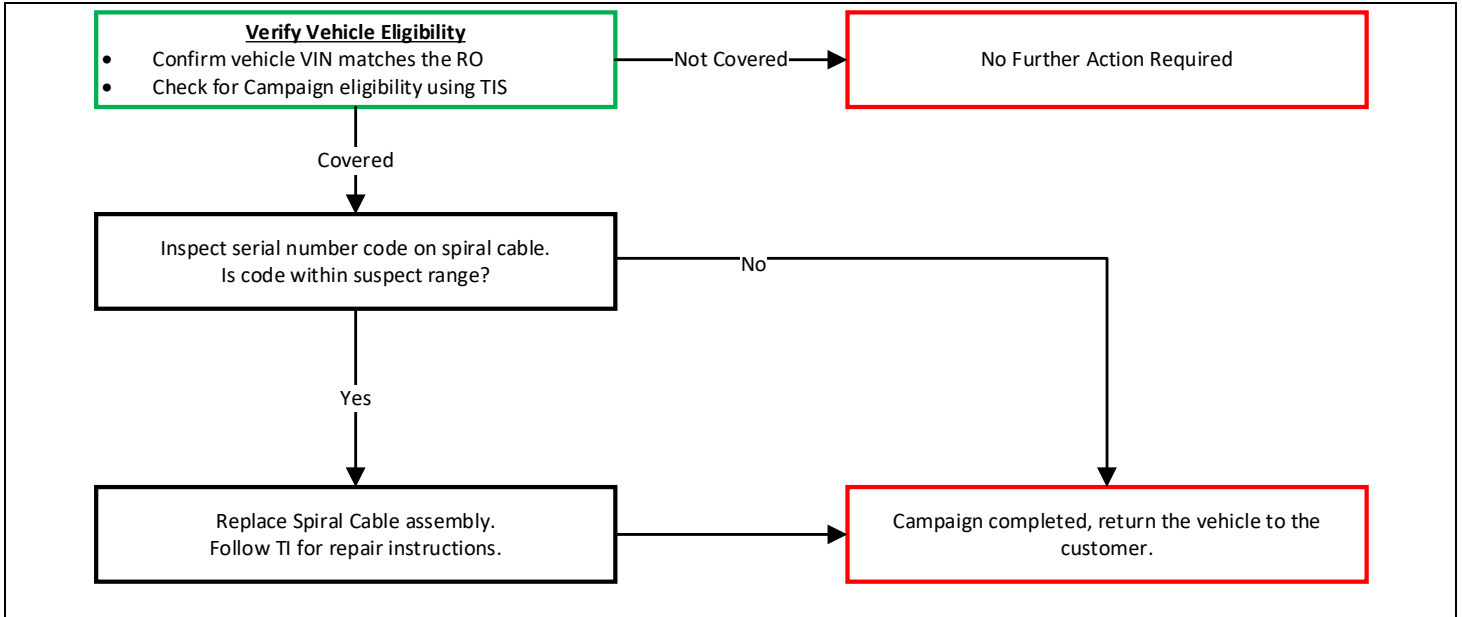
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# Service Department

## Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25LA02R1	Inspect Spiral Cable	0.4
25LA02R2	Replace Spiral Cable	1.2

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

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 \$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:

- LIC206A - Electrical Repair 1

## Parts Department

### Parts Information

Please check the CPOR/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 D, refer to the MAC report for further instructions.

Part Number	Description	Quantity
04003-263F6	Spiral Cable Set w/ Sensor Lock Pin	1

## Sales Department

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

## Frequently Asked Questions

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

A1: The affected vehicles may not have been correctly inspected in a prior recall to determine if a replacement of the spiral cable assembly in the steering column that controls the driver's side airbag was needed. A loose connection in the spiral cable can cause the airbag warning light to illuminate, and the driver's airbag may not deploy in a crash. As a result, the vehicle will not comply with a federal safety standard and may increase the risk of injury to the driver in the event of a crash.

### Q2: *Are there any symptoms/warnings if the condition occurs?*

A2: If the condition is present, the airbag warning light will illuminate and electrical controls on the steering wheel may not operate. An example of the airbag warning light is shown below.



*Note: The airbag warning light may vary from the image above; refer to the owner's manual to confirm the applicable airbag warning light image. The airbag warning light may illuminate for other reasons than the condition described above.*

### Q3: *What is Lexus going to do?*

A3: For all involved vehicles, Lexus dealers will inspect the spiral cable with an improved process and, if necessary, replace the spiral cable with a new cable **FREE OF CHARGE**.

### Q4: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A4: There are approximately 65 vehicles covered by this Safety (Noncompliance) Recall.

Model / Years	Production Period	Approximate Total Vehicles
2023-2024 NX 250	Late February 2023 - Mid May 2023	30
2023-2024 NX 350	Late February 2023 - Mid May 2023	10
2023 RX 350	Early March 2023 - Mid May 2023	25

### Q5a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A5a: Yes, there are certain 2023 Corolla, Corolla Cross, Corolla Cross HV, Highlander, Highlander HV and Tacoma vehicles covered by this Safety Recall.

### Q5: *What if I previously paid for repairs related to this Safety (Noncompliance) 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 a guest has additional questions or concerns, please have them 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 customer 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 customer 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 customer that the vehicle is involved in a Safety Recall.

Lexus expects dealers to visit <https://lexus-recall-disclosure.imagespm.info/> and complete a Customer 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. Toyota and the dealer may use this information to contact the customer 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 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

### 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.