



◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
November 11, 2025	• Updated Flowchart
October 1, 2025	• Updated Flowchart
September 30, 2025	• Added Lexus Touch
September 26, 2025	• Phase 2 Launch

The most recent update in the attached Dealer Letter will be highlighted with a red box.



Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



SAFETY RECALL 25LA04 (Remedy Notice)

Certain 2023 - 2025 Model Year RZ
HVAC Defroster Issue
NHTSA Recall No. 25V-577

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

[Refer to Dealer Inventory Procedures section for more details.](#)

On September 4, 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 2023 - 2025 model year RZ vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2024 – 2025 RZ300e	Late November 2023 – Mid-June 2025	7,900	40
2023 – 2025 RZ450e	Early January 2023 – Mid-June 2025	12,700	140

Condition

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.

Remedy

Lexus dealers will update the programing 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**.

<u>Tech Requirements</u> LIC209A – Electrified Powertrain Vehicle Repair
<u>Inspection/Repair Time</u> 1.4 – 4.5 hours
<u>Parts Control at Launch</u> MAC V
<u>Parts Replacement Rate</u> Estimated Percentage: 1%
<u>Owner Notification Date</u> Late October 2025
<u>Salvage Title Eligible</u> Yes

Campaign Phase Interpretation

Campaigns may be launched in phases due to many factors, such as: the nature of the repair, parts availability, etc. It is important that each VIN is confirmed using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. ***If a remedy repair is performed on an interim phase vehicle, the claim will be subject to debit.***

REMEDY PHASE – ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall X0X - **Remedy Notice** - 2004-2005 Model Year Toyota - Generic Recall Description

Completion Status: **Not Completed**
[\[Show Documents\]](#)

STATUS IDENTIFICATION
A: Campaign Description: X0X Remedy
B: Completion Status: Not Completed

- ***This vehicle is eligible to have the remedy performed.***

INTERIM PHASE – FUTURE REPAIR

Campaign Description: Safety Recall X0X (X1X) - **Interim Notice** - 2004-2005 Toyota - Generic Recall Description

Completion Status: **Not Completed**
[\[Show Documents\]](#)

STATUS IDENTIFICATION
A: Campaign Description: X1X Interim
B: Completion Status: Not Completed

- ***This vehicle is in the interim phase; the remedy CANNOT be performed at this time.***

Campaign Phases

Phase 1 (~180 vehicles) – Remedy Available Now

Lexus is launching Phase 1 for these vehicles because they are expected not to require part replacement.

Phase 2 (~20,500 vehicles) – Remedy Available Now

Lexus will include all remaining vehicles in Phase 2 as parts become available.

Owner Notification

Mail

Lexus will notify guests by late October 2025.

Head Unit Notification

Vehicle Head unit notifications will begin in mid-October 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 ensure 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.



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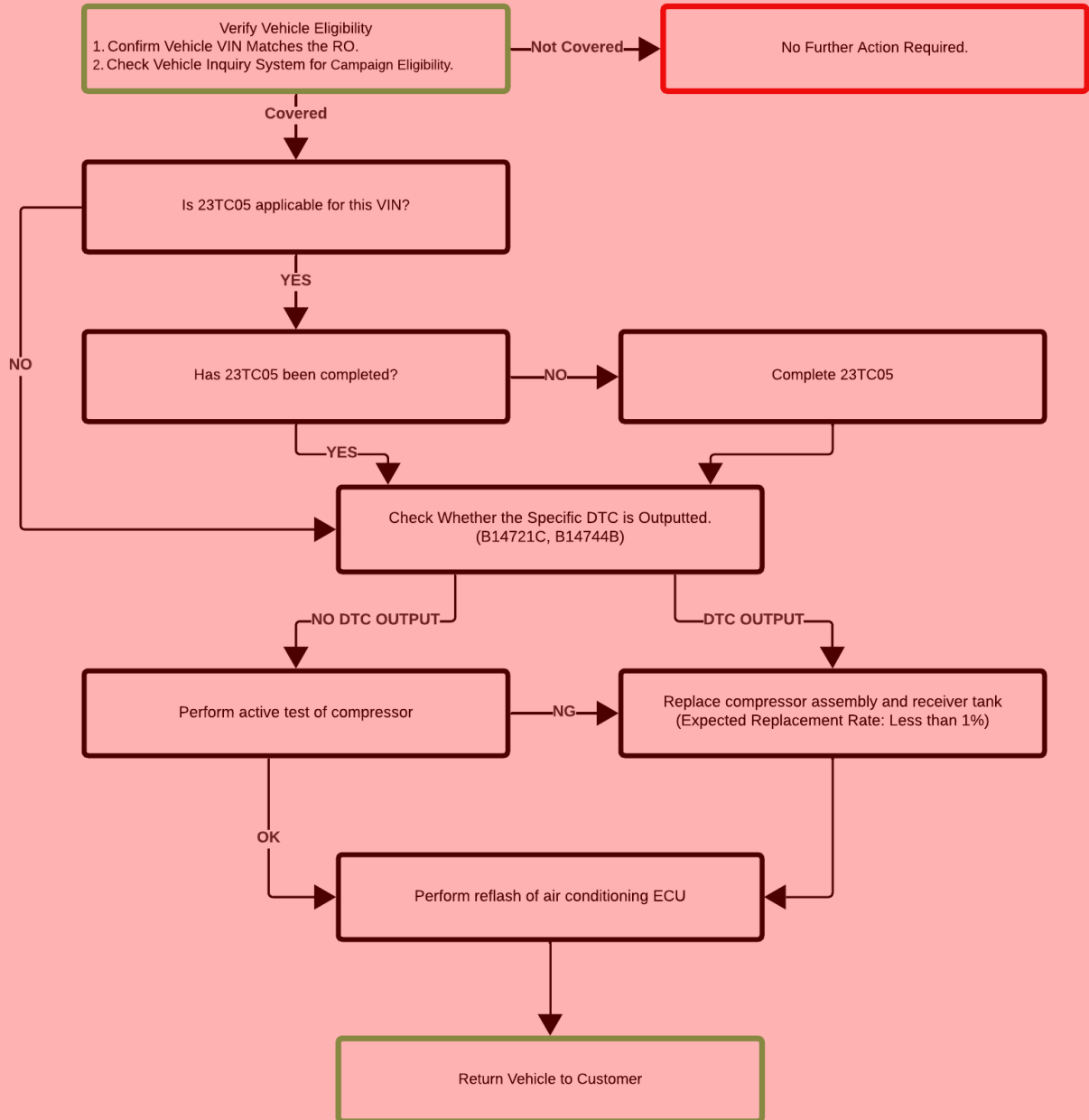
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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25LA04R1	Inspect Compressor, Reflash Air Conditioning ECU	1.4
25LA04R2	Inspect Compressor (with DTCs), Replace Compressor and Receiver, Reflash Air Conditioning ECU	4.2
25LA04R3	Inspect Compressor(Without DTCs), Replace Compressor and Receiver, Reflash Air Conditioning ECU	4.5

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A loaner vehicle or alternative transportation through the Lexus Customer Convenience System (LCCS) Service Loaner Program can be claimed up to a maximum of 5 days at a maximum rate of \$55 per day as a sublet type “RT” under Op Code 25LA04R2 and 25LA04R3 in the event of a part backorder. This loaner vehicle or alternative transportation is intended for use while the guest’s vehicle is down for the repair.
 - **For rentals that exceed the maximum number of allowable days and/or dollars per day, a DSPM authorization is required.**
 - **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Lexus requires documentation of the inspection to be attached to all campaign claims.
- Lexus usual guest care amenities apply to this Software Update and are subject to the guidelines published in the Lexus Warranty Policy and Procedure Manual and the Safety Recall, Special Service Campaign (SSC), and Limited-Service Campaign (LSC) General Services and Claim Filing Policies and Procedures document on TIS.
 - Traction battery recharging up to 80% at a maximum amount of \$15 (use sublet type GA).
 - Alternative Transportation at a maximum of three days and a maximum rate of \$55.00 per day while the vehicle is being remedied (use sublet type RT).
 - Pick-up and redelivery of the guest’s vehicle (use sublet type DE).
 - Car wash (use sublet type CW).
 - Remote Repairs (use sublet type RR).

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 Procedure

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 to have completed the following courses:

- LIC209A - Electrified Powertrain Vehicle Repair

Always check which technicians can perform the repair by logging on to <https://lexuscertification.com/certlogin.jsp>. It is the dealership’s responsibility to select technicians that have completed the above courses to perform this repair. Carefully review your resources, the technician’s skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

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.

Part Number	Part Description	Quantity
00289-1234Y-F01	R1234YF Freon	As Needed
04005-30242	COMPRESSOR ASSY, W/MOTOR	As Needed
* The kit above includes the following parts.		
Part Number	Part Name	Quantity
88370-42051	COMPRESSOR WITH MOTOR ASSEMBLY	1
88470-42110	RECEIVER TANK	1
90099-14169	O-RING, SUCTION HOSE	2
90099-14120	O-RING, NO.1 DISCHARGE HOSE	3
90099-14119	O-RING, RECEIVER TANK	2
90099-14157	O-RING, NO.2 AIR CONDITIONING HOSE AND ACCESSORY	2

Sales Department

New Vehicles in Dealership Inventory

There are approximately 180 vehicles in new dealer inventory as of September 2, 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.

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

Frequently Asked Questions

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: 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 fail-safe mode, warning messages such as "EV System Malfunction," "Drive Start Control Malfunction," and/or warning lights will illuminate. Warning lights may illuminate for other reasons than the condition described above. If warning lights are illuminated, please visit your local Toyota dealer promptly for diagnosis.

Q4: ***Which and how many vehicles are covered by this Safety Recall?***

A4: There are approximately 20,500 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RZ300e	2024 - 2025	Late November 2023 – Mid-June 2025
RZ450e	2023 - 2025	Early January 2023 – Mid-June 2025

Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A4a: Yes, MY 2023 to 2025 Toyota Bz4X are covered by this Safety Recall.

Q5: *How long will the repair take?*

A5: The repair takes approximately one and a half hours. If electrical HVAC compressor replacement is required based on the inspection, it will take approximately four and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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.

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 a 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.