



SAFETY RECALL 25LA04 (Interim Notice 25LB04)

Certain 2023 - 2025 Model Year RZ
HVAC Defroster Issue
NHTSA Recall No. TBD

Frequently Asked Questions
Original Publication Date: September 4, 2025

Q1: *What is the condition?*

A1: The windshield defroster in the subject vehicles may not remove frost, ice, and/or fog from the windshield glass due to a software issue in an electrical control unit. This could reduce driver visibility and increase the risk of a crash.

Q1a: *What should I do if my vehicle is experiencing the condition described and I'm unable to drive the vehicle to the dealership?*

A1a: Please contact your local authorized Lexus dealer who will arrange for vehicle pickup.

Q2: *What is Lexus going to do?*

A2: At this time, Lexus is currently preparing the remedy. When available, Lexus dealers will update the programming of the involved electrical control unit, free of charge.

Also, for guest satisfaction, dealers will inspect and, if necessary, replace the electrical HVAC compressor, free of charge.

Q3: *Are there any warnings that this condition exists?*

A3: If certain failures occur in the HVAC system and trigger a failsafe mode, warning messages such as "EV System Malfunction" and/or "Drive Start Control Malfunction," and/or warning lights will illuminate.

Q4: *When will the remedy become available?*

A4: At this time, Lexus estimates that the remedy can be available in September 2025.

Q5: *Which and how many vehicles are covered by this Safety Recall?*

A5: There are approximately 20,500 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RZ300e	2023 - 2025	Late November 2023 - Mid-June 2025
RZ450e	2023 - 2025	Early January 2023 - Mid-June 2025

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

A5a: Yes, there are approximately 62,500 vehicles covered by this Safety Recall.

Q6: *What if I previously paid for repairs related to this Safety Recall?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: *How does Lexus obtain my mailing information?*

A7: 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.

Q8: *What if I have additional questions or concerns?*

A8: 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.