



SAFETY RECALL 25LA05 (Interim Notice 25LB05)

Multiple Models and Model Years
Combination Meter May Go Blank



STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.



On September 11, 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 Multiple model year Multiple Model vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2024 - 2025 LS 500	Mid October 2023 - Early November 2024	2,000	0
2024 - 2025 LS 500h	Late October 2023 - Early November 2024	3	0
2025 RX 350	Late June 2024 - Early November 2024	4	0
2025 RX 350H	Mid September 2024 Early November 2024	3	0
2025 RX 500H	Late June 2024 - Mid September 2024	3	0
2024 - 2025 TX 350	Mid March 2023 - Mid December 2024	26,300	3
2024 TX 500h	Mid March 2023 - Mid December 2024	6,300	1
2024 TX 550h+	Late July 2023 - Mid December 2024	600	0

Condition

The 12.3-inch display of the instrument panel may be blank at startup. Operating the vehicle with this display blank reduces the ability to see certain malfunction indicators. If malfunctions occur while driving, continuing to drive could lead to an increased risk of a crash or an increased risk of injury in the event of a crash.

Interim Rental Available

Available see instruction in letter.

Owner Notification Date

Early November 2025

Remedy (Not Available)

Lexus is currently preparing the remedy, at this time, Lexus estimates the remedy can be available in December 2025. When the remedy is available Lexus dealers will inspect the combination meter and depending on the inspection, update the programming of the combination meter or replace the combination meter with a new one, **FREE OF CHARGE**.

Owner Notification

Mail

Lexus will notify owners by early November 2025.

Lexus App

Vehicles involved in this Recall will be visible in the App at time of announcement.

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 to pressroom.lexus.com.



Recall Contents

- Service Department..... 4
 - Warranty Reimbursement Procedure..... 4
- Sales Department 4
- Frequently Asked Questions 5
- Policies And Procedures 6

Service Department

Warranty Reimbursement Procedure

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

A loaner vehicle or alternative transportation through Lexus Rent-A-CAR (LRAC) can be claimed for \$55 per day if the guest vehicle is exhibiting the condition.

Op Code	Description
TBD	Vehicle Rental 1-30 Days
TBD	Vehicle Rental 31-60 Days
TBD	Vehicle Rental 61-90 Days

NOTE:

- Rental invoice ***MUST*** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization.

Sales Department

New Vehicles in Dealership Inventory

There are approximately 4 vehicles in new dealer inventory as of September 8, 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 provides these flooring reimbursements within 30 days of remedy launch. 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.

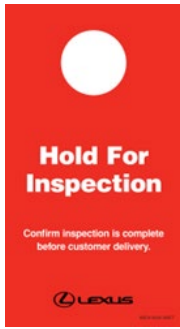
Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

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.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Frequently Asked Questions

Q1: *What is the condition?*

A1: The 12.3-inch display of the instrument panel may be blank at startup. Operating the vehicle with this display blank reduces the ability to see certain malfunction indicators. If malfunctions occur while driving, continuing to drive could lead to an increased risk of a crash or an increased risk of injury in the event of a crash.

Q2: *When will the remedy become available?*

A2: Lexus is currently preparing the parts and repair instructions for the remedy. At this time, Lexus estimates that the remedy can be available in December 2025.

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

A3: There are approximately 35,000 vehicles covered by this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles
2024 - 2025 LS 500	Mid October 2023 - Early November 2024	2,000
2024 - 2025 LS 500h	Late October 2023 - Early November 2024	3
2025 RX 350	Late June 2024 - Early November 2024	4
2025 RX 350H	Mid September 2024 Early November 2024	3
2025 RX 500H	Late June 2024 - Mid September 2024	3
2024-2025 TX 350	Mid March 2023 - Mid December 2024	26,300
2024 TX 500h	Mid March 2023 - Mid December 2024	6,300
2024 TX 550h+	Late July 2023 - Mid December 2024	600

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: Yes, certain 4runner, 4runner HV, Camry HV, Crown, Crown Signia, GR Corolla, Grand Highlander, Grand Highlander HV, Highlander, Highlander HV, Rav4 PHEV, Rav4, Rav4HV, Tacoma, Tacoma HV, and Venza HV vehicles are covered by this Safety Recall.

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 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. Toyota 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 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.