◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
7/23/2026	Phase 4 Launch
5/21/2026	Phase 3 Launch
4/28/2026	Updated Rental
3/30/2026	Added Opcode for guest OTA initiation
3/16/2026	Updated the content under Rental sublet
2/3/2026	Updated the Rental sublet verbiage
1/20/2026	Added Opcode for RX models – Combination meter replacement only – Software update is not required.
1/08/2026	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.

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Original Publication Date: January 8, 2026

SAFETY RECALL 25LA05 *(Remedy Notice)*

Multiple Models and Model Years
Combination Meter May Go Blank
NHTSA Recall No. 25V-595

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.

Remedy

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***. Lexus is conducting a phased implementation of the remedy based on the owner's vehicle model and part availability. Refer to the tables below to determine the remedy status for the vehicles involved in this Safety Recall.

Tech Requirements
LIC206A – Electrical Repair 1

Inspection/Repair Time
Repair: 2.5

Parts Control at Launch
N/A

Parts Replacement Rate
N/A

Owner Notification Date
Phase 1 – Early December 2025
Phase 2 – Late January 2026
Phase 3 – Mid June 2026
Phase 4 – Mid August 2026

Salvage Title Eligible
Yes

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Lexus is developing an Over-the Air update (OTA) software for vehicles that have the capability. When available, Lexus will notify guests that have not completed the recall that they can complete it themselves via the head unit in their vehicle.

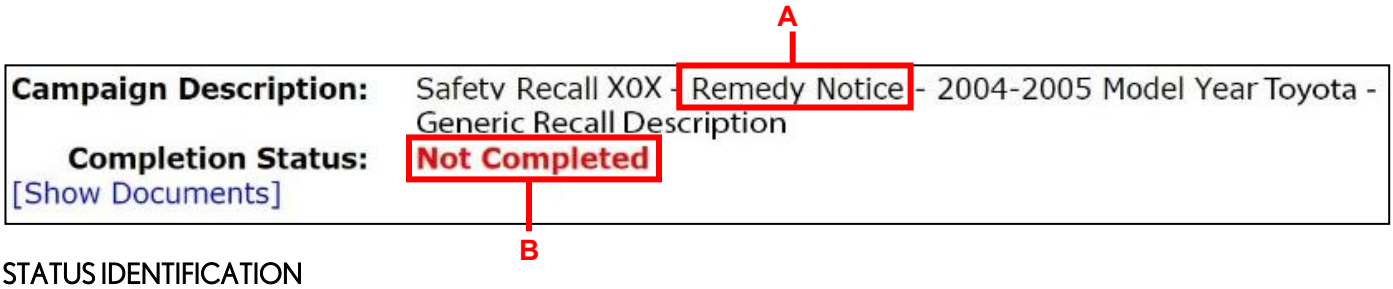
The following models are the only vehicles capable of OTA for this recall:

- 2024 TX 350 and TX 500h
- 2024 LS 500 and LS 500h

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



STATUS IDENTIFICATION

A: Campaign Description: X0X Remedy

B: Completion Status: Not Completed

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

Campaign Phases

Phase	UIO	Model Year Vehicles	Estimated Remedy Timing
1	400	Certain 2024 TX 550h+ Vehicle's Only Requiring Reprogramming*	Available Now
2	34,500	Certain 2024 – 2025 LS 500 Certain 2024 – 2025 LS 500h Certain 2025 RX 350* Certain 2025 RX 350H* Certain 2025 RX 500H* Certain 2024 – 2025 TX 350 Certain 2024 TX 500h Certain 2024 TX 550h+	
3	100	Certain 2024 TX 550h+	
4	200	Certain 2024 TX 550h+	

*TX 550+ vehicles not included in Phase 1 will either need to have combination meter replaced or at least inspected before reprogramming. If a TX 550+ vehicle is not included in phase 1, do not reprogram the vehicle.

*RX350, RX500, RX500H will need the combination meter replaced and don't require a software update.

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Owner Notification

Mail

Phase 1 Guest Mailing	Early December 2025
Phase 2 Guest Mailing	Late January 2026
Phase 3 Guest Mailing	Mid June 2026
Phase 4 Guest Mailing	Late August 2026

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.

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Service Department

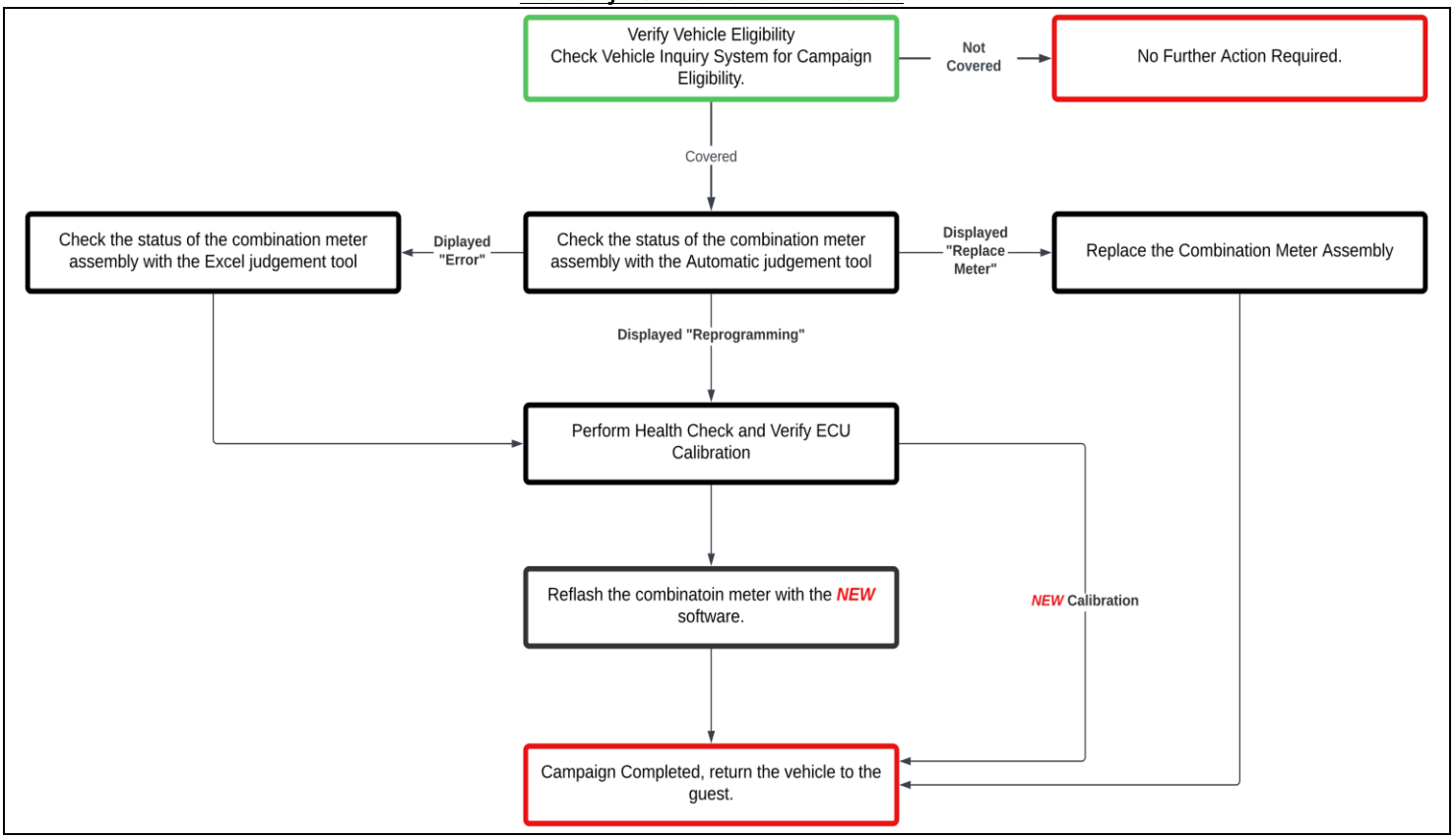
A loaner vehicle or alternative transportation though Lexus Customer Convenience System (LCCS) can be claimed for $55 per day.

Op Code	Description
25LB05V1	Vehicle Rental 1-30 Days
25LB05V2	Vehicle Rental 31-60 Days
25LB05V3	Vehicle Rental 61-90 Days
25LB05V4	Vehicle Rental 91-120 Days
25LB05V5	Vehicle Rental 121-150 Days
25LB05V6	Vehicle Rental 151-180 Days
25LB05V7	Vehicle Rental 181-210 Days
25LB05V8	Vehicle Rental 211-240 Days
25LB05V9	Vehicle Rental 241-270 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.
- Rental claims for this recall are required to be filed every 30 days by the dealer. Claim filing must be filed in sequential rental opcode order based on the number of days that a customer has been in a rental vehicle.

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25LA05R2	Inspect and Reprogram the Combination Meter (TX550h+)	2.6
25LA05R7	Replace the Combination Meter (RX350, RX500, RX500H)	1.0
25LA05R9	Reprogram the Combination Meter (TX350, TX 500h, LS)	2.5
25LA05OT	Initiate OTA for Guest	0.1

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- The flat rate times include 0.1 hours for administrative cost per unit for the dealership. (Except 25LA05OT)
- In the rare case that the vehicle contains the latest calibration ID (no software update needed), use corresponding opcode from the table above.
- If the parts are on backorder, a loaner vehicle or alternative transportation through the Lexus Customer Convenience System (LCCS) Service Loaner program can be claimed at a maximum of 14 days and a maximum rate of $55 per day as sublet type "RT" under Op code 25LA05R7.
    - For rentals that exceed the maximum number of allowable days and/or dollars pe 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 usual guest care amenities apply to this Safety Recall 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.

- Fill the guest's fuel tank (use sublet type GA).
- Alternative Transportation at a maximum of 3 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 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 to currently hold at to have completed the following courses:

- LIC206A – Electrical Repair 1

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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

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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: What is Lexus going to do?

A2: 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***. Lexus is conducting a phased implementation of the remedy based on the owner's vehicle model.

Q3: Will an OTA (Over the air) update be available for vehicles included in this recall?

A3: Lexus is developing an Over-the Air update (OTA) software for vehicles that have the capability. When available, Lexus will notify guests that have not completed the recall that they can complete it themselves via the head unit in their vehicle.

The following models are the only vehicles capable of OTA for this recall:

- 2024 TX 350 and TX 500h
- 2024 LS 500 and LS 500h

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

A4: 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

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

A4a: 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.

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Q5: What if I previously paid for repairs related to this Safety 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 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. 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 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.

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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.

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