



SAFETY RECALL 25LA03 (Remedy Notice)

Certain 2025MY NX and 2024-25MY RX
Increased Risk of Injury due to Seat Belt Damage



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On Feb 6, 2025, Lexus filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2025MY NX and 2024-25MY RX vehicles

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
25MY NX	Early October 2024 – Mid-December 2024	2,700	70
24-25MY RX	Early October 2024 – Mid-December 2024	5,600	80

Condition

The second-row center seatbelt of the subject vehicles may have been damaged during manufacturing. This may cause the seatbelt to not meet certain strength requirements. If an occupant is belted in the second-row center seat with a damaged seatbelt, it may increase the risk of injury during certain crashes.

Remedy

Any authorized Lexus dealer will inspect the second-row center seatbelt webbing and if necessary, replace the seatbelt assembly, **FREE OF CHARGE**.

Owner Notification

Mail

Lexus will notify owners by early April 2025.

Head Unit Notification

Vehicle head unit notifications will begin in late 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.

Tech Requirements

LIC206A - Electrical Repair 1

Inspection/Repair Time

Repair: 1.0

Inspection 0.3

Parts Control at Launch

MAC

Parts Replacement Rate

0.05%

Owner Notification Date

February - 2025

Salvage Title Eligible

Yes

Media Contacts

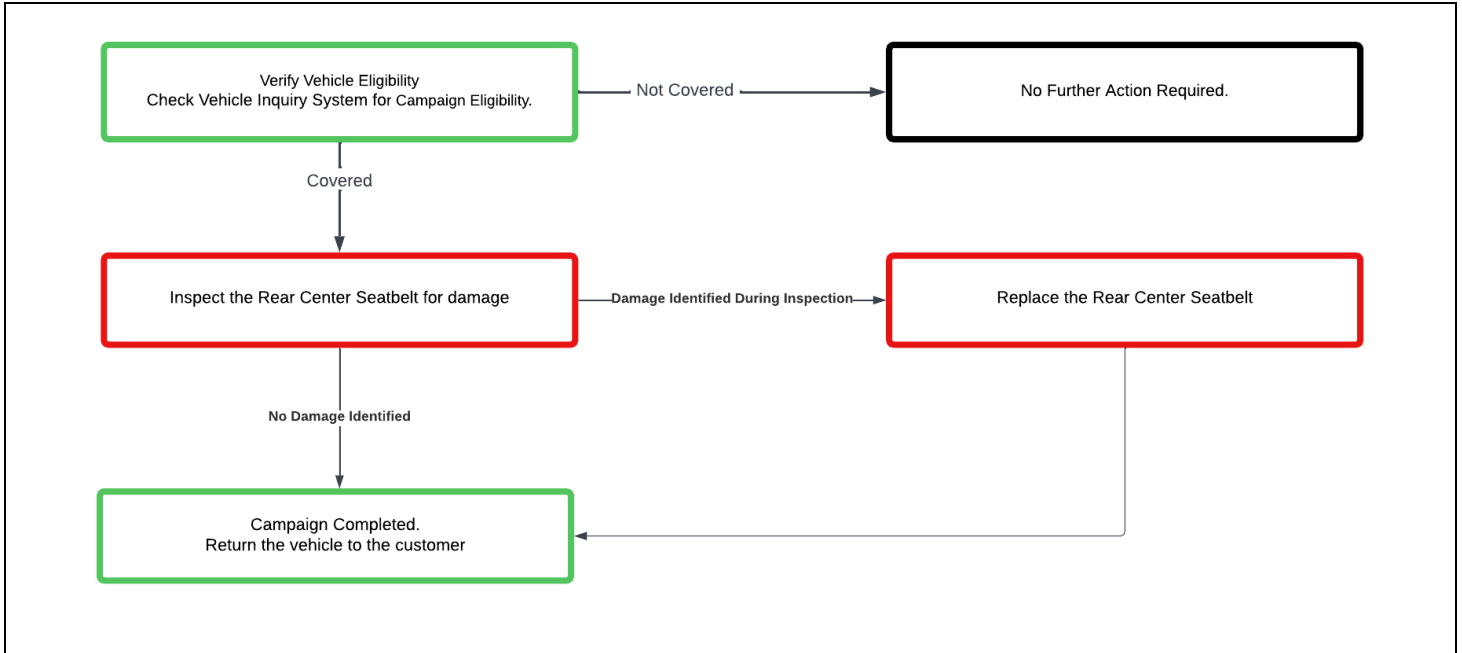
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed pressroom.lexus.com.

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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25LA03R1	Inspect Seat Belt Only	0.3
25LA03R2	Inspect and Replace seat belt assembly	1.0

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- If replacement is necessary, a loaner vehicle or alternative transportation through the Lexus Customer Convenience System (LCCS) can be claimed up to a maximum of 4 days as a sublet type "RT" under Op Code 25LA03R2
 - *For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Lexus Transportation Assistance Policy (LTAP) for DSPM authorization requirements.*
 - *Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.*
- Lexus usual customer 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 under any of the Op Codes listed above, or the cost of pick-up and redelivery of the customer'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 course:

- LIC206A - Electrical Repair 1

Parts Department

Parts Information

At the time of launch, parts for this campaign are on Manual Allocation Control (MAC) due to potential limited part availability. 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 C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

NX Parts		
Part Number	Description	Quantity
73350-F6010-C0	BELT ASSY, REAR SEAT, OUTER CENTER	1

RX Parts		
Part Number	Description	Quantity
73350-0E190-C0	BELT ASSY, REAR SEAT, OUTER CENTER	1

Sales Department

New Vehicles in Dealership Inventory

There are approximately 150 vehicles in new dealer inventory as of February 3, 2025.



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. 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.

Frequently Asked Questions

Q1: *What is the condition? (Description of problem)*

A1: The second-row center seatbelt of the subject vehicles may have been damaged during manufacturing. This may cause the seatbelt to not meet certain strength requirements. If an occupant is belted in the second-row center seat with a damaged seatbelt, it may increase the risk of injury during certain crashes.

Q1a: Are there any warnings that this condition exists?

A1a: No

Q2: *How long will the remedy take?*

A2: The inspection will take approximately 10 minutes and the repair, if necessary, takes approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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

A3: There are approximately 8,400 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RX	2024-2025	Early October 2024 - Mid-December 2024
NX	2025	Early October 2024 - Mid-December 2024

Q4: *What if I previously paid for repairs related to this Safety Recall?*

A4: Reimbursement consideration instructions will be provided in the owner letter.

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 (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

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. 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 are 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.